

CBC Online Seminar Q&A

**Draught Beer Quality Workshop: Glassware Styles and Presenting Draught Beer**

**Q: You mentioned that thin glassware is better for maintaining temperature. I understand the use of a stem with thin glassware so your hand doesn't warm the beer up, but what about the glasses that don't have a stem but are still thin? How is the temperature being maintained there?**

A: Answered in recording. Primarily, the thermal mass is what causes the temperature difference. I also understand the quality of the glass has an impact – specifically the use of silica quartz in some brands of glassware.

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**Q: Can you confirm the warm versus cold on the three sink steps? A few say cold/warm. You caught one of them but I think there was another typo.**

A: Answered in recording. However, check the instructions provided by the manufacturer.

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**Q: What sanitizer do you recommend?**

A: Look for a chloromelamine. BTF is a trusted brand.

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**Q: What is the reason for using warm sanitizer?**

A: Answered in recording. However, check the instructions provided by the manufacturer.

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**Q: What type of glass would you suggest to use for a 10-13 ounce pour that is typically served in a pint?**

A: There are a lot of great options, but I like the Sahm Sensorik and the Rastal Teku.

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**Q: How do you manage when the rinse water is hard water and may leave minerals in the glass? What about spraying with 70% alcohol and cleaning with a paper towel that leaves no residue?**

**Follow up: I'd be interested in how this relates to rinse water temperature too. I've always had better luck rinsing with warm/hot water compared to cold.**

A: Typically, chemical manufacturers have specific chemistries for hard water. I would start with some of your preferred manufactures to see if they have solutions. I would recommend Ecolab.

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**Q: How do you feel about half pours in the same glass that is used for a full pour (ex: 8oz in a full 16oz glass)? Or do you believe customers find it more aesthetically pleasing to have a half pour in its own half pour glass?**

A: I would not recommend half pours in a pint glass. If you have interesting glassware, a half pour in a full-sized glass could work. Otherwise, glasses like Sahm Sensorik and the Rastal Teku are nice options for smaller to mid-sized pours.

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**Q: I see that you are using the flow control perlick faucet. Is that your favorite one for correct foam and cleanliness? Any other options you like?**

A: This is my favorite flow control faucet. I like these because the flow control mechanism is integrated into the body of the faucet. When the flow control mechanisms are part of a shank extension, as is the case with most flow-control faucets, more beer is exposed to warm temperatures leading to additional foam. The design of these “front seating” faucets with a reduced bore spout, also has much less surface area for aerobic bacteria to grow.

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**Q: Would you mind if we use this presentation in the field for training accounts?**

A: Please do!

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**Q: When pouring beer, I can't get my bartenders to stop pouring the beer before putting the glass under the faucet. Any advice?**

A: You can hold a staff training covering a variety of topics including pouring and profitability. This is a way to not call-out individuals, and by including other training topics, the staff is less likely to feel like you are having a “come to jesus”. I always find the nose grease/acetobacter story gets the point across in a light-hearted but effective way. If they are also pouring with no head (which is often a by-product of a submerging the faucet), you can touch on the coaster demonstration to show lost profit, as well as the napkin demo to demonstrate bloating customers.

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**Q: Would type of glassware change with lower carbonated beers of same style, i.e. cask?**

A: It might depend on the existing style of glass you are using, but in most cases both standard and low carb beers could come from the same glass. You may choose a different glass style as a point of differentiation. Ultimately, you will be best to play around with different styles and do your own sensory analysis.

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**Q: Are there any studies that associate a specific style of beer to a specific glass shape?**

A: None that I am aware of. There are not many studies specific to beer; most are broadly about alcoholic beverages that include beer. Check out the studies in the presentation. Most of them reference other studies that can send you down some fun rabbit holes.

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**Q: Do you have experience with doing this education for bar employees? Or distributors that work with bar employees? If so, what are your most approachable methods?**

A: I have done similar presentations for both distributors and retailers. Keep it light and not preachy. The demonstrations in this presentation are typically well-received and act as good visuals to drive home some of the key points.

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**Q: Talking about materials, are there studies showing the benefits of using plastic with any kind of coating instead of glass?**

A: I am not aware of any.

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**Q: How does nucleation work? What makes the CO2 release?**

A: Nucleation is laser etching in the glass that creates rough surfaces that bubbles will latch on to. You may notice a similar effect that comes from scratches unintentionally created from stacked pint glasses.

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**Q: Are there certain glassware types that are more dangerous in a brewery or more apt for customers to break?**

A: The same Spiegelau glasses that I discussed in the presentation are also very delicate. Glasses with a beaded lip will be more durable. Laser cut edges have a great feel but are typically very fragile.

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**Q: Can you comment on the effect glass thickness has on the temperature of a freshly-poured beer and on the temperature change as the beer is consumed?**

A: Answered in recording. Primarily thermal mass is what causes the temperature difference. I also understand the quality of the glass has an impact – specifically the use of silica quartz in Spiegelau glasses.

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**Q: Is there any balance between “design” and “materials” to improve/enhance the head retention? What would be the best balance? i.e. 50% design / 50% material (plastic/glass/stainless steel)**

A: For head retention I would stick with glass. One of the biggest factors in maintaining head retention will be glassware cleanliness. Ensure glasses are clean and sanitized, but have no residual chemicals. The less chemical the better. There are also glass styles that will enhance and re-build the head of a beer (refer to approximately minute 29 for some examples).

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**Q: Is it better to dry glassware upside down on a mat or hanging upside down on racks?**

A: I have no preference; however, racks provide great airflow and prevent stacking.

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**Q: How about Lukr taps pouring under the foam?**

A: I would call this a calculated risk. If the function and aesthetics out-weigh the risk of acetobacter growth for your bar – that would be a personal choice. The establishment should just be mindful of the potential for bacterial growth, and work to manage it with good hygiene practices.