



G.S. GELATO TRAINING MANUAL

Have questions? Call us!

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ALL THERE IS TO KNOW ABOUT OPERATING A GELATO CORNER WITHIN YOUR ESTABLISHMENT.

On behalf of all of us at GS Gelato, we would like to thank you for choosing our company as your Authentic Gelato and Sorbet Supplier.

In the pages to follow, you will find information and guidelines on how to operate and maintain a “Gelato corner”. Today we share our experience with you, and we will stand by your side for any help you may need in operating your Gelato corner.

Gelato, like ice cream, is what we consider an “Affordable Luxury”. For its properties, it pleases every palate. Creaminess, full bodied flavor, and velvety texture are usually elements found in “bad for you” foods! Gelato is all the above and more! The fat content is amazingly low, and the quality of all the ingredients is exceptionally high! Presentation is very important, and we will guide you through the process of maintaining the product.

Every purchase is generated by an emotion, and justified by logic. Our eyes see food before our brain decides to taste it. If it looks exceptionally good, HOW CAN YOU RESIST?

Welcome to our Gelato World. We are happy you joined us in this sweet and beautiful journey! We will have fun together!

BENVENUTI!
G.S. GELATO

AUTHENTIC GELATO



GELATO

0-7%

30-40%

5-10°F

Smooth &
Velvety

VS.

FAT CONTENT

OVERRUN

SERVING TEMP

FLAVOR

ICE CREAM

10-18%

50-100%

0-5°F

Lighter/
Airy



LOWER FAT CONTENT

- Gelato contains between 0-7% butterfat;
- Ice Cream contains between 10-18% butterfat;
- The cream is replaced by milk.

HIGHER DENSITY

- On average 50% less air than ice cream;
- Churned at lower speeds to incorporate just the right amount of air, resulting in a creamier and denser product;
- Results in a creamier and smoother texture.

HEALTHY AND NATURAL

- The finest ingredients & technologies as in Italy;
- High in vitamins from fresh fruit;
- High protein when made with milk and nuts;
- No artificial flavors or preservatives;
- We pasteurize our own base in order to obtain the great results and an outstanding difference.

SERVING TEMPERATURE

- Served at 5-10°F;
- American Ice Cream served at 0-5°F;
- The combination of the less air content & warmer temperature creates a more intense flavor profile.

WHAT ABOUT SORBET?

- Sorbet is a delicious water-based gelato made with fresh fruit;
- Like gelato, sorbet originated in Italy, but contains no dairy and is fat-free.

OTHER GELATO FACTS

- The FDA defines ice cream as a frozen product with no less than 10% butterfat;
- Our No Sugar Added and dairy free Gelato is sweetened with D-Fructose;
- Fructose is a Natural Sweetener derived from Fruit. Most Diabetic people can consume this product, but not all.



FREQUENTLY ASKED QUESTIONS

“IS GELATO MADE WITH CREAM OR MILK”?

Gelato is made with milk, and just a little cream.

“IS GELATO HEALTHIER THAN ICE CREAM”?

It certainly is! It is made with pure, natural and whole ingredients.

“IS THIS SHERBET (REFERRED TO THE SORBET)?”

No, Sherbet contain cream, sorbet does not contain any dairy products.

“ IS THIS ITALIAN ICE”?

This is an odd question, since Italian Ice would be translated to Italian as the correspondent “slush” in America. Although there is this similarity, there are several interpretation on Italian Ice. Some people mean sorbet, some other mean an “icy” sorbet, and some think it is the same as a sorbet... This confusion leads to many different answers depending upon the geographical area in which the question is asked.

“ WHY GELATO IS MORE EXPENSIVE THAN ICE CREAM?”

Why a black Angus fillet is more expensive than a burger? Got the difference? Quality. Also, gelato is much denser than ice cream, which means there is less air “pumped” into the product, leading to a much higher yield per portion.

“DOES SORBET HAVE REAL FRUIT IN IT”?

Oh Yes! At least 40% is fresh fruit... No wonder it tastes like fruit, right?

“WHY IS GELATO BECOMING SO POPULAR”?

Because everything is in evolution. We may say in this case that we go back to the origin. In fact ice cream started in the late 1700 (1770) in America, brought by an Italian... And it is becoming so popular at the same ratio as wraps, Panini or deli sandwiches are over burgers... Or again, at the same ratio as lattes or cappuccinos against regular coffee...

“WHY GELATO TASTES SO SMOOTH AND CREAMY”?

Certainly not for the fat content... It is the quality of ingredients working in synergy with the pasteurization and homogenization process... Every flavor we produce has its personalized base. Ice cream has in most cases one base for all, then flavor is added. It may does not mean much in explaining, but it makes a world of difference for your taste buds...

“HOW IS IT POSSIBLE THAT SORBET IS SO SMOOTH, AND IT DOES NOT CONTAIN ANY MILK, CREAM OR DAIRY?”

Because we pasteurize our water base, which contains water, sugar, and natural stabilizers. It's just the work of nature... A few, simple ingredients will give extraordinary results...

HANDLING & STORAGE



RECOMMENDED PORTIONS

- Small Cup 6oz. (volume) – 110 grams or 3.86oz. (weight)
- Large Cup 8oz. (volume) – 165 grams or 5.79oz. (weight)
- Small Cone (Cake/Sugar) – 100 grams or 3.5oz. (weight)
- Large Cone (Waffle/Sugar) – 165 grams or 5.8oz. (weight)

SERVING AND STORAGE TEMPERATURES

- In use: 4 to 5 °F (–12 to –14 °C)*
- Not in use (in storage): –10 to 0°F (–8 to –25 °C)



SUGGESTIONS

- Gelato is best scooped, when the scooping utensil is clean and dry. Avoid water contacting the gelato. Water forms ice within the gelato, and contributes to depleting the product. We recommend keeping folded towels by the dip-well (s), for the drying off the scoops.
- For the best results in retaining the presentation of the gelato, and maximum efficiency in serving it, we recommend scooping in sections, from top to bottom, starting with the area of the pan closest to the server and working toward the back of the pan.
- When scooping the gelato, we recommend that it be scooped in a ‘rolling’ fashion, as opposed to the gelato being compacted with the scoop.
- We recommend to store gelato in a freezer, after the closing of each workday. This procedure will:
 1. Prolong the life of the compressor, and all other components.
 2. Saves energy/power that is used to run the dip station.
 3. Allows for the dip station to be cleaned before the opening of every workday, which is not possible while it is at running temperatures.
 4. Allows for a complete period of defrost, and avoids slow build-up of ice on vents, compressor, or evaporator.
- We highly suggest maintenance of gelato while in display by smoothing and keeping the product highly attractive, keeping the pans clean, full, and the gelato decorated.

WASTE

It is important to avoid unnecessary waste of product by following some simple and easy directions. Waste can be controlled with:

- The use of scales, and the enforcement of the specific portions.
- The use of rubber spatulas to gather as much possible product during the restocking.
- All procedures involving gelato are performed quickly (moving product from freezer to dip station, from dip station to freezer, or removing pans to clean, decorate, or combine).

**Can differ depending on humidity, type of equipment and season.*



STEP BY STEP TRAINING

1. RECEIVING & STORAGE

- When receiving Gelato delivery, check every item delivered to you against the invoice you are required to sign. Also check the product following guideline below “at delivery”.

	AT DELIVERY	APPEARANCE	WHEN SERVED	DISCARD IF
GELATO	hard frozen, unopened, intact boxes, intact containers, fresh looking. Good expiration date. Temperature 0-10°F.	creamy, intact containers, with no bubbles, no sign of melting.	same case at 5°F.	in dipping cabinet for more than 3 to 4 weeks, and product has changed consistency.

- As you do so, store the Gelato in the freezer immediately. **DO NOT LEAVE GELATO UNATTENDED FOR MORE THAN THREE MINUTES.** From the time the Gelato is unloaded from the freezer truck, to the time it is placed in the freezer, at least five minutes go by. It is extremely important that you keep this factor in consideration. During warm periods of the year is even more critical that you get the Gelato to proper refrigeration temperature in a very short time.
- You will receive the Gelato completely sealed and wrapped. On each container there is a label showing lot number and name of the flavor. Verify that the product you have received is in perfect condition and is not melted – if not in perfect condition, refuse the shipment. Label on each pan will also indicate “best by” date. The date indicates the “expiration” of the product sealed and wrapped. Once the product remains at a different temperature in dipping cabinet, shelf life is 3 to 4 weeks.
- During the period the Gelato is stored in the freezer, it needs to stay sealed and wrapped.
- YOU MUST KEEP ALL GELATO IN THE FREEZER SEALED AND WRAPPED AT ALL TIMES.** Freezers contain moisture and they have programmed defrost cycles. If product is left open, moisture will come in contact with product, and, during normal operation of the freezer, ice crystals will form a thin layer (which sometimes can be visible). It is extremely important to keep all gelato and sorbet container perfectly sealed and covered.

STEP BY STEP TRAINING



- If by mistake, during the operation of your business, you open a Gelato container and realize that you have to put it back in the freezer, REMEMBER TO WRAP IT PERFECTLY WITH PLASTIC WRAP, OR USE ORIGINAL LID, PROVIDED THAT LID IS CLEAN AND DRY.
- When storing Gelato in the freezer, place it with the flavor tag facing you. In this way you will not have to search for the flavor you are looking for by moving around every single pan of product.
- Divide Sorbet from the Gelato, and arrange by flavors in the freezer. Assign a section of your freezer to gelato and one to sorbet, in order to locate with ease the product at time of restocking. This will also help in unnecessary loss of temperature in the freezer, which will cause tremendous temperature fluctuation.

FREEZER GUIDELINES

- Storage (or Back-up) Freezer(s) is set at 0° F. Freezers perform defrost cycles at a certain times of the day. Read the equipment instruction manual supplied to you by equipment's manufacturer in order to learn about the defrost schedule of your equipment.
- Complete the process of removing Gelato from freezer quickly. The freezer doors must stay closed as much as possible in order to prevent loss of temperature in the freezer. If you are using a two door freezer, and are looking for a flavor, open one door at a time.
- When taking Gelato inventories – open one door at a time; count 3 or 4 pans remembering flavors, close the door, and complete appropriate sheet.
- If freezer inventory is performed by two people, have one person read the flavor, and the other one write on the form.
- Keep a dry erase board on the door of the freezer and maintain an accurate inventory of the product at all times. If some product is removed from the freezer, deduct immediately from the inventory posted on the door. This will save you time, and possible problems with temperature drop in the freezer.



REMEMBER: AT NO TIME AND FOR NO REASON IS THE GELATO TO BE UNWRAPPED AND EXPOSED TO AIR IN THE FREEZER.



STEP BY STEP TRAINING

2. OPENING PROCEDURES

- Clean both sides of dip-stations glasses with Windex (inside and out).
- Clean inside of dip-stations with bleach-water and paper towel, making sure that the walls of the cabinet are completely dry and without spots.
- Clean dip-wells with sponge and bleach water, making sure to remove all possible debris from bottom of dip-well.
- Insert metal pans that have been washed the night before (or should have been washed). If metal pans are still inside the case, remove them, wash them, dry them, and proceed with cleaning of dipping cabinet as specified above.
- Turn on dip station. Wait approximately 10 minutes before placing Gelato pans. The case has to cool before it can accept Gelato. This will prevent unnecessary melting of the product.
- Remove plastic wrap from cone holders, and Gelato decoration containers. Restock cones and cookies, cups, and spoons if necessary.
- Place items on top of dip-station (cake cone holders, waffle cone holders, spoons containers, "cups size sample", "display take home containers", dirty spoons containers, and some of the retail items that from time to time are displayed for sale on dipping cabinet). Make sure you place all the above items in the proper order and ensure all items are clean.
- Clean flavor name tags if necessary.
- Pull Gelato from freezer. This, and all procedures on handling the Gelato, must be done quickly. When taking Gelato out of the freezer, carry 2 or 3 pans at a time, remove wrapping, clean pan rims and wipe frost from internal sides of pan. Use paper towels to perform this task. Place pans in proper spot (read flavor tags). DO NOT LEAVE GELATO UNATTENDED. We do not recommend the use of sponges, for they could cause cross contamination, and can be full of bacteria.



STEP BY STEP TRAINING



- Place all gelato and sorbet pans in dipping cabinet. It is important that you only take a few containers at a time from the freezer to prevent melting of the product.
- Since this operation requires many trips to the freezer, remember to close the freezer doors every time you open them.
- Decorate Sorbet with fresh fruit.
- Decorate Gelato with appropriate toppings.
- Place metal spatulas in Gelato and sorbet pans. The spatula has to be placed on the top-right corner (your right) of the pan, leaving appx. 1 ½ inch of space from the top, and 1½ inch of space from the side of the pan. Insert the spatula approximately 2 inches into the Gelato. Place light-colored handles in dark flavors and dark-colored handles in light flavors. Alternate the handle colors where possible.
- Put Gelato scoops in dip wells and turn on water. Do not open the faucet of the dip well completely. This will prevent unnecessary water consumption.
- Place clean linens on dip stations above dip wells for the elimination of the water from Gelato scoops before serving Gelato. Use one (1) clean linen for each dip well. Fold each linen in four parts.



1. Pull gelato from freezer, remove wrapping.



2. Make waves on gelato with spatula. And clean pan rims.



3. Decorate the pan. Place it in display case.



STEP BY STEP TRAINING

3. DISPLAY & PRESENTATION

Gelato looks appealing, fresh and attractive if displayed by creating “abundance”.

Abundance is created by displaying as many products as possible according to set layouts and by restocking when product gets no less than half container.

- All products are served on a First In, First Out basis.
- To maintain an atmosphere of “abundance,” as many products as possible should be displayed at all times.
- Products should not be left in storage when display space is available.

4. SUGGESTED DECORATIONS FOR GELATO AND SORBET

Gelato:

- **Apple Pie:** Cinnamon and few apple slices.
- **Biscotti:** few Biscotti Cookies.
- **Birthday Cake:** sprinkles and candles.
- **Butterfinger:** pieces of Butterfinger Bar.
- **Caramel Cookie Crunch:** just a little bit of Caramel Topping with Oreo cookies.
- **Caramel Sea Salt:** 4 – 5 Salted caramel candies.
- **Carrot Cake:** little mini carrots.
- **Coconut:** shaved toasted coconut.
Chocolate: sprinkle the top with a few chocolate chips or drizzle with tempered semi-sweet chocolate.
- **Chocolate Cookie Crunch:** chocolate shavings with cookie crunch.
Cookies and Cream: little chunks of Oreo Cookies.
- **DF Cookies No Cream:** Gluten-free cookies
- **DF Chocolate:** Dark Chocolate Pieces

- **Mocha:** melted chocolate with few coffee beans.
- **Mint Chocolate:** tempered Chocolate with mint leaf.
- **Peanut Butter:** spread peanuts on top.
- **Pistachio:** unsalted pistachio nuts.
- **Raspberry Cheesecake:** fresh raspberry.
- **Strawberry:** fresh strawberries.
- **Tiramisu:** insert vertically 3 or 4 lady fingers for a nice effect, and add Cocoa Powder.
- **Vanilla:** we decorate this flavor with vanilla beans or a couple of little paper umbrellas.

Sorbet:

- **Blood Orange:** decorate with oranges.
- **Key Lime:** lime and few slices to place at upper left corner.
- **Limoncello:** lemon slices.
- **Mango:** fresh mango.
- **Raspberry:** spread fresh raspberries on top.

STEP BY STEP TRAINING



Few examples of designing & decorating gelato and sorbet.



Cookies & Cream Gelato
with Oreo cookies



Blood Orange Sorbet
with candied oranges



Pistachio Gelato
with unsalted pistachios



Birthday Cake Gelato
with sprinkles & chocolate



Vanilla Gelato
with vanilla beans



Raspberry Sorbet
with raspberries



Tiramisu Gelato
w/ lady fingers & cocoa powder



Mango Gelato
with mango pieces



Caramel Sea Salt Gelato
with caramel candies



Carrot Cake Gelato
with pecans



Pomegranate Blueberry Sorbet
with blueberries



Lemon Sorbet
with lemon zest pieces



STEP BY STEP TRAINING

5. ONGOING PROCEDURES

- Place all gelato and sorbet pans in dipping cabinet. It is important that you only take a few containers at a time from the freezer to prevent melting of the product.
- Since this operation requires many trips to the freezer, remember to close the freezer doors every time you open them.
- Decorate Sorbet with fresh fruit. Decorate Gelato with appropriate toppings.
- Place metal spatulas in Gelato and sorbet pans. The spatula has to be placed on the top-right corner (your right) of the pan, leaving appx. 1 ½ inch of space from the top, and 1½ inch of space from the side of the pan. Insert the spatula approximately 2 inches into the Gelato. Place light-colored handles in dark flavors and dark-colored handles in light flavors. Alternate the handle colors where possible.
- Put Gelato scoops in dip wells and turn on water. Do not open the faucet of the dip well completely. This will prevent unnecessary water consumption.
- Place clean linens on dip stations above dip wells for the elimination of the water from Gelato scoops before serving Gelato. Use one (1) clean linen for each dip well. Fold each linen in four parts.
- Serve gelato from top to the bottom. When you have left only 1/2 of the pan – it's time to restock.



STEP BY STEP TRAINING



6. RESTOCKING GELATO

- The temperature of the Gelato station is set between 4 and 5° F.
- The perfect consistency of Gelato is determined by inserting the metal spatula (perpendicularly) into the Gelato pan. The proper temperature is achieved if you do not need to exercise any heavy pressure, and the spatula stands by itself vertically. The metal part of the spatulas should be inserted about 2 inches. If it inclined by itself, the Gelato is too soft.



- During business hours, restock Gelato in the dipping cabinets. Do so when the Gelato pan is down to approximately 1/2 of its total capacity.
- For restock remove the pan from dipping cabinet.
- Prepare Shallow pan (which is half deep of the regular pan).

- Using the metal spatula, remove all the Gelato & transfer it to the shallow pan.
- Start leveling the Gelato with the metal spatula, bringing the product to an even level. Do not leave bumps or lumps.



- Wash the metal spatula and dry it completely with a towel.
- Proceed making swirls with the spatula. (Move your wrist as you would draw a "C"). Make it from the top to the bottom.
- Wipe the edges of the pan, and remove any excess from the rim.
- Insure that the edges are not wet because if they are, there will be frost formation once you place the gelato in the dipping cabinet.

- Insert spatula on top right in corner (1 1/2 " from top, 1 1/2 " from side).
- Decorate pan and place Gelato in its proper spot.
- Dispose of the empty plastic container.





STEP BY STEP TRAINING

7. CLOSING PROCEDURES

1. Restock Gelato if necessary.
2. Remove the metal spatulas from every flavor, making sure that you scrape off any excess product from the spatula with the help of a plastic spatula.
3. Prepare Gelato for the next day, but do not decorate product.
4. Remove decorations from sorbet.
5. Remove gelato from dip stations. This operation, if performed by one person, needs to be done by removing one pan from the gelato case at a time. You may have 2 pans ready to be put in the freezer. **DO NOT LEAVE ANY GELATO PAN UNATTENDED FOR MORE THAN ONE MINUTE.**
6. Wrap Gelato and Sorbet pans very tightly. **NO AIR CAN GO THROUGH THE PRODUCT WHILE IN THE FREEZER FOR THE NIGHT.** You may use the plastic lid provided with each Gelato pan.
7. If 2 people performing this task, one person will remove the gelato from case and wrap it, and the other person will bring the product to the freezer. Since this operation requires many trips to the freezer, remember to close the freezer doors every time you open them. Continue until all the gelato has been properly stored in the freezer.
8. Turn off Dip Station and water to dip wells. Remove all Gelato scoops from dip wells.
9. Clean dip wells with bleach water. Place all spatulas and scoops in dish washer.
10. Turn on dish washer. When the cycle is over, remove the items, dry if necessary, and transfer them in empty, clean and dry container.
11. Remove metal pans from dipping cabinet and wash them in dish washer. Do not insert clean pans in dipping cabinet. Wait until the morning.
12. Wrap (using clear plastic food wrap) all cake cone containers, waffle cone containers, mini cones jars. **NO AIR OR HUMIDITY** can have access to these (and any other) items during the night.

TRAINING MATERIALS



Visit <https://gsgelato.com/training> for access to our training videos.

