

Lesson 5

Laundry Linen and Guest Clothes

The Laundry Attendant

Objectives:

1. Identify and explain the Responsibilities of a Laundry Attendant.
2. Explain the difference between on premise laundry (OPL) and Off Premise laundry(OPL) and its Advantage and Disadvantages.
3. Identify Items for Laundry.
4. Observe the proper Linen Sorting Categories.
5. Identify the different Types of laundry chemicals.

Responsibilities of a Laundry Attendant

The Laundry Attendant is responsible in collecting and washing dirty clothes of customers and hotel beddings and uniforms. They also perform ironing, folding and the distribution of laundry items to its designated destination.

Duties & Responsibilities:

- o Counts articles to verify quantities on laundry requisitions.
- o Tag, sort and pre-treat guest's laundry items in accordance with organizational requirements.
- o Inspect guest items for damages and stains and report any damages to the laundry supervisor.
- o Ensure the proper use, storage and maintenance of laundry equipment, tools and supplies.
- o Perform spot cleaning procedure on heavy soiled/ stained and contaminated articles.
- o Perform washing of guest items according to property's standard procedures.
- o Perform mending and repair of guest garments.
- o Fold and place laundry item in appropriate storage area.
- o Operate laundry machinery such as washers, driers and ironers.
- o Perform pressing / ironing according to prescribed procedures.
- o Responsible for sewing or mending of guest clothes.
- o Figure bills to be attached to guest laundry.
- o Clean and maintain work areas.
- o Transport clean laundry to storage areas.
- o Perform other duties as maybe assigned by the supervisor

Role of On-Premise Laundry

Hotels may elect to have either an on premise laundry or use an off-site laundry. The decision on which one to use may be influenced by the size of the hotel, its location or its star rating.

What is an on premise laundry (OPL)?

This is where the laundry is situated somewhere within the hotel premises. The hotel will be able to process all hotel linens for use in hotel rooms and restaurants. In some cases, the hotel may also have a dry cleaning facility which will enable them to process all items needing to be dry-cleaned including guests' clothing and hotel soft furnishings.

Where there is an OPL, the hotel will own all the laundry equipment, all linen items and employ all laundry staff. The hotel will also be responsible for maintaining all laundry equipment.

These are advantages and disadvantages to having an OPL

Advantages of having an OPL

- The hotel has total control over the quality of linen used because they can select and buy the quality and quantities required
- The hotel has total control over the quality of the laundering and finishing processes
- The hotel has total control over the scheduling of staff working hours and the scheduling of maintenance and repairs i.e. Staff may be rostered off during quiet periods and rostered for extended hours if necessary during very busy periods
- Where the OPL also processes guest dry cleaning and laundry, the revenue generated from this will help to offset some of the operating costs.

Disadvantages of having an OPL

- The hotel will have to outlay a large amount of initial capital expenditure to purchase all laundry equipment including its installation and ongoing maintenance
- The hotel will have to outlay a large amount of capital expenditure to purchase all hotel room and restaurant linens and its ongoing replacement
- The hotel will need to find a location for the installation of a laundry facility. This may mean that space that could be used for revenue generation, such as a restaurant or additional guest rooms, may be sacrificed for this purpose
- There will be additional staff to recruit, train and manage
- The hotel will need to purchase all laundry supplies such as chemicals, trolleys, packaging, and coat-hangers
- The hotel will incur additional utility costs including gas, electricity, water and sewage costs
- There will be a "noise and vibration" factor associated with washing machines and dryers. The laundry will need to be located well away from guest rooms and guest areas
- The hotel will need to have ample storage areas to store both clean and soiled linen

- In the case of major machine breakdowns, laundry staff may be idle and production halted, causing disruption and linen shortages to the operation.

What is an on premise laundry (OPL)?

Advantages of using an off-site laundry

- All capital expenditure of machinery and linen is the responsibility of the laundry service provider
- All utility, maintenance and staffing costs are borne by the laundry service provider
- Regular scheduled deliveries and collection times
- The hotel will know all unit processing costs and can budget accordingly.

Disadvantages of using an off-site laundry

- Off-site laundry providers may not accommodate requests from hotel owners to purchase specific styles of linen items. (Five star hotels may have to use the same quality linen as a two star property, for example)
- The hotel operator does not have full control over the quality of linen processing
- The hotel will need staff to count all clean linen received and check against the delivery docket. Shortages and damaged linen will need to be managed so that pre-determined stock levels can be maintained

Because the laundry is located off-site, there is less flexibility and, should there be a need for certain items such as additional napkins, the level of service to the guests may be compromised because of an inability to make an extra delivery to the hotel or to make an urgent delivery when there are shortages.

What is an on premise laundry (OPL)?

Dealing with outside Laundry contractors

Should the hotel decide to use contractors for the supply of laundry or dry cleaning services, it is extremely important that initial negotiations cover all aspects of servicing the hotel's operation and that a written contract is agreed upon for a definitive time. It is also prudent for the key Hotel operations personnel to inspect the laundry to ensure that volume can be handled and to ensure a high standard of cleanliness and hygiene is maintained. References from current clients should also be reviewed.

Issues that should be covered in a contract should include but are not limited to:

- The quality of linens provided specifying fibre content and sizes of all items
- The items that are to be provided or washed. This will depend on whether linen will be leased from the laundry or owned by the hotel and washed by the laundry
- The par levels to be maintained by either party
- Days of the week that soiled laundry will be collected and clean items delivered including frequencies of these e.g. twice a day or three times a week
- Approximate delivery times – these must meet the needs of the hotel

- The provision of transport equipment – whose responsibility is this? Will trolleys or bags be used?
- Provision of service in the case of major equipment breakdowns or emergencies (e.g. fire at the laundry)
- Procedures for rewash of linen received with stains (to avoid additional costs)
- Procedures for replacing linen that is worn or damaged (what is and isn't acceptable)
- Procedure for charging the hotel should there be abuse of linen by hotel staff
- Procedure for incorrect deliveries or shortages
- How linens will be packed (consider logistics of the hotel)
- Procedure for compensation should the laundry damage hotel linen, staff uniforms or guests' laundry and dry-cleaning. This is usually stipulated on the guest laundry docket to protect all parties
- Provision of the necessary summary sheets, guest laundry dockets and laundry bags for placement in the hotel rooms (who will pay for these and what do they look like?). How will processed guest laundry and dry cleaning be presented and packaged?
- Pricing for guests and staff laundry including possible discounts
- Procedure for stocktakes
- Unit price per item processed
- The security of all hotel linens
- Contact persons at the laundry and/or hotel to deal with issues arising from the contract
- Payment terms
- Length of contract
- Termination and renewal of contract.

Identify the equipment that may be found in an on – premise laundry

Depending on the size of the laundry premises and the size of the hotel it needs to service, equipment types and sizes will vary considerably.

The following is a list of the main types of equipment used for processing hotel linens:

- Washer-extractors (also known as washing machines). These vary in size and can hold between 5kg and 200 kg of soiled linen. They wash linen and also extract most of the residual water content by spinning in the last cycle
- Continuous batch washers. These are only used where there is a large volume of washing such as in a five star 500 room hotel where linen is changed every day. The machine resembles a tunnel and is controlled via a computer programme which can direct the loading, unloading, and drying of linen through automation, reducing the need for several staff members
- Tumble dryers. These are used to dry towels primarily and can again vary largely in their capacity – from 5 kg to 80kg
- Flatwork feeders. Used to assist in feeding sheets and table linen on to the flatwork ironer. They are comprised of a series of clips which automatically feed sheets on to the ironer

- Flatwork ironer. This is a machine that irons and dries sheeting and table linen in one pass
- Flatwork folder-this is attached to the flatwork ironer and is pre-programmed to mechanically fold sheets and table linen. The folding mechanism can be switched off when ironing small items like napkins
- Roller irons. These are found in small laundries for ironing small items like napkins and pillow cases. Larger versions can be used for ironing sheets. The item is passed through the ironer and returned to the operator for manual folding. The final result is inferior to the larger flatwork ironer but in motels where the sheets are a blend of 50%polyester and 50% cotton the result may be satisfactory. They are labour intensive. They would not usually be suitable for ironing sheets made of 100 % cotton
- Towel folding machines. These are machines where dry clean towels are fed manually on to the towel folder and automatically folded. They may be single lane or multi-lane. The towel folding machines can be pre-programmed for producing different folds
- Presses. Hothead presses are used mainly to press clothes but can also be used to press small items like napkins and pillowcases. Pressing in this way, however, is labor intensive and not recommended for large quantities.

The following is a list of the main types of additional equipment needed if processing hotel soft furnishings, guest dry cleaning, and staff uniforms

- Polymark machine. This is a machine that is used to identify guest garments by attaching heat stamp labels on to each garment. These labels withstand the laundry and dry cleaning processes but can be easily removed and do not damage the garments if used correctly
- Spotting board. This is a specially designed table used for spotting garments prior to being washed or dry cleaned. Stains are treated according to their classification with specific spotting chemicals. The spotting table uses a steam hose which can be used to assist in the removal of stains and can also generate air to dry the fabric after stain removal. It is operated by using foot pedals. This piece of equipment should only be used by experienced and trained staff
- Dry cleaning machine. This is a machine that is used to dry clean items that cannot be washed in water. They operate similarly to a washing machine but use a solvent to clean. The main solvent in use today is perchloroethylene. The machine cleans and dries the garments in one cycle.

Different types of presses.

These are many and varied. There are presses designed specifically for pressing trousers and others designed to press shirts

- Small trolleys and weigh scale. Trolleys are needed to collect guest dry cleaning bags from guest rooms and also for sorting garments into categories for washing and dry cleaning. A scale is needed to ensure machines are not overloaded
- Mobile trolley with hanging rack for delivering guest items back to the rooms

- Sorting table for receiving and marking items
- Shelves or pigeon holes for sorting and collating finished items
- Shirt folding machine. This is a template that can be used to fold shirts and tee shirts only.

Miscellaneous equipment that will be needed for the laundering operation of linen

This includes the following:

- Trolleys for transporting soiled linen from the rooms to the laundry
- Trolleys for transporting clean linen within the laundry. Please note that clean linen should NEVER be transported in the same trolleys in which soiled linen has been carried. If the trolleys are to be used for both purposes, they must be fully sanitised between each use or have the fabric liner changed and washed
- Trolleys for transporting linen back to the floors
- Weigh scales. These are used to weigh soiled linen before placement into the washing machines so that they are not overloaded. If washing machines are overloaded or under loaded, the wash result will be inferior
- Fabric bags for collection of linen
- Shelving for linen storage
- Chemical pumps and chemicals
- Press pads. Covers on the ironing machines and presses need to be clean and regularly changed.

Miscellaneous equipment that will be needed for the laundering and dry cleaning of soft furnishings and guests' clothing and staff uniforms

This includes:

- Packaging materials such as baskets or cardboard boxes, plastic bags, coat hangers
- Marking tape and tags
- Dry cleaning docket and plastic bags
- Spotting chemicals, spatulas, and tamping brushes.

Guest Clothes are Picked Up

When a guest makes a request for guest laundry and dry cleaning service, the guest will usually ring either Housekeeping, Reception, the laundry or the porter. Every hotel must have a defined procedure for the collection of guest laundry and all relevant staff must be aware of this procedure so that the service is seamless.

It is not uncommon in hotels for the waiter who delivers the room service breakfast to be handed laundry by the guest. The waiter must also know how to handle this situation.

It is common practice, for example, that guests will hand in laundry for processing the night before to the night porter or to Reception when the laundry or Housekeeping is closed. It is absolutely imperative that these laundry items are delivered to the correct

location the following morning so that they may be processed. It is not uncommon for the night porter to go off duty and overlook these items and Housekeeping will receive a call the next evening from the guest to say he has not had his laundry returned. After a thorough search of all areas, the unwashed laundry is then found at the porter's desk, causing inconvenience to the guest and embarrassment for the hotel for the lapse in service.

Answering the Telephone

Always answer the telephone in line with your hotel's procedures using the correct phrases and the guest name wherever possible:

- Always greet the guest with a pleasant voice. ("Good morning Mr Jones")
- Always identify the department and yourself ("Laundry department, Mary speaking")
- Advise the guest of when the items will be collected. ("John will be along shortly to collect your items Mr Jones – please leave them on the bed if you are leaving the hotel")
- Answer any questions that the guest may have in relation to the service e.g. "What time will my laundry be returned?" or "Is it possible to have the zip replaced on my trousers?"
- Have a thorough knowledge of the services that are available to the guest (a two hour pressing service, for example, may incur a surcharge).

If collecting items from the guest's room:

- Always knock on the door (or ring the bell) and identify yourself (the guest may be undressed early in the morning)
- Knock again before entering the room. As you enter the room, always identify yourself in a loud and clear voice ("Good morning, laundry service")
- Collect the items quickly and leave the room making sure the door is locked
- Cross or tick off the room number on your collection list
- Check in each of the bags that there is a completed laundry docket and secure the bag closed so no items can fall out
- If the guest has not completed a laundry docket, write the room number/name on the outside of the bag to identify where it came from
- Place the bags in your trolley for delivery to either the in-house laundry or the point of collection.

Laundry Runner Sheet

The sheet is completed as items are collected and room numbers should be crossed off once they have been collected with the time written in the last column.

If it is a large hotel, the runner may carry a pager or mobile phone so that they are readily accessible for urgent collections.

Identifying Items for Laundry

Identify the linen items that may be laundered in an on-premise laundry

Hotels have many items that will need to be laundered or dry-cleaned. The most common items requiring **laundering** will include:

- Sheets (all sizes)
- Pillow cases
- Pillow protectors
- Duvet covers
- Mattress protectors
- Mattress toppers
- Duvets
- Pillows (polyester or microfiber fill)
- Bath towels
- Hand towels
- Colored towels (used in hairdressers or in massage rooms)
- Bathmats
- Face washers
- Bathrobes
- Table cloths (all sizes)
- Colored table linen
- Napkins
- Tray mats
- Staff uniforms
- Guest laundry
- Cleaning cloths
- Tea towels
- Glass polishing cloths
- Mops

Meanwhile, the most common items in a hotel that will require **dry cleaning** are as follows:

- Curtains
- Cushion covers
- Table skirting
- Chair covers
- Bedspreads and bed skirting
- Blankets
- Pillows (feather fill)
- Staff uniforms
- Guest dry cleaning.

In-House Items are Picked Up

There are many ways in which both soiled and clean linen is moved within a hotel property. All departments that use linen must be familiar with both the collection and

delivery systems that exist so that the laundry can wash all soiled linen in a timely manner and return it for use back to the relevant departments so that there are never any shortages.

There are many methods of handling linen and this will be influenced by several factors:

- The size of the hotel
- The layout of the hotel
- The logistics within the property
- The number of rooms and bathrooms
- The star rating
- How often linen is changed
- The amount of linen storage cupboards throughout the property
- The number of par levels
- The operating hours of the laundry
- Whether or not the hotel has a separate linen room or uniform room or both
- The quantities and types of linen used
- The number of restaurants and their operating hours
- Whether there is a gym, hairdresser, spa, swimming pool or massage rooms
- Whether or not the hotel operates 24 hours a day (as in a casino property)
- Whether there is a linen chute from the floors directly to the laundry.

Internal Transportation

- Where the laundry is on-site at the hotel (OPL), transportation of linen to the laundry may be done by laundry, housekeeping or restaurant staff.
- Soiled linen may be delivered directly to the laundry via a chute from the guest floors. The room attendants will strip the linen from the rooms and then place the soiled linen down the chute. This method does save time and ensures that the laundry has a consistent flow of soiled goods at all times.
- In other hotels the linen may have to be collected manually from each floor and packaged into trolleys or bags and then transported to the laundry via lifts and corridors.
- In widespread hotels as on some island resorts, transport of linen may be by way of a buggy to which trolleys are attached. This circulates across the property, collecting and delivering linen to the maids' stations several times throughout the day
- Restaurant staff may also deliver soiled table linen directly to the laundry in trolleys and bags.
- In some hotels there may also be a separate linen room from where all soiled linen is received and counted and from where clean linen is issued. In this case all clean linen is returned to this location from the laundry for re-issuing of the same quantities back to the guest floors and restaurants.

Methods of Managing Linen – Stock

There are essentially three different methods of managing linen stock when there is an on-site laundry:

- a) 1 for 1
- b) Top up system
- c) Requisitioning system

1 for 1

- Each floor or restaurant is issued with an agreed par level of linen. With this system, all items are exchanged clean for dirty. e.g. If the restaurant uses 200 napkins then 200 clean napkins will be returned
- In some hotels, for example, guest room floor pantries are set with correct par levels for that particular floor. As room attendants remove soiled linen from each room, they count the linen. These quantities are recorded on their work sheet next to each room number
- At the end of the day, the quantities are totaled and checked by the Housekeeping supervisor and sent to the linen room or laundry for replacement in exact quantities onto these floors

Example: If the room attendants on the 43rd floor use:

- 46 Queen sheets
- 48 pillow cases
- 36 bath towels
- 29 hand towels
- 52 face washers
- 24 bathmats
- 12 bathrobes.

Then this will be the amount that is replaced in to the floor pantry on the 43rd floor.

Top up system

- This is a system where no par levels are established so stock levels are just "topped up" daily
- This may lead to overstocking of items and uncontrolled costs. It may also lead to extreme shortages of linen because there is essentially little or no control over the linen. One restaurant may be short of linen whilst others may have a stockpile. Similarly one guest floor may have excess of one item such as bath towels where another floor has none.

Example:

Room attendants use linen and rely on laundry or housekeeping staff to replenish the stock.

Requisitioning system

This is a system where the hotel keeps a stock of linen items in the linen room. Each restaurant will requisition only what they need on www.eventlinen.com.au on a daily basis. If the hotel does not have the required stock, they may need to arrange temporary hire of some items from an outside company.

Linen and Guest Clothes for Laundry are Received, Sorted, and Accounted For Receiving Laundry

1. Place the laundry bag that contains dirty clothes in the receiving area
2. Note the time when guest item is being receive
3. Check laundry list accordingly
 - Name of the Guest
 - Room Number
 - Specific instructions/request
4. Check laundry items against the laundry list
 - Count number of each item
 - Make sure that the numbers of the laundry items correspond with the laundry list
 - Write down any correction in the laundry list
 - Ask your supervisor to sign the corrected document
5. Tag each laundry Item
6. Record guest laundry according to company procedures. You should write the following in the control record book:
 - Name of the Guest
 - Room No.
 - Record express service with required delivery time
 - Place guest date of departure (if needed)
 - If the guest is expected to depart on the same day, charges should be made immediately and send a receipt to the Front Office
7. Report any discrepancies to your supervisor, e.g.
 - Shortage of guest items to documentation
 - Heavily stained or damaged items
8. Check each garment for damage such as: fading color, stains, missing buttons, tears
9. Shake out any loose items or soils wrapped up in the garment

10. All express items must immediately be handed over to the washer or dry cleaning operator
11. Put all dirty items to the various sorting baskets supplied for this purpose
12. Report to the Laundry Manager or to the person concerned any unusual condition, including valuable items left by the guest

How is linen sorted?

Linen is usually sorted as follows:

- Dry soiled linen is easier and quicker to sort than damp linen as linen that has been washed may become twisted in the wash
- All linens must be sorted by fibre type. Sheets and tablecloths may be constructed of 100% cotton, or a polyester/cotton blend or 100% linen fiber. Tablecloths may also be constructed of 100% polyester. Sorting by fibre type helps to expedite production by washing all same items together
- Linen must also be sorted by the degree of soiling. Kitchen cleaning cloths, for example, will be much greasier than those used by Housekeeping staff to clean the rooms. As such they will need to be washed separately with a much harsher wash formula
- Colored linens are sorted separately from white linens
- It is necessary to open out linen to ensure there is no waste within it that may get into the washing machine. Shaking, however, should be kept to a minimum so airborne bacteria will not be dispersed into the atmosphere
- Linen used in hotels is often referred to as "flatwork" as most of it is finished on a flatwork ironer.

Linen Sorting Categories

Items are sorted in to the following categories:

1. Sheeting

When sorting through sheets and pillow cases, it is not uncommon to find soiled tissues, or guest clothing (usually nightwear) removed in error by the room attendant when stripping the bed. On occasions pillows may be inadvertently wrapped up in sheets and children's soft toys may also be found. It is important that these items be removed from the linen before washing, noted and returned to the client at the end of the day. In the case of nightwear being found, this should be laundered separately as a courtesy before being returned.

2. Pillowcases

These must be separated from sheets as they are washed separately. It is much easier to separate them when dry. If they are washed with sheets, they will get twisted in the final extraction and will be much more difficult to sort. This wastes time and slows down production.

3. Duvet covers

These need to be sorted from the sheets as they are also processed differently.

4. Towels

These will need to be sorted from sheets as they are washed on a different wash cycle because of fiber type and degree of soiling. In a hotel environment towels are usually more heavily soiled than sheeting. Items found mixed with towels may include soap and tissues and these all need to be removed prior to washing.

Whilst all sizes of toweling can be washed in the same wash cycle (bath towels, hand towels etc.) white towels should always be washed separately from colored towels.

5. Colored towels

Sometimes if there is a spa area, massage rooms or hairdresser within the hotel, colored towels are used. These may be heavily soaked in massage oils or hair dye and must be washed separately. Colored towels will always fade over a period of time.

6. Bathrobes

These will need to have the belts removed before washing otherwise they may get tangled in the wash causing damage to the belt loops on the robes. If there are pockets in the bathrobes, these will also need to be checked for guests' personal items or old tissues etc. Bathrobe belts will be placed into a mesh laundry bag before being placed in the machine.

7. Table linen

This must be sorted to remove food scraps, cigarette butts, cutlery and sometimes even pieces of crockery! Cutlery that circulates in a washing machine may cause extensive damage to the mechanics of the machine and may necessitate the machine being out of service for an extended period due to repairs. It may also cut and damage the linen that is being washed. This will add pressure to the laundry operation if a machine has to be placed out of service.

8. White table linen

Must be sorted from colored table linen to prevent dye runs

Sometimes in hotels that have a high volume of functions and events, colored paper napkins may be used alongside white linen napkins to create a certain ambiance .It is absolutely essential that these be removed prior to washing .One red paper napkin overlooked can cause a whole wash load of white linen to turn pink! This pink wash load will then need to be rewashed with stronger chemicals to remove the pink tint.

This will add cost and time pressures to the processing of linen. The necessary rewash of these items will require large amounts of bleach at high temperatures. This wash formula may damage this linen.

When an excess of these items are found regularly in table linen, this must be reported to the client or restaurant manager for their action and follow up in order to eliminate this practice

9. Tea Towels

Those from the kitchen should be washed separately than those from the guest rooms and bar areas due to the grease content. It is recommended to have different colors for different areas of a hotel a) for identification and b) to reduce cross contamination. For example, a greasy tea towel used by kitchen staff will leave smears on polished glasses.

10. Cleaning Cloths and Mops

All hospitality operations require cleaning and so will have a supply of cleaning cloths and mops. These may require laundering daily. Kitchen cloths should always be laundered separately from those of Housekeeping due to having higher levels of grease and fat contained within. Where color coded mops are used for Housekeeping and Kitchen areas, these must also be washed separately.

Special Note Regarding Body Fluids

If bed and bath linen are found with large amounts of blood, faeces, vomit or urine, this linen should always be treated as potentially infectious linen. This linen should always be kept separate from other lightly soiled linen.

The room attendant or cleaner should wear rubber gloves when handling such linen. Solids should be flushed from the linen wherever possible prior to sending to the laundry. This linen should then be placed directly into a soluble bag which is a heavy duty polythene bag which is usually red in colour and tied with its own soluble tie. These bags can be placed directly into the washing machines and are designed to dissolve in water. Where blood is present the water temperature should be low as hot water will set the stain. This will then require additional special treatment before rewash. The red bags alert laundry staff of potentially infectious linen and reduce its handling. The bags are designed to dissolve from the outside on contact with water in the first flush of the wash cycle.

Common Stains on Linen

The most common stains found on table linen are:

- Red wine
- Coffee and tea

- Lipstick (on napkins)
- Food coloring and food residue
- Salad dressings and butter

How are Clothes and Uniforms Sorted

Once items have been received, checked for quantity and marked per each guest, they are then sorted in to categories for processing .It is important that all care labels on all garments be read when doing so.

Items are sorted for:

- Washing
- Dry cleaning
- Press only.

Items for washing are then sorted into:

- Whites
- Colors
- Dark colors
- Delicate items

Items for dry cleaning are then sorted into:

- Light colors
- Dark colors
- Lighter weight
- Heavier weight

How are Clothes and Uniforms Sorted

Fabric care labels

Most garments worldwide have care labels which are sewn into the garment. In some countries, this is mandatory but in other countries the care instructions may be simply written on a paper tag attached to the garment when purchased. This tag is removed when worn never to be seen again.

As many hotel guests are from overseas countries, the origin of garments may never be known. This presents a problem to the dry cleaner to try to establish what type of fabric he is dealing with.

Washing guest items

Similar to the wash room, guest items should be weighed before being placed into the washing or dry cleaning machines so that machines can operate at maximum capacity through not under or overloading.

Count items lodged for laundering

Introduction

Guest laundry and dry cleaning items are counted when received at the sorting stage. Linen items that are received into the laundry are counted at the finishing stage. The finishing process involves ironing, folding and packaging.

Counting guest laundry items

When guest laundry bags are delivered to the laundry, the quantities of items in each bag are checked and compared to the quantities that the guest has itemised. On occasions, the guest may miss items or written the incorrect quantity. The hotel's count must be taken as final and this is usually stated on the guest laundry docket.

These quantities are marked as checked and in many hotels the sorter will also write the colour of each shirt or trousers on the docket. This will help later after the laundry process in the matching of washed items back to each guest.

All guest items are checked for damage and for items left in pockets or pinned to the lapel. These items must be removed and stored for safe keeping before returning to the guest later in the day. If a biro is overlooked in a pocket, for example, this can damage the whole wash load of garments creating additional work to restore all the garments and may lead to financial claims against the hotel for damage and negligence.

Guest items are then marked by tags or tape and then sorted into the categories for washing or dry cleaning.

Counting staff uniforms

Staff uniforms are usually identified either by each staff member's name or number or by department and size. This will vary from property to property and the method used will be influenced by the quantities of uniforms and the system of issue that the hotel employs.

Staff uniforms are counted by the laundry and sorted into different categories for washing or dry cleaning. These records are kept for internal cost analysis.

Where staff uniforms are processed in the hotel laundry, priority will always be given to the guest items due to the revenue it produces and the service ethic.

Counting linen items

Linen items are not usually counted when soiled. The exception to this would possibly be in a laundry where there are no scales for weighing linen prior to washing. In this case it is important to know the approximate weight of each item so that the washing machines are not overloaded e.g. if a pillow case weighs 200 grams and the washing machine takes 50 kgs. of linen, then 250 pillow cases would need to be counted to fill the machine:

- Most counting is done in the finishing area – i.e. at the flatwork ironer and towel folders
- Before processing each type of item on the flatwork ironer, the counter on the folding machine is turned back to zero
- As items are ironed and folded, the counters record quantities processed
- These quantities must then be manually recorded on an internal record sheet kept at the end of each machine
- Similarly on the towel folder the counter is used
- At the end of the working day, all records from both the towel folders and flatwork ironers are then either totaled and then posted to a computer so that production records are kept. This will help with cost analysis at a later stage.

In the case of an external laundry:

- If using an external laundry, the production records are posted to a computer which will then produce a delivery docket/invoice which is forwarded to the customer along with the clean processed linen

Any items that are not returned to the customer due to rewash should be duly noted

- These delivery dockets are attached to the trolleys for transportation to the customer

The customer should check that the delivery docket matches what is delivered and report shortages as soon as practicable.

Clothing Items are checked for stains

Assess stains on items

The most common types of stains found on guests clothing and uniforms are:

- Food stains
- Oils and fats
- Ink
- Perspiration
- Blood and body fluids
- Cosmetic stains
- Food coloring and dyes.

Identifying stains

It is important to try and establish what each stain is and treat accordingly. An experienced dry cleaner will be able to recognize many common stains and treat them easily. Some stains may be a combination of products and so may require several treatments. Many stains can be identified by appearance or smell.

Stains can be:

- Water soluble (salt and sugar)
- Solvent soluble (oils and fats)
- Insoluble (clay, carbon, sand)
- Dye. Many foods and soft drinks have coloring added and in many cases the dry cleaner is faced with the challenge of removing localized color from a garment whilst retaining the color of the body of the fabric
- Chemicals (nail polish, paints, inks).

Spot clean stains as required

Anybody who attempts the pre-spotting of clothes and uniforms **must** be qualified. It is absolutely essential that this person has a thorough knowledge of fibers and fabrics and stain removal techniques.

Pre-spotting is carried out on the spotting table

Pre-spotting chemicals used on the spotting table usually include the following:

- Ink remover (for wet and dry ink)
- Protein remover (for blood, feces, egg, milk, perspiration and soil stains on collars)
- Paint , oil and grease remover (for paint, lipsticks, oils and greases)
- Rust remover (for residual blood stains)
- Tannin remover (for coffee, tea, red wine and some fruit juices)
- All-purpose spot remover (for general light soiling stains).

Spotting chemicals are all kept in individual small bottles with a pouring spout. These bottles **must always** be correctly labelled. To not do so may result in unintentional damage to garments. They are placed on the side of the spotting table along with spatulas and spotting (or tamping) brushes for easy access. The spatula is to break up any solids and the brush is used to loosen stains by tamping. Tamping is the gentle massaging of fibers rather than a vigorous scrubbing motion. If the scrubbing motion is too heavy, this could break some fibers and cause damage to the garments.

Most chemical companies who provide spotting board chemicals will also provide a stain removal guide chart which can be pinned to the wall for easy reference.

Select appropriate method to clean clothes according to the care label, fabric, style, degree of stain, etc.

All items in a laundry and dry cleaning environment will either be washed or dry cleaned. Experienced laundry hands and dry cleaners will be able to recognize different fabrics and know immediately how they should be treated.

Whilst garments may be pre-spotted, linens will usually be washed and checked for stains after washing. Stained linen may then need to be soaked or rewashed using a different wash formula specifically for stain removal.

As previously mentioned, all garments should be washed or dry cleaned as per the care label.

Some fabrics will be washed on a low temperature whilst others will be washed in hot water. Similarly other fabrics must never be bleached and others must be pressed at a very low temperature. A good knowledge of fibres and fabrics is essential in the laundry process. A hot iron for example will melt some synthetic fibres.

If a staff member is unsure as to what the fibre is there are some "burn tests" that can be used where ash residue will help to identify the fibre. This must only be carried out by an experienced person. However in a hotel environment, this is not always possible!

If unsure how to treat certain garments it may be better not to wash or dry clean them to avoid a compensation claim. You will, however, need to advise the guest of this.

Garments with leather trim, fancy buttons or sequins, for example, may be damaged in the normal cleaning process. Buttons and sequins may melt in the dry cleaning fluid. These are just some examples of what you should be aware of.

The washing process

The washing of linens and garments will be done in different types and sizes of washing machines. For example, you would not wash eight shirts in an 80 kg washing machine nor would you wash 500 sheets in a 5 kg machine. The volume of soiled linen or clothes will determine which size of machine to use.

- A washing machine washes, rinses and extracts water in the final cycle. Washing machines in a commercial laundry have the wash cycle programmed in several ways:
- Pre-programmed card reader - Where a washing machine uses the card system there will be a different card for each item to be washed. The card is made of a heavy duty plastic. There will be a different card to use when washing white sheets than when washing red napkins for example, these cards will be clearly marked as to which items they are to be used for. These cards have a series of holes punched into them usually by the chemical supplier who designs the wash cycles according to the chemicals required. These cards are then inserted into the card reader before switching on. These cards programme the machine to call for different water levels at different temperatures and different chemicals at different times within the wash cycles. When towels are washed, then the card marked "towels" will be used. These cards do wear out so it is recommended to have several sets of cards for the same wash cycles and a set of cards for each machine that uses them
- Micro-processor - These are slowly replacing the cards discussed above. The micro-processor is attached to the machine and is also usually programmed by the chemical supplier for each item to be washed. It is more efficient than a card

reader but the operator must remember to punch in the correct number assigned to each wash load prior to starting the machine.

Some items may need to be dried in a tumble dryer whilst others are dried, ironed and folded on an automatic flatwork ironer. Sheets, for example, will be removed from the washing machine and go directly on to the ironer.

Towels will need to be dried in the tumble dryer and then folded either by hand or by a towel folding machine.

Cotton polyester garments, such as large quantities of staff uniforms, may be placed on coat-hangers and then dried and pressed by passing through a tunnel press.

When using any machine in the laundry, you must always follow the manufacturer's instructions. Follow all safety precautions and never use a machine you have not been trained to use.

Laundry Equipment is Used

During the course of your employment in the laundry you will be trained to operate all kinds of machinery. It is important however to **never** to use a piece of equipment for which you have not been trained. This may lead to damage to the machine, the linen it is processing, and possible injury to yourself.

The following are general procedures you should use when operating any general laundry machinery:

- Always check that the power is switched on before use and that all utilities are connected (water, steam or gas) at the beginning of your shift
- Always check that the machine is clean and empty before loading and that nothing has been overlooked since the last cycle
- Always check the drains are clear (washing machines) and the lint trap has been cleaned (in tumble dryers)
- Check all switches are in working order and not broken
- Check that all doors on washing machines and tumble dryers can be locked
- Always use the correct wash programme for the items you are washing
- Make sure all chemical drums and pumps are in working order and there are sufficient chemicals for the day
- Always weigh wash loads according to the machines used wherever possible so they operate at full capacity.
- **Never** overload or under load a washing machine or dryer. This practise will result in an inferior wash result and may damage linens. It is also uneconomical
- **Never** remove protective guards off machines. These are designed as a safety feature if something malfunctions
- Always use the ironer at the correct speed and temperature for the items being ironed. A temperature that is too low or an ironer that is too slow will not dry or iron items correctly. They may need to be passed again through the machine which will slow down the whole finishing process

- Never use the ironer if there are damaged tapes or belts. Report this immediately so that they may be repaired promptly
- Always use the safety functions on hot presses and make sure all press pads are clean and in good repair
- Report any items that malfunction to your supervisor and ask for assistance if you are not sure
- Never stand in water – always clean up spillages immediately
- Always wear the correct protective equipment and clothing with which you have been issued
- Correctly follow all handling and usage instructions for all chemicals.
- Report any damage to the clothes during the laundry process

Cleaning agents are used according to specifications

The choice of washroom chemicals is very important. It is absolutely vital to use a reputable company who can provide the training to staff and support to the laundry operator for solutions to problems in the wash. If the correct chemicals are not used, this may result in a large amount of items needing to be rewashed because stains remain, adding to the overall cost of laundering linen. Using too little or too much chemical in the wash cycle may result in damaged linen and complaints from hotel guests.

Types of laundry chemicals

Water

- Water by itself is not a good cleaner but the chemicals that are added to the water makes it a medium to allow the chemicals to penetrate the soil and hold it in suspension. Water also allows the chemicals to be transported to the wash load and to carry away the soiled solution. It is an excellent rinse aid.
- Water quality is important in determining which washroom chemicals will be chosen. Water may have a high iron or calcium content or even a high volume of vegetable dyes from plants located by the supplying dam. All these minerals will affect the effectiveness or not of washroom chemicals chosen. Water testing must be carried out at regular intervals by a reputable company.
- The results of the water testing must be shared with the chemical supplier who will consider these findings when recommending the choice of chemicals necessary to produce good wash results.
- Hard water will have an impact on the type of detergents selected and the cleaning quality of the linen will decrease if unsuitable chemicals are chosen. Water treatment of the boiler may be necessary by a qualified company.

Water temperature

Washing at a temperature of 70C for approximately 25 minutes will kill most bacteria in hotel linen (except spores). This is known as thermal disinfection. This temperature is however not recommended for woollens or synthetic fabrics.

Alkalis

Most soil in linens is acidic in nature and alkalis are used in the first part of the wash cycle to neutralise the soils in the linen prior to the main washing process. They also assist the detergent to "wet" the linen, thereby penetrating the soil and holding it in suspension. Alkalis also assist in converting fats and oils to soap so that they become water soluble.

Builders

Builders can be added to both alkalis and detergents. Their function is to assist in water softening and to increase the function of the detergent to get better wash results. Common builders include phosphates, silicates and carbonates.

Detergents

These are used to wash the linen, allowing water to penetrate the soil and hold it in suspension before rinsing. All detergents used in a commercial laundry are synthetic, combined with builders to allow fats to emulsify. Detergents have a high tolerance to hard water and can be efficient at all temperatures. They are more suitable for commercial laundering than soap which can produce a film when used in hard water.

Chlorine bleaches

These are used to whiten linen and remove residual stains. Chlorine bleaches must only be used on white linen. Chlorine bleaches if used in excess can cause fabric damage and loss of tensile strength in linens. They also act as a sterilising agent leaving linen in a sanitary condition. Chlorine bleaches are available in both liquid and powder form. The most common chlorine bleach is sodium hypochlorite.

Oxidising bleaches

These can also be used to remove stains. Examples include hydrogen peroxide and sodium perborate.

Antichlors

These are used to inactivate any residual traces of chlorine bleaches and they prevent linen from yellowing. Some contain an optical brightener which makes white linen seem whiter by increasing light reflection. They are usually added to the second rinse cycle with a high water level.

Fabric softeners

These are used to soften towels and reduce lint, but are also used in the wash cycles of sheets to assist in the ease of ironing by reducing static electricity on the flatwork ironer. They are absorbed into the fabric and form a protective coating. They make

towels softer to the feel and also assist the washman as linen will be easier to pull from the washing machine when emptying.

Starch

Starch is added to the final rinse in the washing of cotton table linen and chefs' jackets to present a crisp and fresh appearance. Starch lays down a protective barrier on the fabric to help prevent stain absorption. This makes stain removal in the next wash cycle easier. Starch should never be used for sheeting due to the stiffness and itch factor!! Care must be taken not to over use. It is usually in a powdered form and must be pre-dissolved. Starch will not be absorbed by polyester fibres.

Sours or Acids

These are added in the final rinse to neutralize residual alkalis. If alkalis are not removed, white linen can turn yellow or grey. Some sours also contain optical brighteners.

Types of dry cleaning chemicals

The main types of chemicals used for dry cleaning are the dry cleaning fluids and the pre-spotting chemicals. The most common dry cleaning solvents in use today are:

Perchloroethylene

A non-flammable chlorinated solvent. It should be stored in a cool dark place when not in use. It is instrumental in removing solvent soluble soil such as oils and greases etc. It may however also dissolve decorative items on clothing such as sequins, beads, some buttons and synthetic trims. This is the most common dry cleaning solvent in use.

White spirit

An original dry cleaning fluid and has been widely used for many years. With the outlawing of fluorocarbons for environmental reasons, it is regaining popularity. It is a paraffin based spirit, has good grease removal properties but is flammable.

Hydrocarbon

A petroleum-based solvent which is flammable. It is more suitable for use on delicate garments but needs a longer wash cycle to allow it to work.

Pre-spotting chemicals used on the spotting table usually include the following:

- Ink remover (for wet and dry ink)

- Protein remover (for blood, feces, egg, milk, perspiration and soil stains on collars)
- Paint, oil and grease remover (for paint, lipsticks, oils and greases)
- Rust remover (for residual blood stains)
- Tannin remover (for coffee, tea, red wine and some fruit juices)
- All-purpose spot remover (for general light soiling stains)

Most chemical companies who provide spotting board chemicals will also provide a stain removal guide chart which can be pinned to the wall for easy reference.

Precautions when handling chemicals

All chemicals must be treated with respect. If they are not used, stored or handled correctly, all chemicals have the potential to be hazardous to long term health and compromise daily safety in the workplace. It is important as an employee to know all aspects of the chemicals before you use them.

- Every chemical is designed for a specific purpose. Each chemical that is manufactured must have a technical bulletin and a Material Safety Data Sheet (MSDS)
- The technical bulletin will have specific information on recommended usage and packaging size, along with a description and characteristics of the product
- The M.S.D.S. of each chemical contains lots of critical data. It seems like too much information but it contains:
 - o Hazardous nature of the chemical
 - o The composition of the chemical
 - o Long-term health exposure consequences
 - o Safe handling
 - o Product information
- A copy of all MSDS must be available for staff to read and also in case of an emergency such as an accidental spillage. They must be available for the emergency services so that they know what they are dealing with should there be a fire or leak.
- It is important to use the correct personal protective clothing and equipment when handling chemicals. This should always be readily available and of the correct size for individual employees. Safety goggles or face mask
- When handling chemicals it is important to always wash your hands after handling them and **never** to smoke, eat or drink
- **Never** mix chemicals at any time. To do so may cause a chemical reaction which may give off toxic gas and may harm your health. The action of mixing will also negate the action of a chemical e.g. Alkali + Acid = neutral
- Always clean minor spills up immediately to prevent falls and slips. This may be possible by hosing down the spill to the nearest drain or using a mop and bucket
- Always use chemicals at the correct dilution rates. To use a chemical that is too strong will damage the linen and increase costs because of over usage (less is best)
- Always add chemicals to water and not water to chemicals. If some should spill, there will be less harm this way

- Always store chemicals correctly at the right temperature and preferably in a secure area
- Always use correct equipment for transporting and lifting chemical drums
- Chemicals must **always** be correctly labelled for easy identification and **never** stored in soft drink bottles
- Empty chemical drums must be disposed of as per local regulations.

What to do in case of a chemical spill

- The size of a spill will affect how you deal with it
- If the spill is large, all staff should be evacuated from the immediate area
- Ventilate the area as much as possible
- Call the relevant emergency services to assist and advise
- Wear protective equipment at all times in this situation - gloves, face mask, protective clothing and rubber boots
- Try to stop the spill if possible-turn off the tap or place the container on its side. The use of sand or an absorbent compound is particularly helpful in this case. This can then be swept up as a solid matter and disposed of later
- Wash the area down completely after clean up
- Investigate how the spill occurred in order to review all handling procedures. Record the incident and retrain staff.

Ironing Clothes

Preparation

1. Prepare the materials needed:

- Flat Iron
- Ironing board
- Water sprayer (optional)
- Clean damp cloth
- Hanger
- Cloths rack

2. Check the cleanliness and condition of flat iron and ironing board before starting to work.

3. Set the ironing board.

4. Consult care label of the fabric for ironing temperature.

Ironing Shirt

1. Take note of the correct order of ironing a shirt:

- Collar part of shirt
- Yolk/ shoulder part
- The cuff
- The sleeves

- The body of shirt
2. Put a damp cloth on top of the ironing board. Clean the iron by rubbing it on the damp cloth.
 3. Start the process by ironing the collar:
 - Flatten the back of the collar on the surface of the board
 - Run the iron over the back of the collar several times until you are sure it is correctly pressed.
 - Turn the shirt over and iron the front of the collar, follow the same ironing procedure used for the back of the collar
 4. Next iron the sleeves:
 - Lay the back of the sleeve on the ironing board
 - Stretch the fabric by using the palm of your hand
 - Iron the back of the sleeves
 - Flip the shirt over and iron the front of the sleeves
 5. Iron the body part of the shirt:
 - Start with the left upper side of the shirt; flatten the fabric by using the palm of your hand.
 - Iron straight upwards keeping good tension all the time.
 6. Iron the seam by running the edge of the iron over the stitching while pulling with the other hand.
 7. Continue moving the shirt towards you bit-by-bit, ironing one section at a time.
 8. Move in and out of the buttons taking care not to hit the buttons by going too fast.
 9. Continue this way remembering to hold the shirt by the collar all the time while pulling against the force of the iron to give a crisp finish.
 3. Hang the pressed shirt with a hanger.

Ironing Pants

1. Turn on the iron and set to correct temperature
2. Clean the iron by putting it on top of a damp face towel
3. Iron the pockets
4. Iron the fly, seams and hems

5. Iron the waist band
6. Hold the pants on the lower part of the leg
7. Fold the leg of the pants together
8. Lay the folded pants on the ironing board
9. Pull out the pockets and iron it
10. Fold one leg up, allow it to overlap the waist
11. Iron in a circular motion, start working from the cuff to the pocket
12. Iron down to the leg smoothly creating only one straight line
13. Fold the other leg back down and iron as you did on the first leg. Make sure in seams are align with each other
14. Turn the pants over and lay the pants on the ironing board
15. Match up the in seam and the side seam so that they are directly over each other
16. Iron down the leg to create a permanent crease
17. Turn off the iron and let it cool down before putting it away.
18. Hang from the waist or fold the pants

Ironing Dress

1. Iron all parts that have a double thickness such as collars, hems, cuff, sleeves, bows, ties and pocket and other parts that have double thickness.
2. Iron non flat portions like ruffles, shoulders, and puffed sleeves.
3. To iron puffed sleeves, stuff them with whiter cloth or towel.
4. Iron the body of the cloth starting on the upper portion of the garment

Folding Clothes

Folding is an art and doing it correctly can help us to become organized. It helps to prevent garments from wrinkling and therefore it can also avoid re-ironing, re-washing and drying. Before you start folding, the garment must be flat and wrinkle-free, and the fabric must remain nicely spread out throughout the folding process to keep garments free of creases.

Folding Shirt

1. Button the top and third button.
2. Lay the shirt face down.
3. Smooth out the shirt so it is flat on the front and back.
4. The first fold is right side:
 - o Fold about one-third of the body towards the center of the shirt.
 - o The fold line starts at the center of the shoulder and ends at the tail.
5. Neatly fold the sleeve forward, creating an angled fold at the shoulder. The sleeve should line up with the edge of the first body fold.
6. Fold the left side in the same manner.
7. Make a fold of several inches of the shirttail.
8. Fold up the bottom half of the partially folded shirt. The tail should be just behind the collar of the shirt.
9. Turn the entire shirt over.

Packing Laundered Items

When delivering guest articles, some will be folded while others are placed on hangers. Folded articles are put together in a laundry bag or box with the room number written on it, for hanging articles put a label indicating the name of guest and room number.

1. Check for quality of the finished laundry / dry cleaning / pressing
2. Make sure that the correct number of pieces on guest laundry list is ready to be returned.
3. Follow complete records and billing information in accordance with enterprise procedures.
4. Package and present guest laundry in accordance with enterprise standards and procedures. Wrap the laundry box and put a piece of your property's giveaway (optional).
5. For folded items, attach the laundry slip by sticking on the box, in a visible manner.
6. For hanged items, put a tie label indicating the name of the guest and room number.

7. Return finished items to guest in accordance with required timeframe.
8. Store processed guest laundry when required, according to guest requests or when returning the laundry item to guests is not possible.

Post Cleaning Activity is Performed

Post cleaning activity is generally referred to as the finishing process.

The finishing process involves:

- Checking for stains-when guest laundry has been washed. It is important before it is pressed and dried that it be checked to ensure all stains have been removed. Pressing can sometimes permanently set stains. If items are found to be stained, they should be sent for re-processing
- Stains on sheets, pillowcases, tablecloths and napkins are usually checked during the feeding process of the items on to the flatwork ironer. If stains are seen, the operator can push a reject button which then sends the item into a basket under the ironer. This will then be sent to be rewashed at the end of the day
- Checking repairs have been carried out. It is important that requested repairs to guest items have been completed before the pressing process. Once repairs are completed then the item should be pressed
- Pressing. There are many different types of presses in a laundry environment but the pressing process for both linen and guest clothing require that the items are usually damp. Where items have been dried (dry cleaning machine) these are pressed using steam
- Drying. It is usually only towelling that is dried in the tumble driers. Once dried they are then sent to be folded
- Folding. This can be done by either machine or by hand. Items such as bathrobes may need to be folded by hand or placed on coat hangers. Face washers are usually stacked in piles. Sheets and towels are folded by machine and stacked automatically by the machine
- Packaging. Most guest clothing is packaged before delivery back to the guest. Shirts can be folded and placed into a bag or box or they may be pressed and placed on hangers (this is usually at the request of the guest). The coat hangers and plastic covering are provided by the hotel and protect the garments in transit from accidental soiling. Suits, trousers and dresses would also be placed on coat hangers and covered in plastic wrapping

Linen from an in-house laundry is not usually packaged. It is neatly stacked on clean trolleys for transportation

- Storage. In some cases where hotels have regular guests, laundry and dry cleaning may have to be stored until the guest's next visit. This must be secured and a note made on the guest account so that the cleaned laundry may be placed into the room before his next arrival. The accounts department will also need to be notified so that the late charge is handled appropriately

- Clean linen may need to be stored before being delivered back to the relevant department. This storage facility may be in the laundry, the linen room or the Housekeeping area
- Delivery. All items need to be delivered to the relevant area.

Results are Checked and Acted Upon

Once all garments and linen is clean, it is important to check that all instructions have been followed. This includes checking for:

- Guest items
- Residual stains - If these are found prior to pressing then the items must be returned for rewash or stain removal treatment. If stains cannot be removed then it is wise to attach a card to the garment to this effect so that the guest understands that every effort has been made to remove the stain to no avail
- Repairs - If guests have requested minor repairs and alterations, it is important to check that these have been carried out and charged for accordingly if necessary. Repairs are completed after cleaning but before pressing or folding
- Pressing. Check that all garments are well pressed with creases in the correct place. For example, trousers that have two creases down the leg look unsightly and will result in guest complaints
- Folding. If the guest has requested that items be folded, check this procedure has been adhered to and that clothes are folded as per enterprise procedures
- Packaging. Some guests will request that shirts be hung on coat hangers for easy transportation and again it is important to double check that all instructions have been followed. Any shortcomings should be attended to before delivery back to the guest.
- Linen items
- On occasions, stains and tears are found by the operational department. If this is the case, the items should be kept separate from all other linens so that they may be treated accordingly and not just kept circulating.

Process Internal Records

Whilst the operation of the laundry and dry cleaning plant is very important, one of the vital daily tasks is to record and maintain records for cost control purposes. All laundry's documentation programs will be different and will depend on the types of machines that are in use and the type of items processed.

What internal records need to be kept?

- Daily production records of all washing machines (How many kilograms per day of each item is washed)
- Daily production of all tumbler dryers
- Daily production records of the flatwork ironer/folder
- Daily production records of all folding machines (Quantities of all folded items and their type)
- Daily production records of all dry cleaning machines (How many kilograms per day are dry cleaned)

- Daily and monthly guest laundry and dry cleaning revenues
- Monthly production records of all items processed (record of all items washed and ironed)
- Total monthly chemical cost (based on purchases and consumption)
- Cost of chemical per kilogram of washed item
- The percentage of rewash items (vital to know so that costs can be controlled and procedures reviewed)
- Preventative maintenance records of all machinery
- Machinery repairs
- Boiler service records
- Water treatment records
- Sewage , water and power costs
- Chemical company's regular report(so action may be taken if necessary)
- Guests daily summary sheets
- Invoicing
- Staff rosters including sick days and holiday schedules with all relevant administrative paperwork.
- Payroll costs

Truck driver schedule and transport costs (petrol, truck servicing)

- Condemned linen figures
- Purchase orders for all goods purchased
- Replacement stock put into circulation
- Records of abused linen per customer or per department
- Monthly stock takes of all miscellaneous supplies such as hangers, pins, poly mark tape, packaging materials

Record keeping and proper analysis of all records will assist in determining if production can be improved in certain areas of the operation. It will also assist in calculating profit margins and is a history of expenses.

Prices charged for dry cleaning and laundry must demonstrate competitiveness whilst maintaining profitability.

Internal Laundry Reports are Produced

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Record keeping and proper analysis of all records will assist in determining if production can be improved in certain areas of the operation. It will also assist in calculating profit margins and is a history of expenses.

Prices charged for dry cleaning and laundry must demonstrate competitiveness whilst maintaining profitability.

Guest Clothes are Delivered

Once all guest clothes have been processed, packaged, checked for stains and all the guests' instructions have been followed, the items must be delivered back to the guest room.

Always follow your property's guidelines when delivering items back to the guest room:

- Always knock on the door (or ring the bell) and identify yourself (the guest may be resting or working)
- Knock again before entering the room. As you enter the room always identify yourself in a loud and clear voice (“Good afternoon/evening, laundry service”)
- Check that the items you are about to deliver match the room number you are in. It is easy to make an error in delivery, particularly if there are many parcels for the same floor
- Place the items in the room according to your property’s guidelines and leave the room making sure the door is locked. Folded laundry is usually placed on the bed and clothes on hangers are placed in the wardrobe leaving the wardrobe door slightly ajar so that the guest can see this
- Cross or tick off the room number on your delivery list
- If the room has a “Do not disturb” sign on, you may need to return later. In some hotels, a card may be left under the door advising the guest that an attempt was made to deliver his laundry and to call when he is ready for delivery.

In-house Items are Delivered

Once all guest clothes have been processed, packaged, checked for stains and all the guests’ instructions have been followed, the items must be delivered back to the guest room.

Always follow your property’s guidelines when delivering items back to the guest room:

- Always knock on the door (or ring the bell) and identify yourself (the guest may be resting or working)
- Knock again before entering the room. As you enter the room always identify yourself in a loud and clear voice (“Good afternoon/evening, laundry service”)
- Check that the items you are about to deliver match the room number you are in. It is easy to make an error in delivery, particularly if there are many parcels for the same floor
- Place the items in the room according to your property’s guidelines and leave the room making sure the door is locked. Folded laundry is usually placed on the bed and clothes on hangers are placed in the wardrobe leaving the wardrobe door slightly ajar so that the guest can see this
- Cross or tick off the room number on your delivery list
- If the room has a “Do not disturb” sign on, you may need to return later. In some hotels, a card may be left under the door advising the guest that an attempt was made to deliver his laundry and to call when he is ready for delivery.

Activity

Direction : Answer the questions below on a sheet of Paper.

1. Identify and explain the Responsibilities of a Laundry Attendant?
2. Explain the difference between on premise laundry (OPL) and Off Premise laundry(OPL) and its Advantage and Disadvantages?
3. Identify Items for Laundry?
4. Observe the proper Linen Sorting Categories?
5. Identify the different Types of laundry chemicals?

Assignment

1.Performed at home the Proper Laundry Segregation according to color and Stain, Washing of Clothes using the right Detergent ,Drying , Ironing and Folding of Clothes .