



Laundry linen and guests' clothes

D1.HHK.CL3.05

Trainee Manual



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Trainee Manual



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The ASEAN Secretariat is based in Jakarta, Indonesia.

General Information on ASEAN appears online at the ASEAN Website: www.asean.org.

All text is produced by William Angliss Institute of TAFE for the ASEAN Project on "Toolbox Development for Priority Tourism Labour Division".

This publication is supported by Australian Aid through the ASEAN-Australia Development Cooperation Program Phase II (AADCP II).

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File name: TM_Launder_linen_&_guests_clothes_310812.docx

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Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit description

Launder linen and guests' clothes

This unit deals with the skills and knowledge required to Launder linen and guests' clothes in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D1.HHK.CL3.05

Nominal Hours:

25 hours

Element 1: Identify the role of an on-premise laundry

Performance Criteria

- 1.1 Differentiate between an on-premise laundry and an off-premise laundry
- 1.2 Identify the equipment that may be found in an on-premise laundry
- 1.3 Identify the cleaning agents and chemicals used in an on-premise laundry
- 1.4 Identify the documentation that is used to monitor, control, and charge for items laundered
- 1.5 Identify the linen items that may be laundered in an on-premise laundry
- 1.6 Identify guest clothes that may be laundered in an on-premise laundry
- 1.7 Describe the roles of staff employed in an on-premise laundry
- 1.8 Establish costs associated with operating an on-premise laundry
- 1.9 Identify laundry service types that exist within the industry

Element 2: Collect laundry for laundering

Performance Criteria

- 2.1 Pick-up guest clothes in accordance with enterprise requirements
- 2.2 Pick-up in-house items in accordance with enterprise requirements

Element 3: Perform laundering functions

Performance Criteria

- 3.1 Sort items lodged for laundering
- 3.2 Count items lodged for laundering
- 3.3 Assess stains on items
- 3.4 Spot clean stains as required

- 3.5 Identify appropriate cleaning method for items
- 3.6 Operate equipment to achieve intended cleaning result
- 3.7 Effect repairs as required

Element 4: Process laundered items

Performance Criteria

- 4.1 Perform post-cleaning laundry activities
- 4.2 Check results of cleaning and take appropriate additional action, if required
- 4.3 Process internal records and billing instructions
- 4.4 Produce necessary internal laundry reports

Element 5: Return laundered items

Performance Criteria

- 5.1 Deliver guest clothes to guests in accordance with enterprise requirements
- 5.2 Deliver in-house items to departments in accordance with enterprise requirements

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

		Work Projects	Written Questions	Oral Questions
Element 1: Identify the role of an on-premise laundry				
1.1	Differentiate between an on-premise laundry and an off-premise laundry	1, 3	1, 2	1
1.2	Identify the equipment that may be found in an on-premise laundry	1	3, 4	2
1.3	Identify the cleaning agents and chemicals used in an on-premise laundry	1	5, 6, 7	3
1.4	Identify the documentation that is used to monitor, control, and charge for items laundered	2, 3	8, 15	4
1.5	Identify the linen items that may be laundered in an on-premise laundry	4	9	5
1.6	Identify guest clothes that may be laundered in an on-premise laundry	4	10	6
1.7	Describe the roles of staff employed in an on-premise laundry	1	11, 12	7
1.8	Establish costs associated with operating an on-premise laundry	3	13	8
1.9	Identify laundry service types that exist within the industry	3	14	9
Element 2: Collect laundry for laundering				
2.1	Pick-up guest clothes in accordance with enterprise requirements	4	15	10
2.2	Pick-up in-house items in accordance with enterprise requirements	5	16	11

		Work Projects	Written Questions	Oral Questions
Element 3: Perform laundering functions				
3.1	Sort items lodged for laundering	6	17, 18	12
3.2	Count items lodged for laundering	6	20	13
3.3	Assess stains on items	6	19	14
3.4	Spot clean stains as required	6	21	15
3.5	Identify appropriate cleaning method for items	6	22	16
3.6	Operate equipment to achieve intended cleaning result	6	23	17
3.7	Effect repairs as required	6	24	18
Element 4: Process laundered items				
4.1	Perform post-cleaning laundry activities	6	25	19
4.2	Check results of cleaning and take appropriate additional action, if required	6	25	20
4.3	Process internal records and billing instructions	6	26	21
4.4	Produce necessary internal laundry reports	6	26	22
Element 5: Return laundered items				
5.1	Deliver guest clothes to guests in accordance with enterprise requirements	7	27	23
5.2	Deliver in-house items to departments in accordance with enterprise requirements	8	16, 27	24

Glossary

Term	Explanation
Sorter	The staff member who sorts linen into different categories.
Washman	The staff member who operates the washing machines.
Washer extractor Washing machine Wash wheel	The machine where linen is washed and some moisture is extracted in the final cycle.
Par level	The amount of linen required to operate a hotel or restaurant.
Condemning linen	Removing worn or damaged linen from circulation. All items should be counted and recorded.
Lint	Loose fibres from the linen which are removed through processing. These combine to form heavy duty dust in the laundry plant.
Manual Feeding	The action where staff physically feed linen on to the flatwork ironer.
Folding Machine or Automatic Folder	The machine which folds linen in a pre-determined way.
Automatic feeder	A device that opens the sheet out and feeds it on to the ironer. The sheet is clipped into position by a staff member.
Towel folder	A machine where clean dried towels are fed manually into a machine which then folds them in to predetermined folds.
Tumbler Dryer	A machine which is used primarily to dry towels by extracting moisture.
Soluble bag	A heavy duty polythene bag usually red in colour which can be placed in to the washing machine directly. It is used mainly for potentially infectious linen. It dissolves from the outside on contact with water.
Sorting Area	The area where soiled linen is received from the customer and is sorted for processing.
Ph	The scale ranging from 0 to 14 that measures the intensity of acidity or alkalinity of a solution. How strong is it?
Extraction	The removal of moisture from linens by way of high speed rotations.
Linens	Is a common term that refers to all items washed in a laundry including bed, bathroom and table linens.
Selvedge	The woven edges of the linen. These are opposite to edges that are hemmed (stitched).

Term	Explanation
Blend	A combination of two or more fibres.
Stocktake	The process of counting all linen in circulation to determine the stock level and identify losses.
Abused linen	Linen which has been used incorrectly and is damaged.
On Site On Premise (OPL)	The hotel has its own laundry at the hotel.
Off site	The laundry is an external contractor and is located away from the hotel.
Linen chute	Linen is placed through a fireproof lockable door on each floor and transported via a tube to the laundry.
Formula	The combination of water, temperature and chemicals to successfully launder different categories of linen.
Dye	A product that changes the colour of an item.
Dye transfer Dye run Dye bleed	The colour of one item will be absorbed from another when wet.
Hopper	A funnel shaped receptacle that is used for holding items before dropping them below.
CBW	Continuous batch washer.
Tensile strength	The ability of a fabric to resist breaking.

Element 1: Identify the role of an on-premise laundry

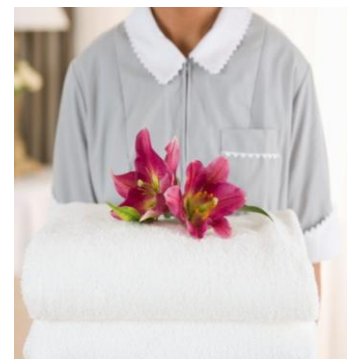
1.1 Differentiate between an on-premise laundry and an off-premise laundry

Introduction

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.

There 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.



The advantages and disadvantages of using an off-site laundry

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.

Whether or not to use an OPL or an off-site laundry provider will depend on

- The size of the hotel. Usually small hotels and motels will use an outside contractor due to the large capital expenditure required
- Small motels may choose to use an off-site laundry to process sheets and table linen because of the better results that can be achieved during the pressing process but may also choose to wash and dry towels in house for convenience and as a potential cost saving
- Location. Where hotels are remote (on islands or in the countryside), they may choose to install a small OPL to process all their own linen
- Large five star hotels may choose to install an in-house laundry purely because they require a high standard of finished linen and also because it saves them money in linen replacement costs and the benefit of being able to also offer a 24 hour laundry/dry-cleaning service to their guests. It also offers flexibility if certain items need to be processed urgently
- The decision to use an OPL or an off-site laundry provider will be largely influenced by the costs involved. Some hotels choose to install an OPL as time progresses whilst others remove this facility and elect to use a contractor. Costs must always be determined by analysing all associated costs and consideration should always be given to service and quality if electing to use an off-site provider
- Whilst many hotels will have an OPL, they may contract out the dry cleaning function to an outside contractor because of the requirement of having specially skilled and trained dry cleaner operators and the specific training required for the use and handling of the dry cleaning solvents.



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.

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

Introduction

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

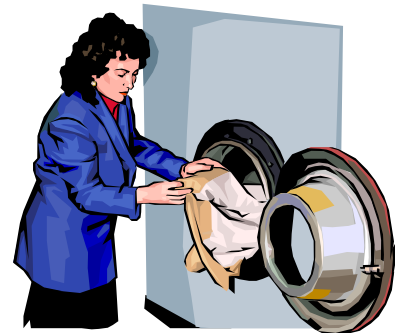


- Tumble dryers. These are used to dry towels primarily and can again vary largely in their capacity – from 5 kg to 80kg
- Flatwork feeders. Used to assist in feeding sheets and table linen on to the flatwork ironer. They are comprised of a series of clips which automatically feed sheets on to the ironer
- 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. Hot head presses are used mainly to press clothes but can also be used to press small items like napkins and pillow cases. Pressing in this way however is labour 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 perchlorethylene. 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 include:

- 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 include:

- 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.

See www.filterfab.com

1.3 Identify the cleaning agents and chemicals used in an on-premise laundry

Introduction

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 neutralise residual alkalis. If alkalis are not removed, white linen can turn yellow or grey. Some sours also contain optical brighteners.

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:
 - Hazardous nature of the chemical
 - The composition of the chemical
 - Long-term health exposure consequences
 - Safe handling
 - 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 masks
 - The correct protective gloves
 - Protective clothing and footwear
- 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.



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:

- a) Perchloroethylene which is 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.
- b) White spirit is 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.
- c) Hydrocarbon is 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, faeces, 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.

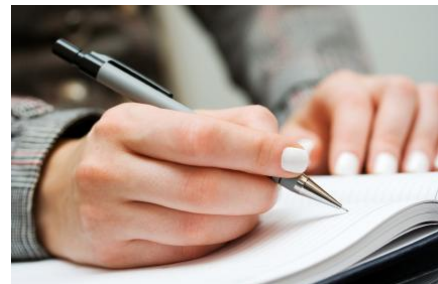
See www.ecolab.com

1.4 Identify the documentation that is used to monitor, control, and charge for items laundered

Introduction

Where the hotel has its own on-site laundry, most of the documentation used is for the purpose of charging the guest for the laundry or dry cleaning service. All other documentation is used for internal purposes to monitor operating costs such as payroll, chemicals and utilities.

Where the hotel uses an off-site laundry, that company would produce a daily delivery docket and invoice with a monthly statement itemising all goods processed on behalf of the hotel with all relevant charges.



Where hotels use a contractor to process guest laundry and dry-cleaning, the hotel usually receives at least a 10% commission for handling the goods on behalf of the contractor .i.e. if the charge to launder a guest shirt is \$10, then the guest would be charged \$10 by the hotel, but the contractor would only charge the hotel \$9 for this item.

Where hotels provide a guest laundry and dry cleaning service, the following is a brief overview of the process:

- The room attendant places laundry bags (either plastic or fabric) and laundry dockets into the wardrobe or drawer when cleaning the guest room. **See Figure 1 – Sample Guest Docket**
- This docket may be in duplicate or triplicate depending on the hotel's accounting processes .It will have all the most common items listed complete with itemised charges for each item and a space for the guest to complete his name and room number

- When the guest requires this service he should complete the docket with his name, room number and quantity of items to be processed on the relevant lines
- The docket is then placed in the bag and the guest may take it to Reception by 9 or 10 a.m. (in smaller hotels) or call Housekeeping or Valet service for the laundry to be collected (larger hotels)
- The staff member will collect the laundry from the guest room and **must** check that the docket is complete with all guest details. If not, the room number should be noted on the bag
- If this is not done, the laundry may still be processed but will be unable to be returned to the guest's room or charged for as it will be unidentified
- If the laundry is on-site at the hotel, the staff member will deliver the bags directly to the laundry for processing
- If the laundry is off-site, the laundry will be delivered to a central point within the hotel such as the linen room or Housekeeping office to await collection by the laundry driver. Some guests may give their laundry bags to Reception or even to the doorman. This must all be sent to the central point
- Here the staff member will enter all guest items on to a summary sheet
- The summary sheet is a record of all guest names and room numbers whose laundry or dry-cleaning has been received for processing
- All the guest bags are placed into a fabric laundry bag ready for collection
- A copy of this summary sheet is given to the laundry driver with all the guests' bags
- The laundry will then process all items to be laundered and dry-cleaned.
- A copy of the summary sheet will be returned with all guest items later in the day for cross-checking and a list of charges for each guest
- The laundry charge will be added to the guest account either by the linen room or Housekeeping staff via a computer or a copy of the summary sheet will be given to Reception for posting
- The linen or Housekeeping staff will then return all clean and checked items to the guest room neatly packaged. **See Figure 2 – Sample Summary Sheet.**



Other documentation used:

- In many hotels, if guest garments are received by the laundry in a damaged condition (torn or frayed), the hotel may return the items to the guest unprocessed advising the guest of this and requesting permission to proceed. This is to minimise a financial claim against the hotel by the guest.
- Where stains cannot be removed from a garment, a note is attached to the garment to advise the guest that whilst the garment has been cleaned, unfortunately the stain could not be removed. **See Figure 3 – Sample Advice Form**

See www.drycleanersweb.com.au

LAUNDRY LIST

INSTRUCTION
Please ✓

Dial 1 for collection

LAUNDRY <input type="checkbox"/>	DRY CLEANING <input type="checkbox"/>	PRESSING <input type="checkbox"/>	1 HOUR PRESSING <input type="checkbox"/>
STARCH <input type="checkbox"/>	NO STARCH <input type="checkbox"/>	FOLD <input type="checkbox"/>	COAT HANGER <input type="checkbox"/>

ITEM	LAUNDRY	DRY CLEANING	PRESSING ONLY	GUEST COUNT	HOTEL COUNT	AMOUNT
2 Pce Suit		\$27.00	\$20			
3 Pce Suit		\$30.00	\$25.00			
Evening Suit		\$32.00	\$23.00			
Overcoat/Raincoat	\$20.00	\$23.00	\$18.00			
Jacket	\$14.50	\$15.00	\$10.00			
Vest		\$8.00	\$6.00			
Necktie/Scarf		\$8.00	\$5.00			
Trousers/Jeans	\$14.00	\$14.00	\$10.00			
Shirt – Business or Sports	\$12.00	\$13.00	\$10.00			
Shirt – Silk		\$14.50	\$11.50			
Shirt – Folded (Per Item)	\$1.00					
Blouse – Plain	\$12.50	\$13.00	\$8.50			
Blouse – Silk		\$16.00	\$10.00			
Dress – Elaborated/Silk	\$25.00	\$28.00	\$23.00			
Dress – Plain	\$20.00	\$20.00	\$17.00			
Shirt – Pleated/Silk	\$18.00	\$18.00	\$14.00			
Skirt – Plain	\$12.00	\$13.00	\$10.00			
T-Shirt/Polo	\$9.00	\$9.00	\$7.00			
Tracksuit/Jumpsuit/Overall	\$16.00	\$16.50	\$11.00			
Windcheater	\$10.00	\$10.00	\$8.00			
Woollens	\$12.50	\$13.00	\$9.00			
Pyjamas/Night-gown	\$11.00	\$12.00	\$8.00			
Bathrobe/Dressing-gown	\$16.00	\$17.00	\$7.00			
Shorts – Casual or Sport	\$10.00	\$10.50	\$7.00			
Underpants/Panties/Singlets	\$5.00					
Bra/Slip/Girdle	\$5.00					
Body Suit	\$9.00					
Pantyhose/Stockings (Handwash)	\$4.00					
Socks – Per Pair	\$4.00					
Handkerchief	\$3.00					
Hand Washing (Per Item)	\$5.00					

Total: _____

All prices are inclusive of Good & Services Tax
 Laundry/Dry cleaning or Pressing received by 11:00 am will be returned the same day.
 One hour pressing service is available 6:00 am – 8:00 pm, Monday – Sunday.
 Articles required same day received after 11:00 am will incur 50% surcharge. Express service (within 3 hours) will incur 50% surcharge.
 Public Holidays will incur 100% surcharge

Please indicate number of articles in the "count" column. In case of discrepancy, the Hotel count will be considered correct. Claiming loss or damage must be accompanied by this list and be made within 24 hours of delivery. Liability of loss or damage is limited to an amount not exceeding 10 times the cost of cleaning. All care will be taken in processing, the Hotel however cannot be responsible for any loss of items left in pockets, loss or radiation of colour or shrinkage.

Figure 1 – Sample Guest Docket



DOCKET NO 1633

Guest Laundry and Dry Cleaning Summary Sheet

Date: ____/____/____

Completed by: _____

QUANTITY	POLYMARK NUMBER	ROOM NUMBER	SURNAME	LAUNDRY	DRYCLEAN	PRESS ONLY	TOTAL CHARGES
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							

WHITE—ACCOUNTS

BLUE—LAUNDRY COPY

YELLOW-CASHIER

Figure 2 – SUMMARY SHEET

LAUNDRY RETURN

Guest Name: _____ Room No.: _____

Your garments are returned as we have noticed the following defects:

Discoloured Double Crease Stains Excessive Wear & Tear Cut/Tears

Please dial ext 1, should you wish to proceed with laundering

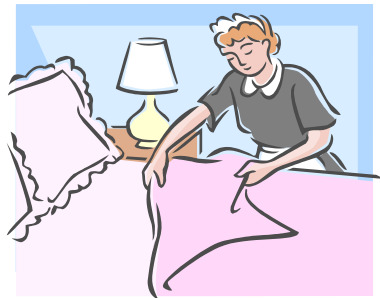
Figure 3 – Sample Advice Form

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

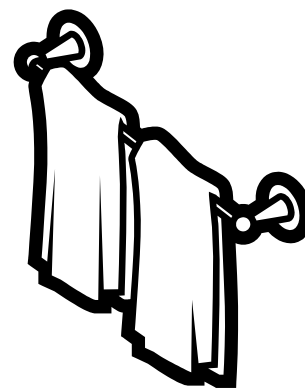
Introduction

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 microfibre fill)
- Bath towels
- Hand towels
- Coloured towels (used in hairdressers or in massage rooms)
- Bathmats
- Face washers
- Bathrobes
- Table cloths (all sizes)
- Coloured table linen
- Napkins
- Tray mats
- Staff uniforms
- Guest laundry



- Cleaning cloths
- Tea towels
- Glass polishing cloths
- Mops.



Items requiring dry cleaning

The most common items in a hotel will include

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



See www.bancrofts.com.au

1.6 Identify guest clothes that may be laundered in an on-premise laundry

Introduction

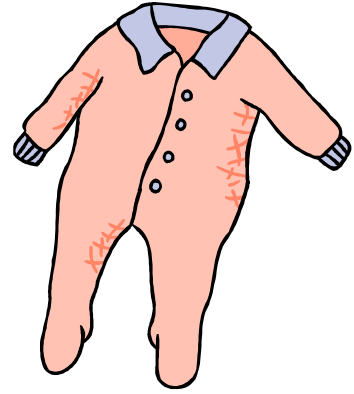
Guests will request that all manner of items be laundered or dry-cleaned. Guests sometimes request some items to be laundered when essentially they may need to be dry-cleaned and vice versa. It is important that laundry staff check all fabric care labels and follow these procedures.

Items that may require laundering:

- Shirts;-this is the most commonly requested item in large hotels
- Undergarments
- Socks
- Tee shirts
- Singlets
- Golf shirts
- Blouses
- Dresses
- Nightwear



- Tracksuits
- Gym clothes
- Handkerchiefs
- Jeans
- Baby clothes
- Baby napkins (this should be at the laundry manager's discretion depending on the level of soil).



Items that may require dry cleaning:

- Suits
- Coats
- Ties
- Evening gowns
- Dinner suits
- Trousers
- Jackets



On occasions there may be special requests for dry cleaning. Items made of suede or which have delicate decorative trims should not be accepted for dry cleaning if the expertise of the staff is insufficient. The processing of suede garments is a specialised field.

Many guests request a Press Only service. They request that items should be pressed only, usually because they have been crushed in suitcases whilst travelling. Items that are very heavily soiled should not be accepted for press only. Guests should be contacted and advised that the item requires laundry or dry cleaning. This is in order to protect laundry staff from handling soiled clothing and also the heat from the pressing process can set some stains permanently on to the garment.

See www.elitedrycleaners.com.au

1.7 Describe the roles of staff employed in an on-premise laundry

Introduction

To complete all the tasks required in the laundry, there will be many staff employed. Staff may be employed as laundry attendants or may have different titles depending on their individual roles. The names of the positions will vary from laundry to laundry but all tasks need to be completed.

For the processing of linen items these titles include:

- **Sorter.** This is the name given to the people who sort the soiled linen which arrives at the laundry. Linen needs to be sorted into different categories as it will be washed on different wash cycles, at different temperatures and with different water levels. Towels, for example, are usually more heavily soiled than sheeting. Sorters must also sort out any rubbish from linen such as tissues, soap or guest clothing which may have been inadvertently stripped from the bed along with the sheets. It is not uncommon to find cutlery or food scraps amongst table linen. If these items find their way into the washing machines, they can cause damage to those machines and also to the linen being washed. Sorters may also be responsible for weighing the linen so that washing machines are not overloaded
- **Washman.** This is the person who loads and unloads the washing machines with the correct amount of linen of one category. They may also take on the role of operating the tumble dryer. When sheets are removed from the washer they are then transported to the ironing section and may need to be laid out or “roped “ ready for feeding on to the ironer
- **Tumbler dryer operator.** This person will load and unload the dryers and transport towels and bathrobes to the folding section within the laundry
- **Feeder.** These are the people who place sheets, pillow cases and table linen onto the feeding part of the machine that then rolls the linen on to the flatwork ironer for drying and ironing
- **Ironer operator.** This person removes the ironed and folded goods off the flatwork ironer and stacks the linen into piles ready for transport back to the guest floors and restaurants
- **Towel Folder.** This person feeds dried clean towels on to a machine which then folds the towels in a pre-programmed fold. They record the counted linen
- **General wash hand.** This person would circulate in all sections of the laundry and work wherever there is a need or a pressure point
- **Despatch clerk.** The despatch clerk will check the quantities and quality and ensure the necessary paperwork is completed before the linen is delivered back to where it comes from or laundry is returned to the guest room, depending on the system that is used within the laundry. They may even be responsible for delivery of clean linen back to the guest floors or in-house linen room
- **Truck driver.** A truck driver will only be needed where linen is processed for other hotels or in an off-site laundry.



With the exception of the truck driver, all laundry staff should be cross-trained in all aspects of the laundry operation and be able to handle all tasks. This ensures flexibility when staff are sick or on holidays. Due to the repetition and sometimes monotonous tasks, it is recommended to rotate staff at regular intervals.

For the processing of items requiring dry cleaning these titles include:

- **Marker/sorter.** This is the task of receiving, checking, marking and sorting all garments that pass through for either laundering or dry cleaning. Garments need to be checked for quantity and for items possibly left in pockets such as tissues, pens or coins. They are then marked for each guest so that items can be identified once processed, sorted into different wash loads or dry cleaning and per fibre care label
- **General laundry hand.** This person would place items in the washing machines, assist in matching guest items after they have been processed and may also assist in pressing or collection and delivery back to the guest room
- **Dry cleaner.** This person is extremely well-trained in all aspects of dry cleaning including spotting and pressing. They must have an excellent knowledge of fibres and fabrics, stain recognition and their removal. This task must be performed by a qualified person only
- **Pressers.** As the name implies, they would press all items that need pressing. This would constitute 95% of all items processed in the laundry/dry cleaning section
- **Despatch clerk.** As previously mentioned, this person would check for the quality and quantity of the finished product and ensure all paperwork has been completed prior to being returned.



1.8 Establish costs associated with operating an on-premise laundry

Introduction

The costs of operating a laundry or dry cleaning operation are many and varied.

These include:

- The initial capital outlay for all pieces of laundry and dry cleaning equipment and its installation
- All ongoing maintenance costs for all laundry machinery
- The recruitment, induction and training of all laundry staff
- All payroll costs including weekly wages, staff benefits, holidays and additional leave payments
- The initial cost of purchasing all linen items that are used both in Housekeeping and Food and Beverage departments
- The ongoing purchasing of replacement linen items which wear out or are prematurely damaged either through misuse or poor laundering techniques

- The cost of all utilities including electricity, gas, water, air conditioning and sewage disposal costs
- The maintenance of the main boiler and water testing and treatments
- The cost of all washroom chemicals and dry cleaning chemicals
- The cost of replacement pads on all presses and ironers
- The cost of all incidentals such as coat-hangers, packaging materials, laundry bags and trolleys.

See www.hospitalitytextiles.com.au or www.whamad.com.au

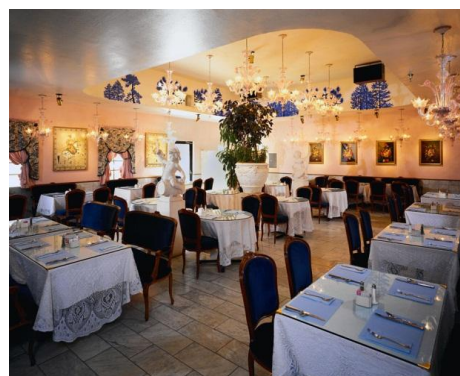
1.9 Identify laundry service types that exist within the industry

Introduction

There are several different types of laundry contractors that service the hospitality industry.

These include:

- An off-site laundry that both provides (hires) and launders all linen articles for the hotel or restaurant
- An off-site laundry that launders and irons the hotel's own linen articles i.e. the hotel purchases all linen and maintains par levels
- An off-site laundry that provides (hires) and launders only table linen. This service is used by small hotels which would use table linen infrequently or by large hotels which experience exceptionally busy periods when their own stocks of table linen are not sufficient to service their needs. They may also be used if a client requests a specific colour of linen. This could, for example, be for a wedding or for a themed event for which the hotel does not stock that specific coloured linen
- Dry cleaning contractor. This company would service all laundry and dry cleaning of all hotel soft furnishings as well as staff uniforms and guest laundry/dry cleaning needs. They may also provide an express service as needed (usually returned within two hours) or an overnight service. These are usually charged to the guest at a premium due to the additional transport required



- Uniform hire company. These companies offer a hire and laundry service for all staff uniforms. They are particularly useful for hiring chef and kitchen uniforms and housekeeping uniforms which can be washed. The company is required to maintain all uniform stock levels so that staff can change uniforms daily. The service is usually provided once weekly when all soiled uniforms are removed off-site for laundering and cleaned uniforms for the next week are delivered. The main advantage of this system is that it saves capital outlay for all uniforms but does require ongoing management replacing uniforms for new staff and managing the inventory. If uncontrolled, costs can spiral out of control.



See www.alsco.com.au or www.australianuniforms.com.au

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Work Project One

Arrange to visit both a large commercial laundry that processes linen mainly for large hotels and an on-premise laundry in a large hotel.

Compare the different types of machinery available in both, the chemicals used and the roles of all staff employed there.

Prepare a report for your trainer based on your observations, comparing the differences that you noted.

Work Project Two

Make a brief presentation to your trainer on the types of records that your workplace keeps in relation to the production of linen. Explain briefly how these reports are used to monitor costs.

Work Project Three

Research an offsite laundry that leases chefs' uniforms to hotels. Explain the process to another team member and list both the advantages and disadvantages of using such a service.

Work Project Four

Make a list of all items in your workplace that:

- a) Need to be washed
- b) Need to be dry-cleaned.

Summary

Identify the role of an on-premise laundry

Differentiate between an on-premise laundry and an off-site laundry:

- Know the advantages and disadvantages of having an OPL
- Know the advantages and disadvantages of using an off-site laundry
- Decide which one to use.

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

- Identify equipment used in the laundry process
- Identify equipment used in the dry cleaning process
- Identify miscellaneous equipment needed.

Identify the cleaning agents used in an on-premise laundry:

- Understand the types of laundry chemicals and their uses
- Understand the role of water in the laundry process
- Know the safety handling procedures
- Understand the types of dry cleaning chemicals.

Identify the documentation that is used to monitor, control and charge for items laundered:

- Understand the guest laundry charging procedures
- Understand laundry charging procedures.

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

- Identify house linen
- Identify restaurant linen
- Identify guest clothing and uniforms
- Identify special needs items.

Describe the roles of all staff employed in an on-premise laundry:

- Understand the different job titles and their responsibilities.

Identify different types of laundry services:

- Understand the on-premise laundry
- Understand the role of an off-site laundry
- Understand the need for hired linen.

Element 2: Collect laundry for laundering

2.1 Pick-up guest clothes in accordance with enterprise requirements

Introduction

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.

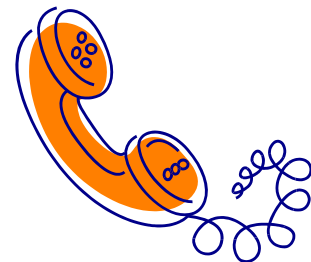
It is not uncommon in hotels for the waiter who delivers the room service breakfast to be handed laundry by the guest. The waiter must also know how to handle this situation.

It is common practise, 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

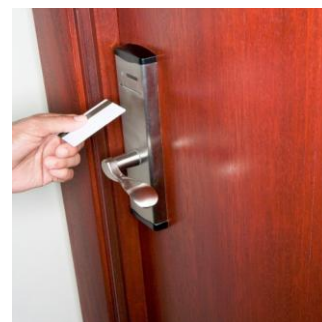
Always answer the telephone in line with your hotel's procedures using the correct phrases and the guest name wherever possible:

- 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.



SAMPLE LAUNDRY RUNNER SHEET					
Date: 08/04/2012			Collected by: Samantha		
Room number	Guest name	Laundry	Dry clean	Press only	Time collected & Special instructions
402	Jones				
506	Tan				URGENT –needs 2 hour wash
1518	Nguyen				
1822	Bell				
2020	Singh				
4921	Markel				Guest is deaf
716	Murphy				
1515	O’ Malley				
1712	Bickson				
1714	Wattie				

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.

2.2 Pick-up in-house items in accordance with enterprise requirements

Introduction

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 totalled and checked by the Housekeeping supervisor and sent to the linen room or laundry for replacement in exact quantities onto these floors

e.g. 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.



e.g. 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.

See www.eventlinen.com.au

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Work Project Five

Demonstrate to your trainer how you would enter a guest room and collect guest laundry.

Work Project Six

Demonstrate to your trainer the method used in your workplace to ensure soiled table linen is received at the laundry for washing in a timely manner.

Summary

Collect laundry for laundering

Pick up guest clothes in accordance with enterprise procedures:

- Know the telephone answering procedures
- Enter a guest room correctly
- Complete a running sheet.

Pick up in house items in accordance with enterprise procedures:

- Handle linen according to your hotel's procedures
- Use internal transportation
- Manage linen stock.

Element 3: Perform laundering functions

3.1 Sort items lodged for laundering

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 fibre. 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
- Coloured 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.



Items are sorted in to the following categories:

- **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
- **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
- **Duvet covers** These need to be sorted from the sheets as they are also processed differently



- **Towels.** These will need to be sorted from sheets as they are washed on a different wash cycle because of fibre 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 towelling can be washed in the same wash cycle (bath towels, hand towels etc.) white towels should always be washed separately from coloured towels



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

- **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



- **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

- **White table linen** must be sorted from coloured table linen to prevent dye runs

- Sometimes in hotels that have a high volume of functions and events, coloured paper napkins may be used alongside white linen napkins to create a certain ambience .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



- **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 colours 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!
- **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 colour coded mops are used for Housekeeping and Kitchen areas, these must also be washed separately.

The most common stains found on bed and bath linen are:

- Perspiration
- Hair oils
- Body lotions
- Cosmetics
- All body fluids.



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.

The most common stains found on table linen are:

- Red wine
- Coffee and tea
- Lipstick (on napkins)
- Food colourings 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.

Categories for sorting

Items are sorted for:

- Washing
- Dry cleaning
- Press only.

Washing

Items for washing are then sorted into:

- Whites
- Colours
- Dark colours
- Delicate items.

Dry cleaning

Items for dry cleaning are then sorted into:

- Light colours
- Dark colours
- Lighter weight
- Heavier weight.






















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.



Most developed countries have adopted symbols as per the table below:

 DO NOT DRY CLEAN	 DRY CLEAN	 DRY CLEAN IN ANY SOLVENT NORMALLY USED IN DRY-CLEANING	 DRY CLEAN IN PERCHLOROETHYLENE WHITE SPIRIT, OR FLURO-CARBON
 DRY CLEAN IN ACCORDANCE WITH P BUT WITH STRICT LIMITATIONS ON THE AMOUNT OF WATER AND MECHANICAL ACTION OR DRYING TEMP OR BOTH	 DRY-CLEAN IN WHITE SPIRIT OR FLURO-CARBON ONLY	 DRY CLEAN IN ACCORDANCE WITH F BUT WITH STRICT LIMITATIONS ON THE AMOUNT OF WATER AND MECHANICAL ACTION OR DRYING TEMP OR BOTH	 MACHINE WASH IN WATER TEMPERATURE AS INDICATED
 DO NOT WASH	 HAND WASH	 DO NOT USE CHLORINE BLEACH	 USE CHLORINE BLEACH WITH CARE. FOLLOW PACKAGE DIRECTIONS
 LAY FLAT TO DRY	 DRIP-DRY MAY HANG SOAKING WET	 HANG TO DRY AFTER REMOVING EXCESS WATER	 TUMBLE DRY AT LOW TEMP DO NOT OVERDRY
 TUMBLE DRY AT TEMPERATURE INDICATED	 DO NOT TUMBLE DRY	 DO NOT IRON	 COOL IRON
	 WARM IRON	 HOT IRON	

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.

3.2 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.

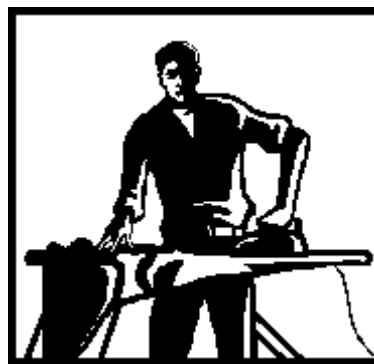
Staff uniforms are counted by the laundry and sorted into different categories for washing or dry cleaning .These records are kept for internal cost analysis.

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 totalled 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.

See www.princeslaundry.com.au

3.3 Assess stains on items

Introduction

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 colourings and dyes.

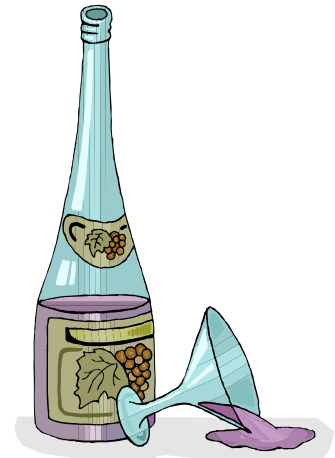


Identifying stains

It is important to try and establish what each stain is and treat accordingly. An experienced dry cleaner will be able to recognise 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)
- A dye. Many foods and soft drinks have colourings added and in many cases the dry cleaner is faced with the challenge of removing localised colour from a garment whilst retaining the colour of the body of the fabric
- Chemicals (nail polish, paints, inks).



3.4 Spot clean stains as required

Introduction

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 fibres 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, faeces, 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 fibres rather than a vigorous scrubbing motion. If the scrubbing motion is too heavy, this could break some fibres 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:

- Before using any of the spotting chemicals, it is always wise to see if the steam gun will flush the stain from the fabric first
- Place a white towel (never coloured) under the garment at the edge of the spotting table. The steam gun which is attached to the spotting table is held above the fabric at an angle of approximately 90 degrees and steam is applied directly to the stain
- If the stain is removed the garment can then be dried with air through the steam gun
- If the stain is not removed, then spotting chemicals may be used. You must follow the guidelines set down by the dry cleaning manager in conjunction with the chemical supplier. To use the wrong chemicals may cause damage to garments which will then have to be replaced at cost
- The spotting agent is applied to the stain and gentle "tamping" will take place. The stain is then flushed with steam
- Garments must be dried before being placed in to the dry cleaning machines. This is done by the application of air through the steam gun.



3.5 Identify appropriate cleaning method for items

Introduction

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 recognise 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.

See www.milnor.com

3.6 Operate equipment to achieve intended cleaning result

Introduction

During the course of your employment in the laundry you will be trained to operate all kinds of machinery. It is important however **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.



See www.laundrytoday.com

3.7 Effect repairs as required

Introduction

Repairs to guest clothing

When guest items are received, checked and sorted in the initial process it may be noted that some garments may require minor repairs. Any items that have been identified for minor repairs will be sent to the sewing department after washing but prior to being pressed. Minor repairs include the replacement of missing buttons and stitching hems and are usually done free of charge.

If the guest requests that hems be shortened or zips replaced, then this may be done but at an additional cost. The hotel should have a price list for these alterations so that guests can be advised in advance of the charges. Alterations should only be carried out by a qualified competent seamstress as any damage incurred to garments may need to be replaced at a cost to the hotel.

It is always wise to keep a stock of sewing threads, zips and buttons of different colours and styles so these requests may be met.

Repairs to hotel linens

Large laundries may have access to their own sewing room where one or several seamstresses work. There will need to be several different styles of sewing machines such as a straight stitcher, a hemmer and an overlocker.

Where there is no sewing room the hotel may contract out their repairs for a fee.

Depending on the damage to linen, it may be possible that some may be repaired or remade. The standard of acceptable repair must be decided by all relevant parties. What is an acceptable repair for a two star motel may not be acceptable for a five star international hotel.



Examples of repairs:

- Where a large sheet is torn on the outer edge, the sheet may be repaired by sewing as this part of the sheet will not be seen when the bed is made as it will be tucked in
- If damage to the sheet is closer to the centre, the remaining fabric can be measured and possibly remade into a smaller sheet. For example, a king size or a queen size sheet could be made into a single sheet
- If a sheet is torn in the middle but the body of the fabric is still in good condition, this may be remade into cot sheets for babies or into pillow cases
- Small holes on bed linen may be machine darned but it must be determined how many darns is acceptable before the sheet is condemned and taken out of service
- Similarly, large towels can be remade into hand towels and face washers by overlocking the edges
- Old towels may have a line of coloured stitching sewn through one end and be used for staff towels or in the hotel gymnasium
- Large banquet tablecloths may be remade into smaller tablecloths or tray mats
- Condemned table cloths can be remade into chefs' aprons with the addition of apron ties
- Condemned sheeting may be remade into chefs' neckerchiefs
- Whilst sewing is an option, some laundries choose to repair linen with heat patches. These are white pieces of fabric that are applied over a hole and adhered by a heat machine. The end result is not as professional as sewing but is a satisfactory option for many companies. This process can also be used to mend some staff uniforms
- Old mattress protectors can be cut and sewn and made in to oven cloths
- All condemned and discarded linen could eventually be used for cleaning cloths.

See www.thermopatch.com.au

Condemning of linen

When linen is taken out of stock and discarded, it must be counted and recorded. It is important on a monthly basis to know what has been condemned so that replacement pieces can be placed into circulation to maintain the par levels. If the laundry or hotel operates below par levels, this will cause problems in meeting the requirements of the customers as there will most definitely be shortages.



It is important that the laundry manager check the discarded linen periodically to ensure that it is indeed not recoverable and is not being discarded prematurely.

Condemned linen should be carefully counted and recorded every day and monthly totals be given to the laundry manager for review.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Work Project Seven

When you have collected items from a guest room (Work Project Four), demonstrate to your trainer how you would then:

- a) Check and count items
 - b) Mark the items
 - c) Check for stains and/or damage
 - d) Identify fibre or fabric
 - e) Sort by processing load (wash or dry clean)
 - f) Spot clean as required
 - g) Clean the garments
 - h) Arrange any necessary repairs
 - i) Check the finished item for stains and finish (pressing/folding)
 - j) Ensure the correct packaging
 - k) Arrange the charging of the guest account and produce any necessary records.
-

Summary

Perform laundering functions

Sort items for laundering:

- Sort linen into categories
- Understand why linen needs to be sorted
- Sort uniforms and guest clothes for different processes
- Observe care labels.

Count items for laundering:

- Count guest items
- Count staff uniforms
- Count linen items.

Assess stains:

- Identify different stains and their categories.

Spot clean stains as required:

- Understand the need for pre-spotting
- Recognise different spotting chemicals.

Identify appropriate cleaning method:

- Recognise why different items need different processes.
- Know the washing process.

Operate equipment to achieve intended cleaning result:

- Follow general procedures and checks.

Effect repairs as required:

- Repair guest clothing
- Repair hotel linens
- Recognise when linen needs to be condemned.

Element 4:

Process laundered items

4.1 Perform post-cleaning laundry activities

Introduction

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.

4.2 Check results of cleaning and take appropriate additional action, if required

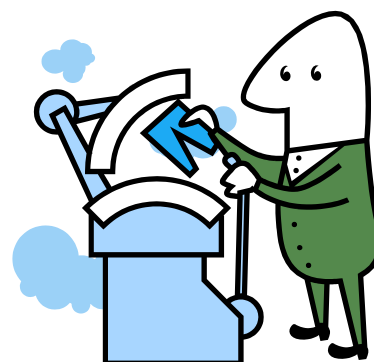
Introduction

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:

- **Residual stains.** Any linen found to be torn or stained should be sent back either to the rewash section or to the repair section for further action.
- 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.

4.3 Process internal records and billing instructions

Introduction

A successful well run laundry is a vital component to any hotel. Its overall operation can affect the profitability of a hotel. Whilst it is a cost centre, tight control must be maintained over all operating costs.

Guest laundry revenue

The income generated by processing guest clothes assists in off-setting overall operating costs. An in-house laundry will never make a profit but good washing procedures, which prolong the life of linen and the delivery of an efficient guest service, will help reduce overheads.

As previously mentioned guest laundry and dry cleaning is charged per item, tallied and posted to the guest folio on the computer either by Reception, accounts or laundry staff.

Apportioning costs to other departments

The operating costs of the laundry must be apportioned to all operating departments on a monthly basis. Each departmental manager must be aware of his/her operating costs and the purchase and laundering of all linen, uniforms and soft furnishings is one of them.

The biggest cost will be borne by Housekeeping followed by the individual restaurants and banqueting department. Departments that do not use linen will be billed only for uniforms.

In the laundry internal records are kept of all washing quantities and items processed.

Calculations are made based on all reports generated within the laundry (usually at a cost per kilo.) For example, if the total laundry cost to launder a kilo of linen equates to \$4 and the restaurant has used a total of 3000 kilos this month, their total linen costs would equate to \$12,000. They can then calculate a unit cost per cover for each restaurant patron. This knowledge will assist managers to control their linen usage and reduce misuse as they alone are responsible for their costs.

The kilo cost can be extrapolated to a unit cost if required. This is only necessary if processing other hotel goods and a price list is needed for this business. The unit costs must also include a % profit margin.



4.4 Produce necessary internal laundry reports

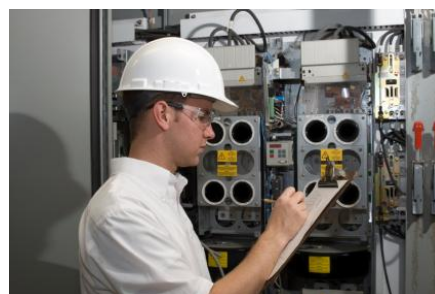
Introduction

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 laundries' documentation programmes 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?

The following are examples of the types of records that should 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, polymark 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.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

This work project is incorporated in Work Project Seven

Summary

Process laundered items

Perform post cleaning activities:

- Understand the checking principle during the finishing process.

Check results of cleaning:

- Understand the need to check guest laundry items
- Understand the need to check linen items.

Process internal records and billing instructions:

- Know how guest laundry revenue is completed
- Know how costs are apportioned to other departments.

Produce necessary internal records:

- Know the types of records kept within the laundry environment.

Element 5: Return laundered items

5.1 Deliver guest clothes to guests in accordance with enterprise requirements

Introduction

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.



5.2 Deliver in-house items to departments in accordance with enterprise requirements

Introduction

Once all linen is processed, it needs to be available by the relevant department for re-use.

Linen that has been folded, stacked and counted is usually either returned to the operating department in several ways:

- By delivery to the central linen room on trolleys from where it is issued. This may be carried out by linen room staff, laundry staff or Housekeeping staff
- By delivery to the maids' pantries on each guest floor where it off loaded on to the shelves
- By delivery to the restaurant storerooms by a laundry staff member
- By collection from the laundry by staff members from each operating department.

The issue, collection and delivery times would usually be at approximately the same time each day.



Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Work Project Eight

Demonstrate to your trainer the method used to deliver guest clothing back to the room.

Work Project Nine

Explain to your trainer how clean room linen is delivered back to the guest floors for use and how it is controlled internally.

Summary

Return laundered items

Deliver guest clothes to guests :

- Know how to enter a guest room
- Understand the process if there is a Do Not Disturb sign on the door
- Place the finished garments in the correct location with the relevant documentation.

Deliver in house items

- Understand the process of returning processed linen to the operating departments.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organized. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognize and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

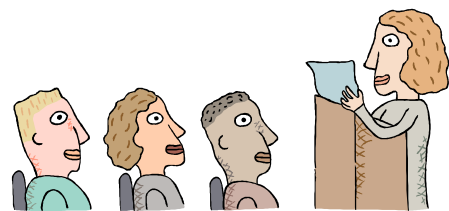
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

Robert J Martin & Thomas Jones; *Professional Management of Housekeeping Operations*; Wiley

Tucker & Schneider; *The Professional Housekeeper*; Cahners (USA)

Doris Hatfield & Christine Winter; *Professional Housekeeping*; Hutchinson(UK)

David M Allen; *Accommodation & Cleaning Services/ Operations*; Hutchinson(UK)

Trainee evaluation sheet

Launder linen and guests' clothes

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
AID** 