



CATERING AND TOURISM TRAINING INSTITUTE

SECTOR: - CULTURE, SPORTS AND TOURISM

SUB SECTOR: - HOTEL AND HOSPITALITY

HOTEL OPERATION LEVEL – I LEARNING GUIDE # 1

**UNIT OF COMPETENCY: LAUNDRER LINEN AND GUEST
CLOTHES**

**MODULE TITLE: LAUNDERING LINEN AND GUEST
CLOTHES**

LG CODE: CST HOP1 M13 LO1-3

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ADDIS ABABA, ETHIOPIA

INSTRUCTION SHEET	LEARNING GUIDE 1
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

-) Process laundry items
-) Package and store laundry items
-) Reduce negative environmental impacts

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

-) Process laundry items according to the procedure & standards
-) Package and store laundry items according to the procedure & standards
-) Reduce negative environmental impacts according to the procedure & standards

Learning Instruction

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet 1” in 1-19pages.
3. Accomplish the “Self-check” in page 20
4. Submit your accomplished Self-check. This will form part of your training portfolio.
5. If you earned a satisfactory evaluation proceed to “Information Sheet 2” in page 21 However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
6. Read the information written in the “Information Sheets 2” in page 21-27.
7. Accomplish the “Self-check” in page 28
8. Submit your accomplished Self-check. This will form part of your training portfolio
9. If you earned a satisfactory evaluation proceed to “Information Sheet 3”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity
10. Read the information written in the “Information Sheets 3” in page 29-31.
11. Accomplish the “Self-check” in page 31
12. Submit your accomplished Self-check. This will form part of your training portfolio
13. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity



**INFORMATION
SHEET- 1**

LO1 PROCESS LAUNDRY ITEMS

1.1 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



HOTEL OPERATION 1 LAUNDRY LINEN AND GUEST CLOTHES



) 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





HOTEL OPERATION 1 LAUNDER LINEN AND GUEST CLOTHES

-) **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



HOTEL OPERATION 1 LAUNDER LINEN AND GUEST CLOTHES

-) **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.





HOTEL OPERATION 1 LAUNDER LINEN AND GUEST CLOTHES

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:



HOTEL OPERATION 1 LAUNDRY LINEN AND GUEST CLOTHES



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.

1.2 Count items lodged for laundering

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.



HOTEL OPERATION 1 LAUNDRY LINEN AND GUEST CLOTHES

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.



1.3 Assess stains on items

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



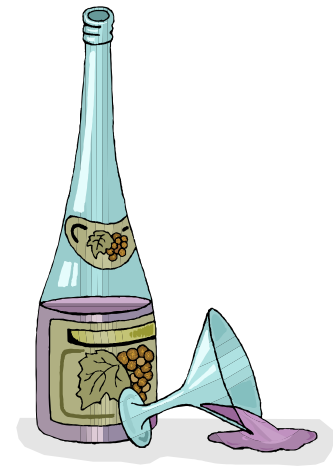
-) Food stains
-) Oils and fats
-) Ink
-) Perspiration
-) Blood and body fluids
-) Cosmetic stains
-) Food colourings and dyes.

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).





1.4 Spot clean stains as required

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



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-) 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.



1.5 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.



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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.





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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.



1.6 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





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-) 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.



3.7 Effect repairs as required

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.



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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



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-) 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 over-locking 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.



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.



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Self-check

Written test

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.

When you have collected items from a guest room 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.



**INFORMATION
SHEET- 2**

LO2 PACKAGE AND STORE LAUNDRY ITEMS

2.1 Perform post-cleaning laundry activities

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





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- 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.





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

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.



2.3 Process internal records and billing instructions

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.)

2.4 Produce necessary internal laundry reports

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



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-) 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



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

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

Linen-Daily Transaction - Ward

Date:	Floor								Lasik Room		Eye Bank	
	I		II		III		IV		Given	Recd	Given	Recd
Item	Given	Recd	Given	Recd	Given	Recd	Given	Recd				
Curtains												
C, Cover												
M.Cover												
In.Cover												
Divan set												
Towel												
Gown												
Cap												
Mask												
Pant												
Shirt												
Sign:												

2.5 *Deliver guest clothes to guests in accordance with enterprise requirements*

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")



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-) 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.

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

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.



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Self-check

Written test

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.

When you have collected items from a guest room 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.
- l) Demonstrate to your trainer the method used to deliver guest clothing back to the room.
- m) Explain to your trainer how clean room linen is delivered back to the guest floors for use and how it is controlled internally.



**INFORMATION
SHEET- 3**

**LO3 REDUCE NEGATIVE ENVIRONMENTAL
IMPACTS**

Use energy, water, and other resources efficiently when cleaning premises to reduce negative environmental impacts

1.1 Don't waste water

-) Don't leave taps running when you are not using them.
-) Rinse by filling up another container with clean water rather than rinsing under running water.
-) If any taps are dripping, let your supervisor know so they can be fixed
-) Only use as much water as you need. If you only need to wash a small thing, don't the sink full?
-) Use cold water rather than hot if possible as this will save electricity
-) If you are using a hose to wash down outside areas, use a trigger nozzle.

1.2 Cleaning equipment and the environment

You can help look after the environment by using and maintaining cleaning equipment properly.

1. Equipment that is not working properly could use more electricity.
2. Clean equipment after you have used it e.g. empty the vacuum cleaner and clean the brushes. This means it will work more efficiently and use less energy next time.
3. Turn equipment off when it is not being used so it does not use electricity.
4. Use microfiber cleaning, dry mopping, leaf blowing and sweeping rather than hosing to save water.
5. safely dispose of all waste, especially hazardous substances to minimize negative environmental impacts

1.3 Disposal of hazardous waste

Some things used in the hospitality industry must be *disposed of* (got rid of) properly or they can damage the *environment* (the land, sea, water and air) and cause pollution. Some examples are:

- leaning chemicals
- corrosive products such as oven and drain cleaners
- used cooking oils



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- aerosol containers
- insecticides and pesticides such as mouse bait
- Flammable products.

1.4 Reduce use of chemicals

Many chemicals can't be put into normal rubbish bins or tipped down drains. Your workplace will have its own guidelines for disposing of toxic products safely.

Best of all is if the workplace tries to use fewer and less harmful chemicals, such as:

- ✓ using microfiber cleaning products that don't need chemicals
- ✓ using cleaning products that are not toxic
- ✓ using spray bottles rather than aerosol sprays
- ✓ Using environmentally friendly methods to remove pests, such as mouse traps instead of bait, and insect screens on windows.

Hazardous waste	How to dispose of it
Unwanted concentrated chemicals, aerosol sprays and empty chemical containers	Your workplace should have them collected by a licensed industrial waste company who will dispose of them safely.
Diluted chemicals e.g. used cleaning water	Pour it down a cleaner's sink with a chemical waste trap that feeds into the sewer system, not the storm water.
Used cooking oil and grease	Your workplace should have it collected in a special kitchen grease trap and use a licensed company to take it away.
Unwanted concentrated chemicals, aerosol sprays and empty chemical containers	Your workplace should have them collected by a licenced industrial waste company who will dispose of them safely.

These substances must never be poured down a sink or a gully trap, put into storm water drains or thrown out with normal rubbish.

There are federal, state and local laws about the environmentally safe disposal of chemicals and used cooking oil. Any business that does not follow these laws can be fined and get bad publicity.



Your workplace will have a procedure for disposing of hazardous waste. If you notice that this waste is being disposed of wrongly, tell to the concerned body.

1.5 Recycling

Recycling means re-using something. Your workplace probably has recycling rubbish bins where you put bottles and cans into one bin and food scraps in another. There may also be a separate bin for paper and cardboard. Things like paper, glass and plastic can be used again; food can be turned into compost and used on garden beds.

It is good for the environment because it reduces the number of new things that must be manufactured and there is less rubbish sent to the tip

1.6 Pest control

Guests will be upset if they find pests anywhere in the premises. Pests can cause discomfort and also spread diseases. Your workplace will have procedures for dealing with pests. Look out for pests and tell your supervisor if you see any signs of them.

Pests include:

- ✓ insects (flies, cockroaches, silverfish, fleas, ants and bed bugs)
- ✓ Vermin (mice, rats and possums).

Signs of pests may include droppings, spots on walls and surfaces, eggs and cocoons. If you see any of these signs, tell your supervisor immediately. If you are cleaning guest rooms, you may be able to spray flies, ants or silverfish with an environmentally friendly insect spray. But only use a small amount and wear gloves and a mask.



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Self-check

Written test

You are required to perform any of the following:

1. Request your teacher to arrange for you all necessary tools, materials and equipment. Submit your outputs to your teacher for evaluation

	At your workplace ...	YES	NO
1	Are any of the cleaning products biodegradable and non-toxic?		
2	Are spray bottles used instead of aerosol cans?		
3	Is the electrical cleaning equipment energy efficient e.g. a floor polisher with a high star rating?		
4	Are you encouraged to save water e.g. when rinsing cleaning equipment, or turning off taps when you are not using them?		
5	Are you encouraged to save energy e.g. by turning off lights and equipment when it is not being used?		
6	Are recycling bins used?		
7	Are chemicals disposed of properly?		
8	Do you use microfiber cleaning products?		
9	Are dry mopping, leaf blowing and sweeping used rather than hosing to save water?		
10	When you dilute chemicals with water, do you only use the amount on the label?		
11	Do you let your supervisor know if you find a dripping tap?		
12	Is a hose with a trigger nozzle used to wash down outside areas?		



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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)