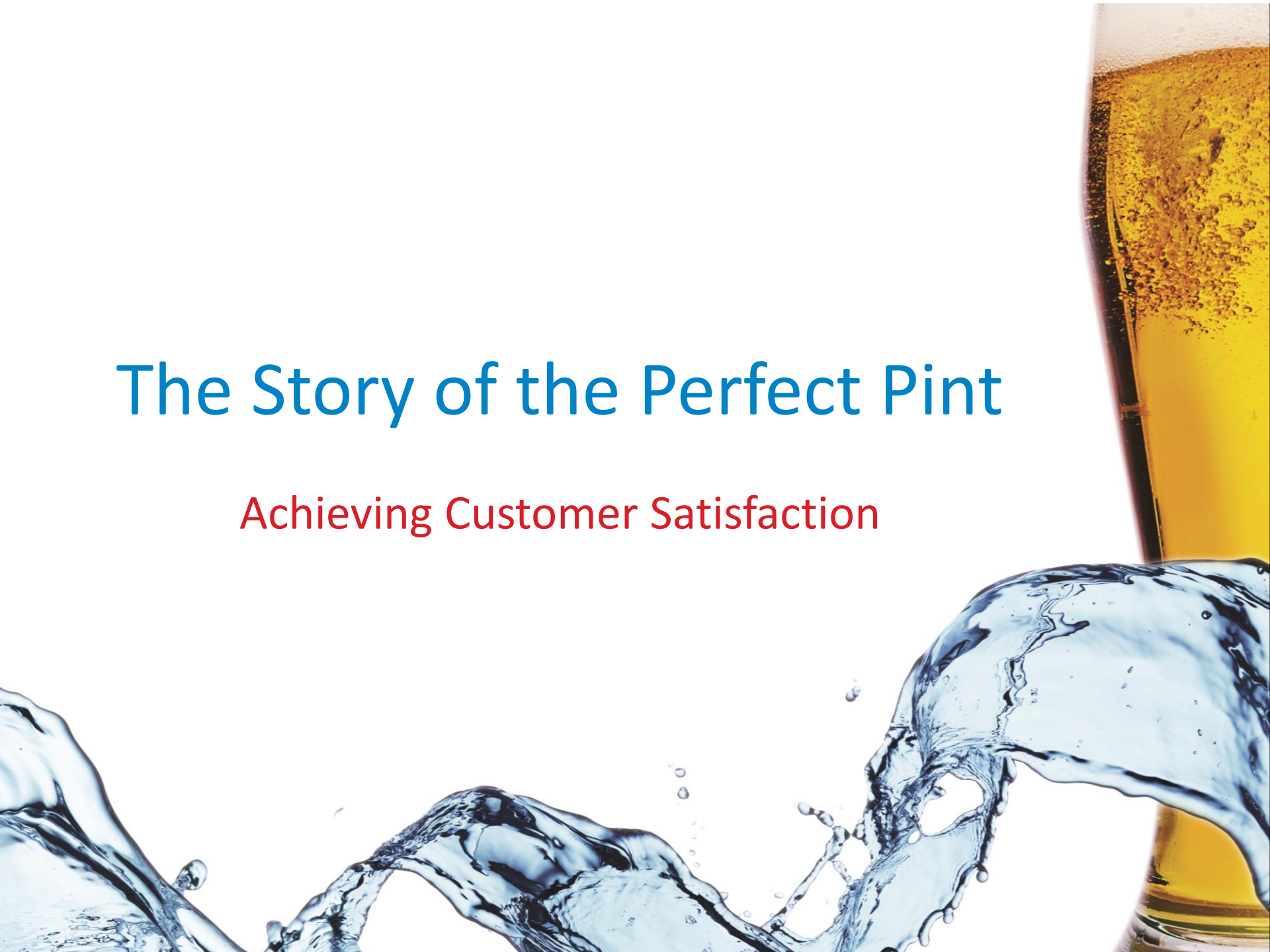
The Story of the Perfect Pint

Achieving Customer Satisfaction



Did You Know...?

Did you know that in Ireland alone, we will drink an average of over 6000 pints of lager or Stout *each* in our adult lifetime? That's a lot of pints, not to mention hangovers! It's even better news for you, the licensee; as this equals a lot of money in your tills.

So how do you keep your customers coming back to ensure a large proportion of those pints are supped at your establishment? Well, the easy and often overlooked answer is to pour them the Perfect Pint! How do you get this much talked about, but unfortunately, rarely seen Perfect Pint?

It is estimated that there are 400 quality checks carried out during the production of beer. This effort will be wasted at the point of presenting the drink to the customer if key "fit to fill" or "Beer Clean" criteria on the washed glass have not been met.

To Serve The Perfect Pint...

To serve the Perfect Pint you need a perfectly clean, perfectly dry glass. The state of the glass at the point of presenting the drink is an essential element in customer satisfaction.

Characteristics of a glass that is “fit to fill” or “Beer Clean” may be summarised as being:

- Free Rinsing
- Visually Bright
- Disinfected
- Odour-Free
- Cool and Dry

Clenaware has come up with the following ‘dummies’ guide on how to achieve ‘Pint Perfection’ in 7 simple steps. And what’s more, Clenaware offers a solution to help you every step of the way! Read on to unravel this mystery.....

Achieve Pint Perfection in 7 Steps:

- Pick It
- Treat It
- Prepare It
- Wash It
- Dry It
- Store It
- Serve It

Pick It

The Right Glass

Choosing the Right Glass

Different styles of glassware can complement different styles of beer. Some may enhance the aromatic value of the beer; some may enhance the appearance and brand of the beer, while other glasses may be designed to have a better effect on the beers head. For instance, some beer glasses have a stem which is believed to prevent the body heat of a drinkers hand from warming the beer and causing the head to disappear quickly.

Styles of Glassware:

- Traditional Pint Glass
- Continental (Tall) Glass
- Nucleated Pint Glass
- Stemmed Pint Glass
- Polycarbonate

Pick It

Nucleated Pint Glasses – The Science Bit

The Nucleated Pint glass or glassware with a ‘widget’ (or etching) makes the bubbles in the Beer grow. Before the bubbles can grow, they must form a nucleate.

The bubbles nuclei form on the widget (or etching) at the bottom of the glass and then release from the nucleation site and make their way up to the surface. The growing of the bubbles is caused by a diffusion of dissolved carbon dioxide through the bubbles’ gas / liquid interface.

Beer foam consists of a dispersion of CO_2. The CO_2 bubbles rising through the liquid accumulate high molecular proteins. These substances cling to the bubbles and coat them with an ‘elastic’ type skin.

The head of foam is formed when the beer is poured and mixed with air. The foam prevents the carbon dioxide from escaping the liquid and the creamy sensation of the Beer is preserved.

Detergent and grease WILL kill foam formation and retention and attack the foam on a head of beer, causing the beer to look and taste flat.

Pick It

Treat It

Water Treatment & Chemicals

Perfect Partners...

The perfect partners to use with a glass washer is a Calcium Treatment Unit or Automatic Water Softener.

HARD Facts About Hard Water:

The hardness of water is determined by the amount of Calcium and Magnesium dissolved in water, the more Calcium and Magnesium the water contains, the harder it is.

Calcium Carbonates like to cling to heating elements, so your glass washer is the perfect host for this pesky devil!

If you're in a 'hard' water area, you may suffer with the dreaded Limescale! Limescale isn't just unsightly by leaving streaks and 'milky' residue on otherwise clean glasses; it's also another factor in ruining your chances of Pint Perfection.

Contaminates and scale found in water, even with the best will in the world can't always be removed and these contaminates will ultimately 'flatten' and effect the appearance of your pint so it can be game over! This is where a Water Treatment becomes beneficial and a necessity for the Perfect Pint.

Treat It

How Do Water Treatments Work? - More Science Bits

The water passes through an inlet hose into the C.T.U unit into a bed of resin contained within the unit.

Negatively charged resins in the unit bind and absorb metal ions, which are positively charged ($2RNa(s)+M^{2}+(aq)=R_2M(s)+2Na^{+}(aq)$(M=Mg or Ca) – for all you budding Dmitri Mendeleev's!

Resin within the unit contains sodium, hydrogen or potassium, divalent calcium and magnesium ions in water replace the univalent ions (sodium, hydrogen, potassium etc...). The harder the water, the more sodium, hydrogen and potassium are released from the resin, thus softening the water.

The softened water then passes from the C.T.U into the wash tank, cleaning your glasses without leaving behind the stubborn scale.

Choosing the Right Chemicals

Glass washing chemicals should be:

- Easy and safe to use
- Have no adverse effect on your glassware
- Deliver maximum head retention in beers and lagers by reducing build up or residue
- Cope well with water hardness and tannins
- Deliver spot-free results and visual brightness in your glassware

When selecting the chemicals for glass washing, you want a good quality chemical for both the detergent and the rinse aid.

Recognising Good Quality Chemicals

Good quality chemicals will produce less soap and foam during a wash. This means that the rinseaid is able to carry out its job efficiently without the need for any extra rinsing to remove excess foam left in the cabinet at the end of a cycle.

A good detergent should be formulated to cope with high levels of tannins, proteins and water hardness.

A good rinseaid is equally formulated to a high standard so that it is able to aid with the drying process by shedding as much excess water from the glass as possible and therefore prevent ‘spotting’.

Have you Renovated your Glassware?

Renovate is a powder which has been formulated for the ‘refurbishment’ of drinking glasses to especially remove contaminates. You should always renovate your glassware if you are about to use it for the first time to remove all traces of the chemicals and lubricants which are often used in glass manufacture.

Head retention and ‘lacing’ characteristics of beer and lager will be maximised by regular renovation, as a build up of rinseaid film, sugars, proteins and hop resins can rapidly collapse the beer head.

Treat It

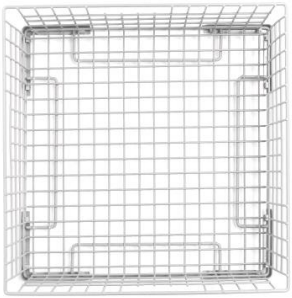
Prepare It

Baskets

Choosing the Right Glass Washing Basket

With many different styles of glassware for beers, lagers and stouts being introduced to bars and restaurants, you need the right baskets to wash them in.

Specialist glass washing baskets come in a range of different sizes and styles, which are designed specifically for each individual style in glassware.

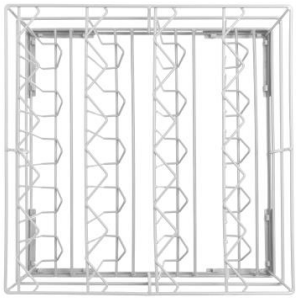


Open Glass Baskets

Sizes:
400mm/450mm/500mm

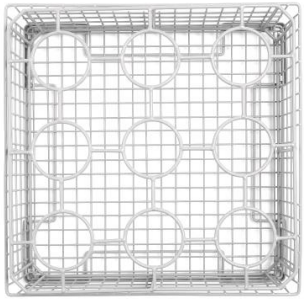
Divided Glass Baskets

Sizes:
400mm/450mm/500mm



Tall Glass Baskets

Sizes:
400mm/450mm/500mm



Carafe Inserts

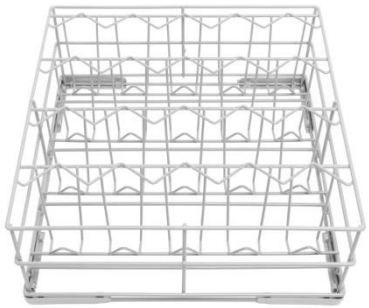
Sizes:
500mm

Which Baskets Should You Use?

Tall Glass Washer Baskets

Ideal for:

- Pilsner Glasses
- Continental Glasses
- Peroni Glasses
- Heineken Glasses
- Carlsberg Glasses
- Carling Glasses



Divided Glass Washer Baskets

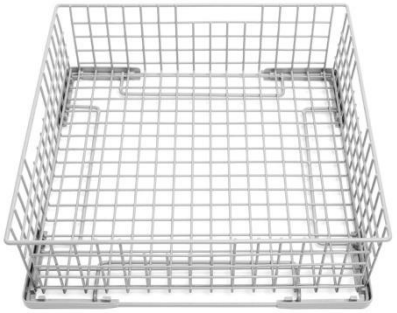
Ideal for:

- Half Pint Glasses
- Stem Pint Glasses
- Cocktail Glasses
- Snifter Glasses
- Champagne Flutes

Open Glass Washer Baskets

Ideal for:

- Pint Glasses (Traditional)
- Half Pint Glasses
- Polycarbonate Pint Glasses



Why Not Use the Baskets You Already Have?

The common open glass washing baskets, although great for the traditional pint glasses aren't suitable or ideal for washing the more recently introduced 'specialist' glasses which measure over 15cm in height.

There's an added risk of breakages when washing taller glasses in common open glass washing baskets as they have no support whilst they are in the basket. If broken glass gets into the wash pump, rinse pump or waste pump, this can cause a total breakdown of your machine which can be very costly to repair. Broken glass also presents huge risks to the Health & Safety of your staff.

Common baskets can get heavy, crack under pressure and put the safety of you and your staff at risk!

Common glass baskets themselves are the 'cheaper' plastic-type versions; they're not made up of robust wirework (robust wirework would be coated in a 'premium' plastic hygienic coating) and also have no corner protection mouldings for added durability.

Common glass baskets have narrow spaces between the wirework providing the water from the wash and rinse jets with a much smaller area to get through. This means that the glasses are not washed and rinsed as thoroughly as they could be.

Wash It

Glass Washers

Choosing the Right Glass Washer

A Glass Washer should:

- Provide consistent results
- Be efficient
- Be easy to operate
- Allow you to wash a wide variety of glassware
- Provide an all-in-one solution with no ‘hidden’, expensive extras

DID YOU KNOW?
The Sovereign glass washer is the only glass washer to use a ‘Fresh Water Wash’ cycle with every wash? Other glass washers on the market actually re-use their wash water over and over again so you end up washing your glasses in ‘dirty’ water!

The Benefits and Key Features of a Good Glass Washer

- Consistency in excellent cleaning results
- Consistency with Chemical dosage
- Noticeably sparkling clean odour-free glasses
- Your last wash should be as good as your first
- Excellent drinks presentation - Head retention on beers
- Quick turnaround between cycles
- Dedicated Renovate cycle
- Dedicated Close Down cycle

The Benefits and Key Features of a Sovereign Machine

- Fresh Water Wash
- Polycarbonates / Plastics wash cycle
- Dedicated Renovate cycle
- Flexible Electrical & Water Installation
- 2 Minute wash cycle time
- Built-in self diagnostic system
- Soft touch control pad
- A fully integrated machine with everything built in
- Remote Monitoring
- WRAS Approved
- Various Machine sizes

DID YOU KNOW?
The Sovereign glass washer has a dedicated ‘Plastics’ cycle, the machine adapts to the correct washing process and results in a much better wash and can even pro-long the life span of plastic glasses.

A glass washer with a specialist dedicated Renovate cycle, will be specifically designed for use with Renovate powder to make your existing glassware like new again.

Glass washers with a Renovate cycle can be run at any time without the need for emptying and re-filling the machine. It is recommended that a Renovate cycle be run no more than once a month to help renovate your glassware but to also help clean the machine.

Remember there's nothing worse than serving a drink from a tired-looking or dirty glass, but by Renovating regularly, you're keeping the glassware looking fresh and new.

Dry It

Glass Dryer (The Airack)

The Problems With Using Conventional Drying Methods

- Dispensing Beer, Lager, Stout into a wet or warm glass will inhibit the gas release. As a result of this, the appearance of the drink will then be flat and lifeless. The nucleation in nucleated glasses will also be in-effective if it is damp or wet. Draught Beers, Lagers and Stouts appear to be most at risk to this effect.

- The ‘usual’ method used in Bars for drying glasses is with a cloth or towel. However, the problems arising from the use of towels counteract the glass washing objectives. The towel can be a means of cross-contamination from glass to glass and a cause of non-rinsing films, especially if it has been laundered with fabric softener.

- For glasses which have been cleaned in a glass washer, air drying is the correct and ONLY practice that should be followed. The inside of the glass is the part of the glass that takes the longest to dry. Did you know that leaving your glasses to air dry can take up to 40 minutes? Not to mention the fact that they can have an off-putting ‘musty’ smell after sitting face down and damp on a shelf whilst waiting for their next use.

Why the Airack™?

The Clenaware Airack has been developed to greatly reduce the turnaround time from washing to use.

- It dries glasses in 4 minutes
- It dries up to 30 Pint glasses in 4 minutes
- It dries glasses at an ‘Ambient’ temperature, so glasses can be used immediately as they are cool to the touch
- It can be used with any glass washer baskets that measure up to 500mm
- It sits neatly and safely on a counter top
- It cuts out the costs of replacing cloths or paper towels
- It’s easy to install, Plugs into a 3-pin socket

Why the Airack™ Lite?

- Operates using a Manual Timer
- Set your own drying time
- It dries glasses at an ‘Ambient’ temperature, so glasses can be used immediately as they are cool to the touch
- It can be used with any glass washer baskets that measure up to 500mm
- It sits neatly and safely on a counter top
- It cuts out the costs of replacing cloths or paper towels
- It’s easy to install, Plugs into a 3-pin socket

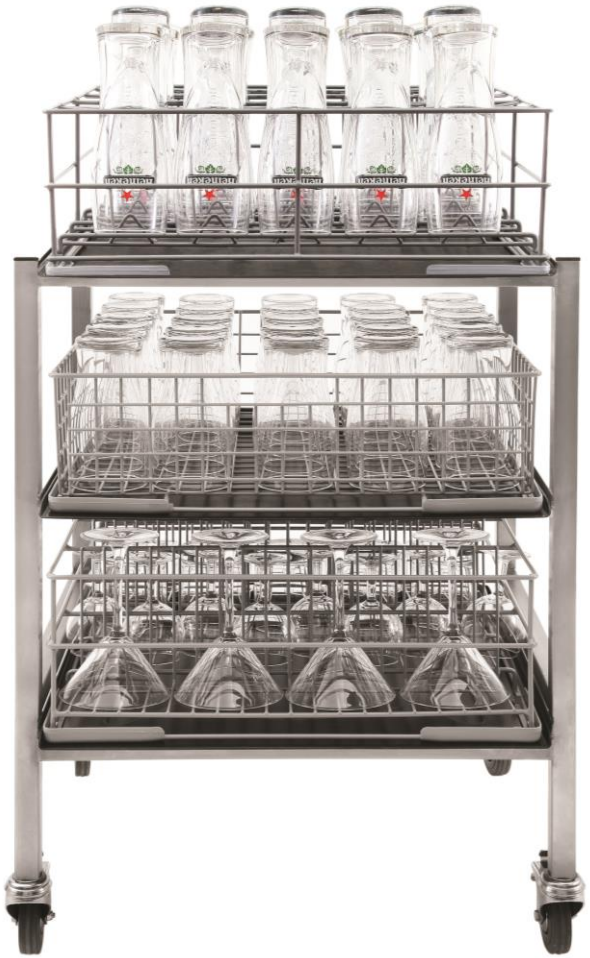
Dry It

Store It

Basket Units

How to Store Your Glasses

The correct storage of your glassware makes the whole process in getting that ‘Perfect Pint’ safer and more hygienic. Storing glasses correctly will prevent the re-introduction of cross-contamination and dampness which will result in a poorly presented, tired-looking, flat-tasting and past-its-best pint!



SIMPLE & SAFE STORAGE SHOULD BE:

- Free Standing
- Easily Accessible
- Durable and Robust
- Have ventilated Baskets of Racks

DO NOT:

- Store glasses on a towel, smooth surface or drain pad
- Hang glasses from racks where airborne particles can accumulate in the glass
- Store glasses in a refrigerator or cooler
- Stack glasses inside each other

Storage Solutions

Mobile Units
For easy movement around the bar area, but with braked castors for safety once the unit is in position for storage

Static Units
Slide snugly and easily into spare space in the bar area, ideally suited next to your Glass washer and Airack glass dryer.
Follow the ‘Wash, Dry and Store’ method all in one place!

Durable
The basket stands are made of solid Stainless Steel and so not only look ‘swish’, but are able to handle the knocks and bumps of a busy bar area.

Versatile Baskets
Store all basket types - Open, Divided or Tall.

Store It

Serve It

With a smile

How to Achieve the Perfect ‘Pour’

By now you’ve washed, dried and stored your glassware following 6 of the 7 step process, and if you’ve used Clenaware equipment every step of the way, all that’s left for you to do is ‘pour’ and you’ve cracked it....The ‘Perfect Pint’ is YOURS!

Step 1
Hold the glass at a 45 degree angle.

Step 2
Pull the Tap all the way down and keep the spout as near to the side of the glass as possible but not in the beer itself. It’s important to fully open the tap, or it will sputter and there will be too much foam.

Step 3
As the glass fills up, straighten the glass to a 90 degree angle.

Step 4
When you’re done pouring, flip the tap back swiftly.

Serve It