

# *Porcelain* Handling Guide

Our Proprietary Hybrid Porcelain recipe, fortified with aluminum oxide or magnesium and fired at 2500°F, delivers long-lasting, commercial-grade performance. Reinforced corners and rims provide added chip resistance, making it a smart, long-term investment for high-volume environments.

While our porcelain is engineered for durability, proper handling is essential. This quick guide will help your team minimize breakage, reduce replacement costs, and extend the life of your dinnerware.



# The Front of the House®

## *Difference*

Our commercial-grade porcelain dinnerware collections are carefully designed with proprietary features that maximize utility and add a unique flair to your table. Mix and match styles, shapes, and colors to find the right personality for your space. Available in cutting-edge superwhite, colorful glazes, and mixed materials.

### WHY YOU'LL *LOVE* IT

#### Superior Quality

Durable and strong, all porcelain is engineered with our superior glaze to ensure chip, fade and scratch-resistance.

#### Practical Design

Designed to enhance front-of-the-house aesthetics and back-of-the-house efficiency with stylish and stackable shapes and sizes.

#### Commercial-Grade

Fired at high temperatures and fortified with a proprietary recipe to endure high-volume settings with quick turnarounds. Oven, microwave and dishwasher safe, withstanding high temperatures up to 500°F and 260°C.

#### Lifetime Plus Edge-Chip Warranty

As an additional assurance that your investment in FOH® porcelain is a sound one, we offer our Lifetime Plus Edge-Chip Warranty for all FOH® porcelain shapes & sizes.

### 20+ PROPRIETARY GLAZES



SUPERWHITE



ASH



INDIGO



MOSS



LAPIS



STONE



BLOOD ORANGE



CHILI



LEEK



MOCHA



MUSHROOM



PEPPER



SAGE



VANILLA BEAN



SESAME



INK



CINNAMON



GUAVA



MUSSEL



PUMICE



SCALLOP



SEAGRASS



EUROWHITE®

# PRESERVE YOUR INVESTMENT

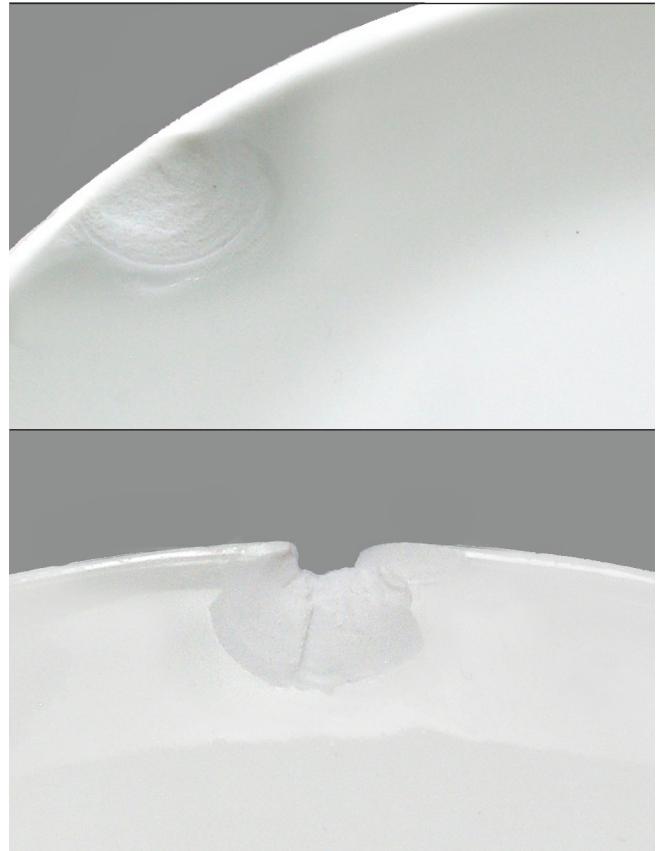
Even the most durable porcelain can show signs of wear over time – but these signs also tell a story. By learning to recognize common patterns of damage, you can better train your team to extend the life of your dinnerware and protect your investment.

## COMMON CAUSES OF CHIPPING & HOW TO AVOID THEM

### 1. Food Waste Removal

If you notice chipping along the rim or edge of a plate, it may be due to hard impact, often from banging dishes against waste bins or other hard surfaces to remove food. Even with reinforced rims, repeated force like this can damage any porcelain.

*Tip: Encourage staff to use rubber scrapers, gloved hands, or a water spray to remove leftover food. This small change can make a big difference.*



### 2. Stacking After Dishwashing

Rushed stacking can also cause chips, especially when plates are slid on top of one another while hot or wet. This motion causes the base of one plate to strike the rim of another.

*Tip: Clean, dry plates should always be gently placed, not slid, when stacking. It takes just a moment, and it greatly reduces the risk of chipping.*

### 3. Par Levels & Overuse

Overusing a limited inventory leads to more frequent handling and higher breakage rates.

*Tip: Maintain proper par levels to avoid overworking your porcelain dinnerware. Below is a general guideline to help support optimal rotation and longevity.*

## RECOMMENDED DINNERWARE PAR LEVELS

Item	Recommended Par Level	Item	Recommended Par Level
Cups/Mugs	3	Salad/Dessert Plates	2
Saucers	2	Dinner/Entrée Plates	2
4"-6" Fruit/Oatmeal Bowls	2.5	Pasta/Salad Bowls	1.5
Bouillons	2	Specialty Serving/Platters	1.5
Sauce Dishes/Ramekins	3	Tea/Coffee Pots	0.3
Share/B&B/Tapas Plates	3	Creamers	0.5

Proactive care and mindful handling help ensure your Front of the House® porcelain performs as it was intended to for every service. Share these tips and visual examples with your team, display them in dish areas, and include them in your training materials for lasting impact.

# PORCELAIN HANDLING DO'S & DON'TS

Although Front of the House's® Proprietary Hybrid Porcelain is engineered to withstand rugged use, like any product, it is vulnerable to incorrect handling before and during the dishwashing process. Therefore, your tableware investment truly is in the hands of your servers, busboys, dishwashers and warewashing machines.

## DO'S

- Separate porcelain from metal, glass, and utensils when bussing tables.
- Provide enough space at dish stations to unload items safely.
- Use a rubber scraper, gloved hand, or gentle spray — never strike plates to remove food.
- Wash items within 30 minutes to prevent buildup and stains.
- Use plastic or coated racks designed specifically for the item type.
- Avoid direct contact between pieces—use divided racks for cups and hollowware.
- Secure items in racks to minimize movement during high-pressure spray (35–45 PSI).
- Follow correct wash temperatures: Pre-Wash (110–140°F), Wash (150–160°F), Power Rinse (160–180°F), Final Rinse (180–190°F).
- Allow dishes to dry and cool completely before stacking.
- Stack only identical items, and never more than 12" high.
- Keep extra inventory on hand to rotate use and reduce over-handling.



Proper training protects your Front of the House® dinnerware investment. Use this list to train your team, post in high-traffic areas, and reduce preventable damage through consistent handling practices. Track breakage to identify patterns, and use a designated bin for damaged items to help pinpoint issues. Regular inspections and simple reminders can go a long way in encouraging careful handling and keeping your porcelain in its best condition.

As part of our long-standing Customer Satisfaction Pledge, we stand behind every product we design and manufacture – because your investment in Front of the House® porcelain should serve up durability and high performance for years to come.

## DONT'S

- Let dirty dishes pile up or overload bus totes.
- Stack mixed items loosely without proper racks or support.
- Place porcelain in metal bus boxes or use metal trays for transport.
- Use abrasive pads, harsh chemicals, or scouring methods that damage glaze.
- Overload dish racks or toss items into dispensers or carts.
- Soak porcelain for long periods—it can weaken the material over time.
- Skip pre-sorting—improper loading leads to chips and cracks.
- Rush unloading while items are still hot or damp.
- Drag dishes when stacking—lift and place only.
- Leave racks unsecured during washing—they can shift and cause impact.
- Store porcelain in high-traffic or unstable areas prone to bumps or drops.

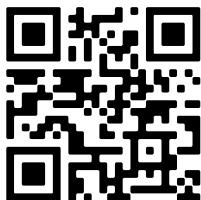




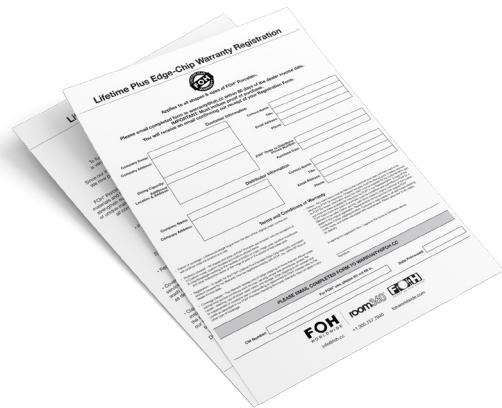
# LIFETIME PLUS EDGE - CHIP WARRANTY

Front of the House® porcelain is crafted to meet the highest quality standards in the foodservice and hospitality industry. We proudly back this promise with our Lifetime Plus Edge-Chip Warranty for all Front of the House® porcelain shapes & sizes.

As part of our long-standing Customer Satisfaction Pledge, we stand behind every product we design and manufacture – because your investment in Front of the House® porcelain should serve up durability and high performance for years to come.



SCAN TO VIEW OUR  
CHIP- WARRANTY  
FORMS OR FOR  
MORE INFORMATION





FOH® is a women-owned, global innovator in the foodservice and hospitality industries, encompassing brands Front of the House® and room360®. Driven by culture and collaboration, we are dedicated to building lasting relationships with our partners, earning unmatched customer loyalty. Designed in Miami and distributed worldwide, we take pride in delivering smart, trend-forward, and commercial-grade products that set the standards for quality and design in our industry.



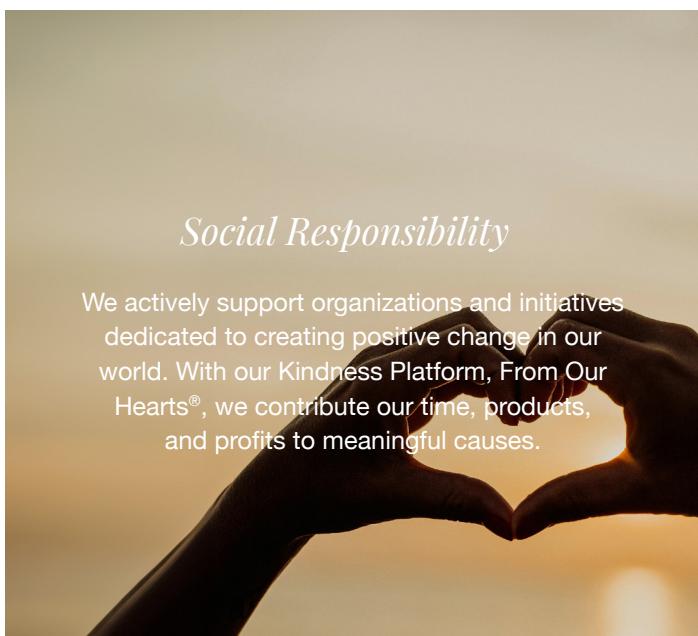
### *Dynamic Culture*

We draw inspiration from our Miami surroundings, prioritizing a vibrant and harmonious workplace environment. Our commitment to unity and respect has earned accolades like Great Place to Work® and Best Workplace in Manufacturing & Production™.



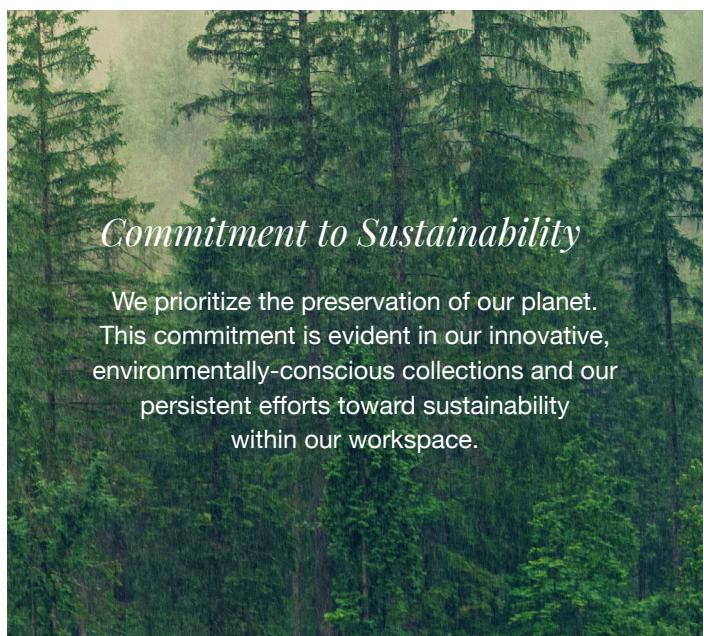
### *Certified Diverse Supplier*

We are founded on the principles of DEI&B: Diversity, Equity, Inclusion, and Belonging. Proudly WBENC and NGLCC certified, we are dedicated to empowering one another and cultivating an environment where differences are not only embraced but celebrated.



### *Social Responsibility*

We actively support organizations and initiatives dedicated to creating positive change in our world. With our Kindness Platform, From Our Hearts®, we contribute our time, products, and profits to meaningful causes.



### *Commitment to Sustainability*

We prioritize the preservation of our planet. This commitment is evident in our innovative, environmentally-conscious collections and our persistent efforts toward sustainability within our workspace.

# Your *Global* Partner

Designed in Miami and distributed worldwide, we take pride in creating smart, trend-forward, commercial-grade products that are in stock and ready to ship.

— C O N T A C T   U S —

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