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Ministry of Education



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TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHOLA501

Laundry
Administrative
Activities

TRAINEE'S MANUAL

April, 2025



Republic of Rwanda
Ministry of Education



LAUNDRY ADMINISTRATIVE ACTIVITIES



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LIST OF ABBREVIATIONS AND ACRONYMS

AP:	Accounts Payable
AR:	Accounts Receivable
BOM:	Bill of Materials
COO:	Chief Operating Officer
F&B:	Food & Beverage (services related to laundry in hospitality)
FIFO:	First in, First Out (inventory management for laundry items)
INR:	Inventory Requisition
KPI:	Key Performance Indicator
LCA:	Laundry Collection Area
LDA:	Laundry Delivery Area
LDR:	Laundry Delivery Receipt (for laundry sent to/from guest rooms)
LPO:	Laundry Purchase Order
LQS:	Laundry Quality Standards
MRO:	Maintenance, Repair, and Operations (for laundry equipment)
NDR:	Non-Deliverable Requests (items that cannot be laundered or delivered)
ODO:	Out-Delivery Order (related to guest laundry)
PMS:	Property Management System
PO:	Purchase Order
PPE:	Personal Protective Equipment
QC:	Quality Control
RQF:	Rwanda Qualification Framework
TVET:	Technical and Vocation Training

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to **Perform laundry administrative tasks**. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Plan for laundry staff

Unit 2: Verify laundry washing activities

Unit 3: Handle laundry issues

Unit 4: Check laundry linen storage

UNIT 1: PLAN FOR LAUNDRY STAFF



Unit summary

This unit provides you with the knowledge, skills and attitudes required to plan for laundry staff. It covers the scheduling of laundry roaster, conducting laundry staff training, checking laundry staff ethics, and assigning laundry tasks.

Self-Assessment: Unit 1

1. Look at the unit 1 illustration and discuss:

- a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe laundry roaster					
Schedule laundry roaster					
Identify laundry staff training					
Train the subordinate staff					
Identify laundry tasks					
Assign laundry tasks					
Describe laundry staff ethics					
Check laundry staff ethics					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe laundry roaster	1. Schedule laundry roaster	1. Pay attention to details while scheduling
2. Identify laundry staff training	2. Train the subordinate staff	2. Use professional communication during training
3. Identify laundry tasks	3. Assign laundry tasks	3. Be humble and respect everyone
4. Describe laundry staff ethics	4. Check laundry staff ethics	4. Pay attention to details while scheduling the roaster
5. Understand laundry roaster based on demand	5. Schedule laundry tasks in the roaster effectively	5. Focus on fairness and efficiency when creating the roaster
6. Describe the responsibilities in the roaster	6. Assign tasks in the roaster to staff	6. Be attentive and cooperative



Discovery activity:

You are the Laundry Supervisor in charge of ensuring smooth laundry operations during a busy week. The organization is expecting increased demand due to an upcoming event, and you must manage the team effectively. There have been recent concerns about staff attendance and task completion, making it essential to organize schedules carefully, provide proper training, monitor staff behavior, and assign tasks efficiently.



Task 1:

1. How do you schedule the laundry roaster to cover all tasks?
2. How do you train staff to do their jobs well?
3. How do you check if staff follow the rules and behave properly?
4. How do you decide who should do each task?
5. Describe the identification of staff skills gap.
6. Explain task distribution tips.
7. What do you understand about hotel forecasts?
8. What are 5 common types of hotel forecast.
9. What do you understand by In-House Information?
10. List down some rules and regulations necessary for laundry.

Topic 1.1: Scheduling of laundry roaster



Activity 1: Problem Solving

You are the Laundry Supervisor at a five-star hotel. Guest demand for clean linens has increased. You must ensure the laundry schedule is followed, linens are clean and staff are trained. Recently, issues with staff fatigue and equipment breakdowns have occurred.



Task 2:

1. Define clearly the term “forecast”.
2. What are the types of hotel forecasts?
3. What are the factors influencing hotel forecasts?
4. List down some Information on the hotel reservation.
5. What are the main elements of banqueting reservations?
6. What are the actors influencing hotel forecasts?
7. Distinguish the term checkout and check-in.
8. Explain the term “special guest” used in the hotel.
9. How to adjust the laundry roster for busy and quiet periods?

Key Facts 1.1: Scheduling of laundry roaster



- **Introduction to hotel forecast**

- ✓ **Definition of forecast**

- ✚ **Forecast** refers to the process of predicting or estimating future trends, outcomes, or events based on historical data, trends, and analysis. In a business context, forecasting often involves predicting future sales, revenue, demand, or market conditions. It helps organizations plan and make informed decisions.

- ✚ For example, in the hotel industry, a forecast might predict the expected number of guest bookings, occupancy rates, or revenue for a specific period based on past data and trends.

- ✓ **Types of hotel forecast**

There are 5 common types of hotel forecasts:

- ✚ **Occupancy Forecast:** Predicts the percentage of rooms that will be occupied during a given period. It helps in staffing, laundry needs, and other operational planning.

-  **Revenue Forecast:** Estimates the total income the hotel expects to generate, factoring in room rates, services, and additional fees. This helps with budgeting and financial planning.
-  **Average Daily Rate (ADR) Forecast:** Predicts the average price per room that will be charged. This is important for pricing strategies and revenue management.
-  **Food and Beverage Forecast:** Predicts the demand for food and beverages, helping the hotel prepare for inventory needs and staffing in restaurants, bars, or event spaces.
-  **Laundry Forecast:** Estimates the volume of laundry needed based on guest occupancy and activities, helping the laundry department plan for linen, detergent, and staffing needs.
- ✓ **Factors influencing hotel forecasts**
 -  **Seasonality:**

Changes in demand based on the time of year, like peak tourist seasons or holidays, impact occupancy and pricing.
 -  **Local Events and Holidays:**

Conferences, festivals, and public holidays in the area can lead to higher guest numbers and increased demand for services.
 -  **Market Trends:**

Economic conditions, travel trends, and competitor pricing strategies affect hotel occupancy and average daily rates (ADR).
 -  **Weather Conditions:**

Weather can significantly influence guest bookings, especially for resorts or outdoor-focused locations.
 -  **Booking Channels:**

The mix of direct bookings, online travel agencies (OTAs), and corporate accounts impacts volume and pricing.
 -  **Hotel Reputation and Reviews:**

Positive or negative guest reviews influence future bookings and hotel demand.

Historical Data:

Past occupancy rates, booking patterns, and sales data guide more accurate future forecasts.

- **Information on the hotel reservations**

- ✓ **Banqueting Reservation** refers to booking event spaces within a hotel for functions such as weddings, conferences, or parties. It involves reserving banquet halls, arranging catering, and coordinating event logistics.

Main Elements of Banqueting Reservations:

- **Event Space:** Hotels offer banquet halls or meeting rooms suited for large groups.
- **Catering and Menu:** Food and beverage services are often included, and menus are customized for the event.
- **Group Bookings:** For larger events, the hotel may reserve rooms for guests attending the function.
- **Coordination:** The hotel assigns a coordinator to manage event details, from setup to technical needs.

- ✓ **Room Reservation in Hotels**

Room reservation is the process of securing accommodations for guests at a hotel. It ensures room availability, helps manage occupancy, and improves operational efficiency.

Booking Channels

Reservations can be made through a hotel's website, online travel agencies (OTAs), phone calls, or corporate accounts. Each method has its own advantages, such as offering the best rates or providing greater visibility.

Guest Information

Guest information includes essential details like name, contact information, check-in and check-out dates, and special requests. This data helps ensure the correct room is assigned and that guests' needs are met.

Room Rates

Room rates vary depending on room type, demand, seasonality, and the booking channel. Dynamic pricing systems are often used to adjust rates based on current demand and occupancy levels.

Types of Rooms

Hotels offer a variety of room types, such as standard rooms, suites, executive rooms, and family rooms. Each type is tailored to meet the specific needs and budgets of different guests.

Payment and Confirmation

Once a reservation is made, guests receive confirmation, which includes booking details and payment policies. Payments are typically processed via credit cards or online payment systems.

Cancellations and Modifications

Guests may cancel or modify their reservations within a specific time frame without penalties. However, cancellations outside the allowed period may incur fees or charges.

Overbooking Management

Overbooking is a strategy hotels use to compensate for no-shows, ensuring maximum occupancy. If more guests show up than expected, hotels provide alternatives like rebooking or offering compensation.

Technology and automation

Modern hotels use Property Management Systems (PMS) to manage reservations, track room availability, and handle guest data. Automation helps streamline operations and improve guest satisfaction (Mendoza, 2023).

- **In-House Information**

In-house information is the operational framework within a hotel, ensuring guests' needs are met during their stay. It includes the processes of check-in, checkout, and handling specific requirements for special guests.

- ✓ **Checkout and Check-In**

Check-In Process

- **Example:** Upon arrival, a guest provides their identification and reservation details at the front desk. They are registered in the Property Management System (PMS) and issued a key card with information about their room and hotel facilities.
- **Terms Used:**
 - *PMS (Property Management System):* A digital tool for managing guest reservations and check-in/check-out processes.
 - *Room Block:* The specific room reserved for a guest.
 - *Guest Registration Card:* A document filled by guests containing their personal details and stay information.

Checkout Process

- **Example:** During checkout, the guest returns their key card, settles any pending bills (e.g., room service, minibar), and provides feedback on their stay.
- **Terms Used:**
 - *Express Checkout:* A service allowing guests to check out quickly by settling their bills electronically.
 - *Room Status:* An indicator in the PMS denoting whether a room is vacant, occupied, or under cleaning.
 - *Billing Folio:* A document summarizing all charges incurred during a guest's stay.

✓ **Special Guest**

Identification and Needs

- **Example:** A VIP guest is identified during the booking process and flagged in the hotel's system. Their profile includes preferences like a specific room location, dietary restrictions, or additional amenities.
- **Terms Used:**
 - *VIP (Very Important Person):* Guests accorded special status due to their prominence or loyalty.

- **Guest Profile:** Detailed information about a guest, including preferences and past stays.
- **Special Requests:** Specific accommodations or services requested by guests, such as hypoallergenic bedding or early check-in.

Personalized Handling

- **Example:** A guest requiring accessibility is assigned a specially equipped room and greeted with a tailored welcome letter outlining available services.
- **Terms Used:**
 - **Accessible Room:** A room designed for guests with disabilities, featuring amenities like wider doorways and grab bars.
 - **Welcome Amenities:** Complimentary items provided to guests, such as snacks, drinks, or handwritten notes.
 - **Turn-Down Service:** An evening service where the room is refreshed, and bedding is prepared for sleeping, often with small gestures like chocolates on the pillow.

✓ **Scheduling a Laundry Roster for a Hotel**

-  **Gather Data:** Collect information on hotel occupancy, historical laundry usage, available staff, equipment, and inventory (linens, detergents).
-  **Forecast Laundry Demand:** Estimate laundry volume based on occupancy (e.g., linens and towels per room) and any events or holidays. Use a formula like: **Laundry demand = (Rooms Occupied) × (Linen/Towel per Room)**
-  **Determine Staffing Needs:** Estimate labour hours needed to handle the laundry load, based on how long it takes to wash, dry, and fold one load. Schedule staff accordingly for peak and off-peak times.
-  **Create the Roster:** Develop a shift schedule with specific tasks for each staff member (e.g., washing, drying, folding). Adjust based on forecasted demand.
-  **Review and Adjust:** Ensure the schedule is balanced, inventory levels are sufficient, and special guest requests are considered.

 **Implement and Monitor:** Share the schedule with staff, monitor the workload, and adjust staffing or inventory as needed based on actual demand (Robinson, 2023).

- **Template of schedule of laundry roster**

- ✓ **Daily Laundry Roster Schedule (2 Employees)**

Time Slot	Employee 1	Employee 2	Notes
7:00 AM - 9:00 AM	Collecting & Sorting Laundry	Preparing Washing Machines	Separate delicates & colours
9:00 AM - 11:00 AM	Washing - First Load	Drying - Previous Load	Use correct washing cycles
11:00 AM - 1:00 PM	Washing - Second Load	Drying - First Load	Ensure proper heat settings
1:00 PM - 2:00 PM	Lunch Break	Lunch Break	-
2:00 PM - 3:00 PM	Folding Clothes	Ironing - First Batch	Prioritize school uniforms
3:00 PM - 4:00 PM	Folding & Packing	Ironing - Second Batch	Organize by category
4:00 PM - 5:00 PM	Distributing Laundry	Cleaning Laundry Area	Ensure correct labelling
5:00 PM - 6:00 PM	Final Check & Closing	Assist if needed	Wrap up all laundry tasks

Additional Notes:

-  **Rotating Tasks:** Employees can switch roles daily or weekly.
-  **Breaks:** Ensure fair break times to prevent fatigue.
-  **Special Care Items:** Any delicate or priority laundry should be noted in advance.
-  **Cleaning Duty:** One employee should clean the laundry area at the end of the day.

- ✓ **Weekly Laundry Roster Schedule (2 Employees)**

Day	Employee 1	Employee 2	Notes
Monday	Collecting & Sorting Laundry (Morning)	Washing & Drying (Afternoon)	Handle delicate fabrics separately
Tuesday	Washing & Drying (Morning)	Folding & Ironing (Afternoon)	Prioritize school uniforms
Wednesday	Collecting & Sorting Laundry (Morning)	Washing & Drying (Afternoon)	Ensure correct washing cycles

Thursday	Washing & Drying (Morning)	Folding & Ironing (Afternoon)	Steam ironing for uniforms
Friday	Collecting & Sorting Laundry (Morning)	Washing & Drying (Afternoon)	Check for stains before washing
Saturday	Washing & Drying (Morning)	Folding & Ironing (Afternoon)	Weekend deep cleaning
Sunday	Light Laundry Tasks (If needed)	Rest Day (Rotates Weekly)	One staff on call for urgent tasks

 Additional Notes:

- **Task Rotation:** Employees can swap tasks weekly for fairness.
- **Breaks:** Ensure each employee gets rest time between shifts.
- **Special Instructions:** Add any fabric care or priority items as needed.
- **Rest Days:** Employees alternate rest on Sundays
- **How to adjust the laundry roster for busy and quiet periods?**

 Identify Peak and Off-Peak Times:

- Track laundry demand to understand high (weekends, holidays) and low (weekdays, off-season) periods.

 Increase Staffing During Busy Periods:

- Add more full-time or temporary staff during busy periods to meet the higher demand.

 Reduce Staffing During Quiet Periods:

- Reduce staff or allow flexible schedules when laundry demand is lower.

 Adjust Shifts Based on Demand:

- Implement split or rotating shifts to ensure adequate coverage during peak times while reducing staff during quieter periods.

 Cross-Train Staff:

- Train staff to perform multiple roles, allowing flexibility in responding to fluctuating demand.

 Technology and Scheduling Software:

- Use software to predict busy and quiet periods based on historical data, helping with optimal staff allocation.

✓ **How to adjust the laundry schedule if equipment breaks down?**

 Prioritize Critical Tasks:

- Assess and prioritize the most urgent laundry tasks (e.g., hotel linens, medical laundry) while postponing less critical tasks.

 Redirect Work to Other Equipment:

- Reroute laundry tasks to other available machines or equipment if possible.

 Outsource or Rent Equipment:

- If downtime is prolonged, consider outsourcing laundry to another facility or renting temporary equipment to meet demand.

 Increase Staff Efficiency:

- In the event of equipment failure, utilize manual methods or adjust the process to minimize disruption, but avoid overloading staff.

 Adjust Timing and Deadlines:

- Reassess the timeline for completing tasks and communicate any delays to customers or other departments.

 Preventative Maintenance Schedule:

- Implement regular maintenance checks to minimize equipment breakdowns and avoid peak time failures in the future.



Activity 2: Guided Practice



Task 3:

The School Manager of your school calls you in the morning and asks you to create a Daily Laundry Roster Schedule for two employees to ensure that all school laundry tasks are completed efficiently. The school needs a structured daily laundry schedule for the housekeeping team to ensure uniforms, sports kits, and linen are cleaned and ready on time. Since there are only two employees handling laundry, please create a schedule that distributes tasks fairly and ensures everything runs smoothly. Make sure to include sorting, washing, drying, ironing, folding, and distribution. Also include breaks and cleaning tasks at the end of the shift to maintain hygiene in the laundry area. The working hours are from 7:00 AM to 6:00 PM with 1 hour of break.



Activity 3: Application



Task 4:

Scenario:

You are a new appointed Laundry supervisor at a Kivu Star Hotel located in Gisenyi City. You are responsible for maintaining cleanliness and order in the laundry room while managing the laundry schedule. The hotel has a problem of disruption caused by lack of scheduling of laundry roaster for two laundry staffs. You are asked to scheduling laundry roaster by ensuring availability of adequate staff to perform laundry tasks every day of the week. The hotel has daily laundry tasks, including washing bed linens, towels, staff uniforms, and guest laundry services. Ensure that both employees to have a balanced workload and to rotate tasks fairly.

Topic 1.2: Conducting laundry staff training



Activity 1: Problem Solving

The Kivu Star Hotel located in Gisenyi City bought different laundry equipment with advanced technology and laundry products. Before using those equipment and products, training is necessary to maintain high standards in the laundry process.



Task 5:

1. How can you identify staff skills gaps?
2. Clarify the areas of training for laundry.
3. What do you know about storing hotel linen?
4. What do you understand by engaging stakeholders?
5. What are the types of stakeholders?
6. Why is it necessary to set training objectives?
7. What are the steps to be followed while conducting laundry staff training?

Key Facts 1.2: Conducting laundry staff training

- **Identification of staff skills gaps**

- ✓ **Skills gap in use of laundry equipment and product**

- **Skills Gap in Laundry Equipment Use:**

- **Washing Machines:**

- **Incorrect Machine Settings:** Staff may not fully understand how to choose the correct wash cycle, temperature, or spin speed for different fabric types. This can result in fabrics being damaged or not cleaned properly.
 - **Overloading and Under loading:** Staff might not recognize the optimal load size for washers, leading to inefficient cleaning, increased energy usage, or strain on the machines.

- **Failure to Operate Advanced Features:** Many washing machines have additional features (e.g., pre-wash, eco-mode) that can improve performance, but staff may not know how to use them effectively.

- **Dryers:**

- **Incorrect Drying Temperatures and Time:** Staff may not be trained to adjust dryer settings based on fabric type. High heat for delicate fabrics can cause damage, while insufficient drying can lead to musty or damp linens.
- **Inadequate Monitoring of Drying Cycles:** Staff may not check for signs of over-drying or under-drying, causing inefficient use of energy and fabric damage.

- **Ironing Equipment:**

- **Wrong Temperature Settings:** Staff may lack knowledge of which temperature is appropriate for various fabric types, risking burns or wrinkles that are difficult to remove.
- **Failure to Maintain Ironing Equipment:** Irons may not be regularly cleaned or checked for maintenance, causing stains or build-up to transfer to fabrics.

 Skills Gap in Use of Laundry Products:

- **Detergents:**

- **Wrong Product for Fabric Type:** Staff may not understand how to choose the appropriate detergent for different fabrics. For example, using a heavy-duty detergent on delicate fabrics can cause damage or fading.
- **Incorrect Dosage:** Staff might either use too much or too little detergent, leading to ineffective cleaning or detergent residue build-up on linens.
- **Inadequate Knowledge of Detergent Types:** There might be confusion about the types of detergents for specific purposes (e.g., powder vs. liquid, eco-friendly vs. standard), leading to incorrect usage.

- **Stain Removers:**

- **Improper Application:** Staff may not know how to apply stain removers correctly or may not allow enough time for the product to work before washing, leading to unsatisfactory results.
 - **Use of Incorrect Stain Removers:** Using the wrong stain remover for certain types of stains or fabric types can result in ineffective cleaning or fabric damage.
 - **Fabric Softener:**
 - **Overuse or Underuse of Softener:** Staff may not understand the appropriate amount of fabric softener to use, either over-applying (causing residue or buildup) or under-applying (leading to rough linens).
 - **Incorrect Application Method:** Some staff may not apply fabric softener correctly, leading to uneven distribution and ineffective softening.
- ✓ **Addressing the Skills Gap:**
-  **Comprehensive Training:** Offer regular training sessions focused on correct equipment usage, such as selecting the right wash cycle, proper loading techniques, and troubleshooting common machine issues.
 -  **Product Knowledge Workshops:** Provide staff with training on various detergents, stain removers, and fabric softeners, including when and how to use each product for optimal results.
 -  **Hands-on Practice:** Allow staff to practice using equipment and products in real scenarios, with supervision and feedback to ensure correct application.
 -  **Clear Instructions and Guidelines:** Provide easy-to-follow guides on how to operate machines, handle laundry products, and maintain equipment. These can be posted in the laundry room for quick reference.
 -  **Regular Performance Checks:** Monitor staff performance regularly to ensure they apply their training correctly. Provide corrective feedback and offer additional training if needed.
- ✓ **Skills gap in washing process**
-  **Understanding Fabric Types:**
 - **Skill Gap:** Staff may not be able to distinguish between fabric types (e.g., cotton, linen, silk, wool), which leads to improper washing methods. For

example, washing delicate fabrics like silk or wool on a regular cotton cycle can cause shrinkage or damage.

- **Solution:** Provide training on how to identify fabric types and match them to appropriate wash settings.

Incorrect Use of Wash Cycles:

- **Skill Gap:** Staff may not understand how to choose the right wash cycle (e.g., delicate, heavy-duty, quick wash) for different types of laundry. Using the wrong cycle can lead to ineffective cleaning or fabric damage.
- **Solution:** Teach staff how to select the right wash cycle based on fabric type and level of dirt.

Detergent Dosage and Product Selection:

- **Skill Gap:** Staff may struggle with determining the correct amount of detergent needed for different loads or types of laundry, leading to either excessive detergent (which can cause buildup) or too little (which can result in poor cleaning).
- **Solution:** Train staff on how to measure detergent accurately and select the right product based on fabric type and level of soiling.

Stain Treatment:

- **Skill Gap:** Staff may not be trained on how to properly treat stains before washing. Inadequate stain removal leads to stubborn marks that don't come out in the wash.
- **Solution:** Provide detailed instructions on pre-treating stains, including which products to use and how long to let them sit before washing.

Sorting Laundry Incorrectly:

- **Skill Gap:** Not sorting laundry by color, fabric type, or washing requirements can cause issues like color bleeding or fabric damage. For example, washing dark-colored clothes with light-colored ones can lead to dye transfer.
- **Solution:** Train staff on the importance of sorting laundry before washing, such as separating light and dark colors, and washing delicate fabrics separately.

Failure to Follow Proper Machine Settings:

- **Skill Gap:** Staff may not know how to adjust washing machine settings properly (e.g., water temperature, spin speed, etc.), leading to poorly cleaned laundry or fabric damage.
- **Solution:** Offer specific training on adjusting water temperatures and spin speeds based on fabric type and load size.

Understanding Laundry Labels:

- **Skill Gap:** Staff may not be familiar with how to read and follow care labels on garments, leading to mistakes in temperature settings or wash cycles that can damage clothes.
- **Solution:** Provide guidance on understanding and interpreting laundry care labels.

Time Management in Washing Process:

- **Skill Gap:** Staff may struggle with managing time effectively, leading to delays in completing wash cycles or inefficient machine use.
- **Solution:** Train staff to manage time and machine usage more efficiently, ensuring that all tasks are completed in a timely manner.

Use of Fabric Softener and Additives:

- **Skill Gap:** Incorrect use of fabric softeners or laundry additives can result in residue on fabrics or ineffective softening, causing linens and clothes to feel rough or have an unpleasant smell.
- **Solution:** Educate staff on when and how to use fabric softeners and additives, ensuring proper application.

Machine Maintenance:

- **Skill Gap:** Staff may not be trained to properly clean and maintain washing machines, which can lead to inefficiency or breakdowns.
- **Solution:** Offer basic maintenance training, such as cleaning filters, checking hoses, and performing routine machine care.

• **Clarification of areas of training**

✓ **Valet**

Importance of Proper Linen Storage:

- Ensures linens remain clean, hygienic, and free from contaminants.

- Maximizes linen lifespan by preventing damage from moisture, sunlight, and physical wear.
- Promotes organization, making linens easily accessible and reducing time spent searching.

Types of Linen:

- Bed Linen: Sheets, pillowcases, duvet covers, bed skirts.
- Towels: Bath towels, hand towels, face towels, pool towels.
- Table Linen: Tablecloths, napkins, placemats, runners.
- Uniforms and Staff Linen: Staff uniforms, spa robes, cleaning cloths.

✓ **Storing hotel linen**

Linen Storage Areas:

- **Clean Linen Storage:**
 - Separate from soiled linen to maintain hygiene.
 - Must be cool, dry, and well-ventilated to prevent mold or mildew.
 - Store on shelves or racks, not directly on the floor, to avoid contamination and allow airflow.
 - Stack neatly by type and size (e.g., bed sheets, towels) for easy retrieval. Avoid overly high stacks to prevent crushing.
- **Soiled Linen Storage:**
 - Use clearly labeled, leak-proof bins or carts to avoid contamination.
 - Keep bins covered to reduce odors and spread of germs.
 - Schedule regular collection to prevent overflowing and backlog.
- **Linen Inventory Management:**
 - Implement a first-in, first-out (FIFO) system to use older linens first.
 - Maintain accurate inventory records, tracking quantities, purchase dates, and linen condition.
 - Regularly conduct linen counts and inspections to detect missing or damaged items.
- **Proper Handling and Folding:**
 - Fold linens neatly to prevent wrinkles and damage. Standardize folding for consistency.
 - Towels should be rolled or folded compactly to save space and maintain order.

- Avoid overloading shelves, as this can cause linens to become misshapen.
- **Linen Protection:**
 - Use protective covers (e.g., garment bags, plastic wraps) for long-term storage to shield linens from dust and dirt.
 - Store linens away from direct sunlight to prevent fading and fabric degradation.
 - Control moisture in storage areas using dehumidifiers or moisture-absorbing products to prevent mold and mildew.
- **Accessibility and Efficiency:**
 - Label storage areas and shelves clearly (e.g., "King Bed Sheets," "Hand Towels") for easy access.
 - Ensure organized shelving that makes frequently used linens easily accessible, while less-used linens are stored efficiently.
- **Linen Disposal and Replenishment:**
 - Set up a system for identifying and disposing of damaged linens (e.g., torn or stained items).
 - Ensure an efficient process for replenishing linens to avoid shortages.
- **Safety and Hygiene Practices:**
 - Encourage staff to wear gloves and aprons when handling clean and soiled linens to prevent cross-contamination.
 - Regularly clean and sanitize linen storage areas to prevent dirt and bacteria buildup.
 - Inspect linen storage areas routinely to ensure cleanliness and safety.
- **Engaging stakeholders**
 - ✓ **Understanding Stakeholders**
 -  **Definition of Stakeholders:**
 - Stakeholders are individuals, groups, or organizations that have an interest in or are affected by the operations of a business or project.
 - In the context of laundry operations, stakeholders can include hotel management, laundry staff, guests, suppliers, and external contractors.

✓ **Types of Stakeholders:**

 Internal Stakeholders:

- Hotel management: Oversee operations and budget, ensuring the laundry department meets hotel standards.
- Laundry staff: Responsible for the day-to-day operations of washing, drying, and storing linens.
- Housekeeping staff: Collaborates with the laundry department to ensure clean linens are available for guest rooms.
- Maintenance team: Ensures laundry equipment is in good working condition.

 External Stakeholders:

- Linen suppliers: Provide clean linens, laundry chemicals, and equipment.
- Laundry service contractors: External companies that may assist in handling excess laundry or provide specialized services.
- Guests: The end users of the linens, whose satisfaction is directly impacted by the quality and cleanliness of the laundry services.

✓ **Stakeholder Needs and Expectations:**

 Hotel Management:

- High standards of cleanliness and hygiene for linens.
- Efficient and cost-effective laundry operations.
- Regular reports on laundry stock levels and operational efficiency.

 Laundry Staff:

- Clear instructions and training on proper laundry processes.
- Access to necessary equipment and materials to perform tasks efficiently.
- A safe and healthy working environment.

 Guests:

- Clean, fresh linens with no defects.
- Timely delivery of linens to guest rooms.

Suppliers:

- Clear communication regarding product quality, order volume, and delivery times.
- Payment for goods and services on time.

✓ **Importance of Understanding Stakeholders:**

 **Effective Communication:** By understanding the needs, expectations, and priorities of each stakeholder group, a laundry administrator can ensure smooth communication and cooperation between departments.

 **Improved Service Quality:** Addressing the needs of stakeholders leads to higher satisfaction levels, whether it's guests receiving clean linens on time or staff having the right tools to do their job.

 **Operational Efficiency:** By understanding how each stakeholder's actions impact the laundry operation, administrators can streamline processes and improve workflow.

 **Problem Resolution:** An understanding of stakeholders helps in quickly identifying the root cause of issues (e.g., delays in laundry delivery or complaints about linen quality) and addressing them effectively.

✓ **Strategies for Engaging Stakeholders:**

 **Regular Communication:** Establish regular meetings with internal stakeholders (e.g., laundry staff, housekeeping) to discuss performance and any concerns.

 **Feedback Mechanisms:** Set up surveys or informal feedback channels for guests and staff to voice concerns or suggestions regarding laundry services.

 **Collaboration with Suppliers:** Maintain strong relationships with linen suppliers, ensuring timely deliveries and high-quality products.

 **Training and Support:** Offer training to staff on new processes or equipment and encourage a culture of open communication.

✓ **Delivering training**



Training laundry staff ensures they follow proper procedures, maintain hygiene, and improve efficiency in their daily tasks. A well-structured training program helps reduce fabric damage, increase productivity, and ensure compliance with safety regulations.

✓ **Training topics**

Training topics refer to the subjects or areas of focus covered during a training session or program.

These topics help individuals learn new skills, improve performance, and stay updated on best practices.

Laundry staff must be trained in key areas to ensure smooth and effective operations. The main topics include:

- 📌 **Laundry Procedures & Techniques** – Sorting, washing, drying, ironing, and folding.
- 📌 **Fabric Care & Handling** – Understanding fabric types, washing temperatures, and detergent use.
- 📌 **Use of Laundry Equipment** – Proper operation, maintenance, and troubleshooting of machines.
- 📌 **Safety & Hygiene** – Handling chemicals, infection control, and personal protective equipment (PPE).
- 📌 **Time Management & Efficiency** – Organizing tasks, minimizing delays, and working efficiently.

 **Customer Service & Communication** – Interacting with staff, handling requests, and addressing concerns.

 **Waste Management & Sustainability** – Reducing water/energy use and proper chemical disposal.

✓ **Training objectives and contents**

 Training Objectives

Training objectives are the specific goals that a training program aims to achieve. They define what trainees should know or be able to do after completing the training.

The objectives define what the staff should achieve after completing the training. These include:

- **Understanding proper laundry techniques** to maintain fabric quality.
- **Ensuring efficiency** in sorting, washing, drying, and folding laundry.
- **Maintaining high hygiene standards** to prevent contamination.
- **Using equipment safely and effectively** to prevent malfunctions and accidents.
- **Managing time wisely** to handle workload efficiently.

 Training Contents

Training contents refer to the specific topics, lessons, or materials that are included in a training program. These are the key areas or information that the participants will learn or be exposed to during the training. The contents are the building blocks that help the trainer achieve the training objectives.

The contents of the training program should provide detailed instructions on each objective. These may include:

- **Fabric Identification & Care** – Learning about different fabrics and their specific washing requirements.
- **Sorting & Stain Removal** – Proper methods for pre-treatment and separating laundry items.
- **Machine Operation & Maintenance** – Understanding machine settings, load capacities, and troubleshooting techniques.

- **Chemical Handling & Safety** – Using detergents, disinfectants, and stain removers safely.
- **Hygiene Protocols** – Guidelines for handling soiled laundry, infection control, and PPE usage.
- **Time & Workflow Management** – Best practices for organizing tasks to complete work efficiently.

✓ **Training expectation**

Training expectation refers to the specific outcomes or goals that are anticipated from a training program focused on laundry tasks, particularly in settings like schools, hotels, hospitals, or other institutions. These expectations are meant to guide the staff in understanding and executing their laundry duties efficiently, safely, and to a high standard (Mendoza, 2023).

After completing the training, laundry staff should be able to:

- 📌 **Follow standard laundry procedures** to ensure cleanliness and efficiency.
- 📌 **Properly handle fabrics** to prevent shrinkage, discoloration, or damage.
- 📌 **Operate laundry equipment safely** and troubleshoot minor issues.
- 📌 **Maintain hygiene and safety standards** at all times.
- 📌 **Work efficiently** to manage workloads effectively.
- 📌 **Apply customer service skills** when interacting with clients or staff.

Supervisors should regularly observe staff to ensure these expectations are met.

✓ **Reporting**

Training reporting refers to the process of documenting and reporting the details, outcomes, and effectiveness of a laundry training program. It involves recording information such as attendance, what was covered during the training, and how well trainees met the learning objectives or expectations.

To track training effectiveness, proper documentation should be maintained, including:

- 📌 **Attendance Records** – A list of participants.
- 📌 **Training Objectives** – A List the goals of the training session.
- 📌 **Training content covered** – A report detailing topics covered and key takeaways.
- 📌 **Training Methods Used** – Methods used in training.

✚ **Assessment & Evaluation** – Practical assessments or quizzes to measure understanding.

✚ **Training Feedback** – Comments on training effectiveness and suggestions for improvement.

✚ **Recommendations** – Suggestions for follow-up training.

Ongoing monitoring and refresher training sessions should be conducted to ensure continuous improvement.

✓ **Laundry Training Report format**

1. Training Details

- **Training Title:** (e.g., Proper Laundry Handling and Safety Procedures)
- **Date of Training:** (DD/MM/YYYY)
- **Time:** (Start and End Time)
- **Location:** (Training venue or department)
- **Trainer's Name:** (Person conducting the training)
- **Department:** (Laundry Services/Housekeeping)

2. Training Objectives

(List the goals of the training session, such as improving efficiency, learning safe handling of chemicals, or reducing fabric damage.)

- Example:
 - Teach employees proper sorting and washing techniques
 - Improve knowledge of detergent and fabric care
 - Ensure safety in handling laundry equipment

3. Training Content Covered

(Describe the topics and skills covered during training.)

- Proper sorting of laundry (e.g., colors, delicates, heavily soiled items)
- Safe use of washing machines and dryers
- Correct detergent and chemical handling
- Drying, ironing, and folding techniques
- Health and safety protocols in laundry operations

4. Training Methods Used

(Check or list the methods used in training)

- ☐ Lecture
- ☐ Demonstration
- ☐ Hands-on practice
- ☐ Videos/Visual Aids
- ☐ Group discussions

5. Attendance & Participation

(List attendees and their participation level – use a table if needed)

Name	Department	Attendance (Present/Absent)	Phone number	Email
John Ngabo	Laundry	Present	078.....	John@gmail.com
Jane Keza	Housekeeping	Absent	072.....	Jane@yahoo.com

6. Assessment & Evaluation

(Briefly describe how participants were evaluated, such as through a quiz, practical demonstration, or feedback session.)

- Example:
 - Quiz on detergent use and safety procedures
 - Hands-on test on washing machine operation
 - Trainer observations of correct laundry folding techniques

7. Training Feedback

(Feedback from trainees on the training session: what they found helpful, areas for improvement, and overall rating.)

- **Trainee Comments:**
 - "The hands-on practice was very helpful."
 - "Would like more demonstrations on machine troubleshooting."
- **Trainer's Observations:**
 - "Most trainees understood sorting procedures but need more practice on stain removal techniques."

8. Recommendations

(Suggestions for follow-up training, refresher courses, or additional support.)

- Schedule a follow-up session in 3 months
- Provide printed guidelines on chemical usage
- Conduct a refresher on machine maintenance

Trainer's Name: _____

Signature: _____

Date: _____

- **Steps of Conducting laundry staff training**

I. Identify Training Needs

- **Assess Current Skills:** Evaluate the existing skill levels of the staff to identify areas that need improvement (e.g., stain removal, equipment handling, or laundry folding).
- **Understand Hotel Standards:** Identify the hotel's laundry standards, including hygiene, handling procedures, and guest satisfaction expectations.
- **Include Soft Skills:** Training should focus not only on technical skills but also on customer service, teamwork, and communication.

II. Develop a Training Plan

- **Set Clear Objectives:** Outline the goals of the training, such as improving efficiency, ensuring quality control, or adhering to ethical standards.
- **Create a Schedule:** Organize training sessions around staff schedules, ensuring minimal disruption to operations.
- **Mix Methods:** Combine different training methods (e.g., hands-on demonstrations, role-playing, group discussions, and videos) to cater to different learning styles.

Laundry Staff Training Plan (Template)

- **Training Title:** (e.g., Proper Laundry Handling and Safety Procedures)
- **Date of Training:** (DD/MM/YYYY)
- **Location:** (Training venue or department)

1. Training Goals & Objectives

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2. Training Schedule & Topics

Day	Time	Training Topic	Trainer	Notes
Day 1	9:00 AM - 10:30 AM	Introduction to Laundry Operations	[Trainer Name]	Overview of laundry roles & expectations

	10:30 AM - 12:00 PM	Sorting & Handling Different Fabrics	[Trainer Name]	Separate by color, fabric type, and stains
	12:00 PM - 1:00 PM	Break		
	1:00 PM - 3:00 PM	Understanding Washing Machine Settings	[Trainer Name]	Water temperature, detergent use, load sizes
	3:00 PM - 5:00 PM	Drying Techniques & Machine Safety	[Trainer Name]	Proper drying cycles, avoiding shrinkage
Day 2				
Day 3				

3. Training Methods

Eg: Hands-on Training: Employees operate machines, sort laundry, and practice stain removal.

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4. Performance Evaluation Criteria

Eg: Trainees will be assessed based on:

- Sorting and stain treatment knowledge, - Machine operation skills

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5. Certification & Follow-up

Eg:- Trainees receive a Certificate of Completion after passing assessments.

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III. Provide Hands-On Training

- **Demonstrations:** Show staff the correct way to operate laundry machines, handle linens, and fold towels and sheets according to hotel standards.
- **Practice Sessions:** Allow staff to practice using laundry equipment, washing and drying linens, and applying stain removal techniques.
- **Quality Control:** Teach staff how to check for stains, damage, and ensure all linens are thoroughly cleaned, folded, and organized.

IV. Explain Hotel Policies and Procedures

- **Safety Standards:** Train staff on safety procedures, including proper handling of laundry chemicals, machine operation, and preventing accidents.
- **Confidentiality and Ethics:** Reinforce the importance of confidentiality, proper handling of guest laundry, and ethical behaviour (e.g., no personal items should be taken or mishandled).
- **Laundry Procedures:** Outline hotel-specific laundry procedures, such as washing temperatures, folding techniques, handling special requests, and dealing with damaged or lost items.

V. Focus on Time Management and Efficiency

- **Workload Management:** Teach staff how to prioritize tasks based on guest occupancy or specific events (e.g., conferences or weddings).
- **Effective Use of Equipment:** Ensure they know how to operate laundry machines efficiently, avoid overloading, and maintain the machinery to reduce downtime.

VI. Monitor and Evaluate Training

- **Observe Performance:** After the training, observe staff to ensure they are applying the skills and knowledge gained.
- **Provide Feedback:** Give constructive feedback to staff based on their performance, pointing out areas of improvement or acknowledging their strengths.
- **Ask for Feedback:** Solicit feedback from trainees about the training process to improve future sessions.

VII. Provide Ongoing Training and Refresher Courses

- **Continuous Learning:** Hold regular refresher courses to keep staff up to date on any new technologies, laundry techniques, or changes in hotel policy.
- **Advanced Training:** For senior staff, offer more advanced training opportunities, such as leadership skills or managing laundry inventory and operations.

VIII. Create a Supportive Environment

- **Encourage Questions:** Foster an environment where staff feel comfortable asking questions and seeking clarification.
- **Mentorship:** Pair experienced staff with new hires to help them learn on the job.
- **Positive Reinforcement:** Recognize and reward staff for good performance to boost morale and maintain high standards.

IX. Evaluate Training Effectiveness

- **Assess Knowledge Retention:** Use quizzes, tests, or practical demonstrations to evaluate how well staff have learned the material.
- **Monitor Performance:** Track laundry quality, staff efficiency, and guest satisfaction post-training to see if improvements have been made.
- **Adjust as Needed:** If there are areas where training was insufficient or staff are struggling, offer additional training or revisit specific topics.



Activity 2: Guided Practice

As the head housekeeper at a school, your supervisor approaches you with a request. The school has recently hired 3 new laundry staff, and some existing employees are not following proper laundry procedures, leading to fabric damage, inefficiency, and safety concerns. Your supervisor asks you to develop a training plan to improve the laundry staff's skills, efficiency, and adherence to safety protocols for five days. You are required to create a Laundry Staff Training Plan that includes:



Task 6

1. **Training Objectives** – What the training aims to achieve.
2. **Training Topics** – Key areas the training will cover.
3. **Training Schedule** – How long the training will take.

4. **Training Methods** – How the training will be conducted.
5. **Assessment & Evaluation** – How you will measure the effectiveness of the training.
6. **Follow-up Plan** – How to ensure continuous improvement after training.



Activity 3: Application



Task 7:

You are the Laundry Supervisor at Kivu Star Hotel. Your team is responsible for handling high volumes of linens. Therefore, the Hotel recruited two (2) new laundry staff. Staff training is necessary to ensure proper use of the equipment and the products to maintain high standards in the laundry process. As a supervisor you are asked to prepare a training plan for new laundry staff by respecting the following:

- a. Training is for three days, from 8:00am to 2:00pm
- b. Topics to be covered: Fabric Care & Handling, Use of Laundry Equipment, Safety & Hygiene, and Environmental Sustainability.

Topic 1.3: Checking laundry staff ethics



Activity 1: Problem Solving

You are the Laundry Supervisor at a Hotel, and you oversee a team of 8 laundry staff responsible for cleaning guest linens, uniforms, and personal laundry items. Last week, a guest complained that a piece of personal clothing went missing after being sent to the laundry. Additionally, a staff member was seen using their phone while handling guest items and chatting loudly about a guest's branded clothes. This raises concerns about professional behavior, confidentiality, and handling of guest property. As a Supervisor, you need to pay attention to ethics—like how they handle guest belongings, respect privacy, and maintain hygiene to ensure they are following the code of conduct.



Task 8:

1. What is ethics in laundry?
2. Why is it important to check laundry staff ethics?
3. What are the processes of checking laundry staff ethics?
4. What do you understand by hotel rules and regulations?
5. Why hotel staffs must comply with hotel rules and regulations?
6. Discuss on laundry handling protocols

Key Facts 1.3 Checking laundry staff ethics

- **Introduction**

Ethics refers to the principles that govern behaviour, determining what is right and wrong. In the context of laundry staff, ethics involves honesty, responsibility, and respect for client belongings.

It is important because ethical behaviour ensures trust, protects property, and maintains high service standards, contributing to the overall reputation and success of an organization. By promoting strong ethical practices, businesses can foster a positive work environment and customer satisfaction.

- ✓ **Complying hotel rules and regulations**

Complying with Hotel Rules and Regulations means following the policies, guidelines, and standards set by the hotel to ensure safety, professionalism, efficiency, and guest satisfaction. These rules help maintain order and provide a pleasant experience for both guests and employees.

- ✓ **Key Areas of Compliance in a Hotel Setting**

- **Employee Conduct and Professionalism**

- Wear the proper uniform and maintain a neat appearance.
- Follow the hotel's code of conduct and ethical guidelines.
- Treat guests and colleagues with respect and professionalism.
- Avoid using mobile phones during work hours (unless required for work).

- **Guest Service and Satisfaction**

- Always greet guests politely and assist them with their needs.
- Handle guest complaints professionally and report issues to supervisors.
- Maintain confidentiality of guest information (no sharing of personal details).

Safety and Security

- Follow fire safety and emergency evacuation procedures.
- Report suspicious activities or unauthorized persons in the hotel premises.
- Keep work areas clean and free from hazards (e.g., spills, obstacles).
- Use hotel keys and access cards responsibly; never share them with unauthorized people.

Housekeeping and Cleanliness Standards

- Follow proper cleaning procedures for rooms, linens, and public areas.
- Use cleaning chemicals safely and store them properly.
- Dispose of waste according to hotel policies (e.g., recycling, hazardous waste disposal).

Laundry and Linen Management

- Sort laundry correctly and follow the correct washing procedures.
- Handle guest laundry with care and ensure proper delivery.
- Follow guidelines for using detergents and washing machines to prevent fabric damage.

Food Safety and Hygiene (for Kitchen and F&B Staff)

- Follow hygiene standards, including proper handwashing and wearing gloves when handling food.
- Store and prepare food according to health and safety regulations.
- Ensure utensils and kitchen areas are cleaned properly.

Workplace Policies and Responsibilities

- Follow work schedules, arrive on time, and avoid unnecessary absences.
- Obtain approval for leave requests in advance.
- Do not engage in theft, fraud, or any misconduct that could harm the hotel's reputation.
- Use hotel equipment and resources only for work-related purposes.
- Avoid wasting water, electricity, and other resources.
- Report damages or malfunctions of hotel equipment immediately.

Compliance with Local Laws and Regulations

- Follow labor laws, hotel licensing requirements, and health and safety regulations.
- Respect laws regarding alcohol service, smoking policies, and workplace discrimination.

By complying with hotel rules and regulations, employees contribute to a safe, clean, and welcoming environment for both staff and guests.

✓ **Rules**

Hotel rules and regulations are established to ensure a safe, efficient, and respectful environment for both guests and staff. These rules cover a range of areas, including guest privacy, safety protocols, staff behavior, dress codes, and operational procedures. By following these guidelines, hotels can maintain high standards of service, promote a positive guest experience, and ensure smooth daily operations.

✓ **Regulations**

Regulations in a hotel are rules that guide the operations and ensure safety, efficiency, and professionalism. They cover areas such as guest services, staff behaviour, safety protocols, and operational procedures. Adhering to these regulations helps maintain a positive environment for both guests and staff (Nguyen, 2023).

Hotel Rules and Regulations (Sample)

Here's a checklist for evaluating laundry staff ethics by complying with hotel rules and regulations:

Category	Rules & Regulations (checked items)	Checked ✓ or ✕
General Conduct & Professionalism	✓ Punctuality: Arrives on time and follows the hotel's attendance policies.	
	✓ Uniform: Wears the hotel-approved uniform as per dress code.	
	✓ Respectfulness: Treats guests and colleagues with respect and courtesy.	
	✓ Confidentiality: Maintains confidentiality about guest information and laundry items.	
	✓ Personal Use: Does not misuse hotel laundry facilities for personal items.	

Compliance with Laundry Procedures	✓ Sorting & Washing: Follows the hotel's laundry sorting and washing standards (temperature, detergent use).	
	✓ Guest Laundry Handling: Ensures proper handling to avoid loss or damage.	
	✓ Equipment Usage: Uses laundry equipment safely and reports malfunctions.	
	✓ Hygiene Standards: Maintains cleanliness and hygiene in the laundry area.	
Integrity & Ethical Behavior	✓ Property Use: Does not take or misuse guest or hotel property.	
	✓ Lost & Found: Immediately reports any lost or found items.	
	✓ Accepting Bribes: Does not accept tips or bribes for preferential treatment.	
	✓ Honesty: Avoids falsifying work records or engaging in dishonest practices.	
Health & Safety Compliance	✓ Protective Gear: Wears protective gear (gloves, masks) when required.	
	✓ Fire Safety: Follows fire safety and emergency protocols in the laundry area.	
	✓ Chemical Handling: Properly handles and disposes of hazardous materials.	
	✓ Cleanliness: Keeps the laundry room organized and clean at all times.	
Teamwork & Communication	✓ Collaboration: Cooperates with team members and assists when needed.	
	✓ Reporting Issues: Reports any safety, ethical, or operational concerns to management.	
	✓ Training & Policy Updates: Attends required training sessions and follows hotel policy updates.	
	✓ Cultural Respect: Respects cultural and personal differences among staff and guests.	
Processes checking laundry staff ethics		

✓ **Monitoring Behaviour and Attitudes**

🧩 **Professional Conduct:** Ensure staff are punctual, respectful to colleagues and guests, and demonstrate responsibility in their work.

🧩 **Team Collaboration:** Observe how well staff work together and their attitude toward teamwork, especially when handling high-volume tasks.

✓ **Adherence to Hygiene and Cleanliness Standards**

🧩 **Proper Handling of Laundry:** Ensure that staff follow procedures for handling guest linens and clothing with care, avoiding mix-ups or damage.

🧩 **Personal Hygiene:** Staff should maintain clean uniforms and practice personal hygiene, especially when working with linens that belong to guests.

✓ **Confidentiality and Trustworthiness**

🧩 **Handling Guest Items:** Staff should demonstrate discretion when handling guests' personal items, ensuring confidentiality and preventing theft or mishandling.

🧩 **Respect for Privacy:** Staff should not discuss guest laundry details or personal items with others outside of the necessary team members.

✓ **Quality Control and Attention to Detail**

🧩 **Quality of Work:** Regularly inspect the quality of laundry work, ensuring items are cleaned, dried, and folded correctly, without damage or loss.

🧩 **Attention to Detail:** Evaluate staff's ability to spot stains, damage, and ensure all laundry is returned properly.

✓ **Adherence to Hotel Policies**

🧩 **Following Protocols:** Ensure that laundry staff adhere to established hotel policies and standard operating procedures (SOPs), such as washing temperatures, detergent usage, and proper folding techniques.

🧩 **Handling Complaints:** Assess how staff manage guest complaints regarding laundry, ensuring that they respond politely and professionally, and follow through with corrective actions.

✓ **Training and Development**

-  **Ongoing Education:** Monitor staff participation in training sessions, which focus on ethical conduct, guest care, and maintaining a professional attitude.
-  **Feedback and Improvements:** Encourage staff to seek feedback and continuously improve, addressing any lapses in ethical behaviour or performance.
- ✓ **Reporting and Accountability**
 -  **Regular Check-ins:** Supervisors should have regular check-ins with staff to discuss any ethical concerns, provide feedback, and set expectations.
 -  **Ethical Violations:** Establish a clear process for reporting unethical behaviour or violations, such as theft, misconduct, or dishonesty (Mendoza, 2023).



Activity 2: Guided Practice



Task 9:

Organize a role play in your school laundry workshop where you check laundry staff ethics. One trainee acts as a laundry supervisor while others act as laundry staff.

1. Checking compliance with school-laundry Health & safety, Integrity & Ethical behaviour, General Conduct & Professionalism, and Compliance with Laundry Procedures.
2. Taking corrective actions to reinforce ethical behaviour and compliance.



Activity 3: Application



Task 10:

Visit the nearest hotel and assist the laundry supervisor in checking laundry staff ethics.

Topic 1.4: Assigning laundry tasks



Activity 1: Problem Solving

1. List at least 5 laundry tasks.
2. What are the tips to be considered while assigning laundry tasks?
3. Why physical fitness is considered for the distribution of laundry tasks?
4. What are the processes to be followed while assigning laundry tasks?

Key Facts 1.4 Assigning laundry tasks

Assigning laundry tasks effectively is crucial for maintaining efficiency and high standards in any laundry operation. It involves distributing responsibilities among staff based on their skills, experience, and physical abilities to ensure smooth workflow and optimal results. Proper task assignment ensures that laundry is handled with care, cleanliness is maintained, and guests receive high-quality service. A well-organized system of task delegation not only improves productivity but also promotes a positive work environment and ensures the consistent delivery of laundry services.

- **Task Distribution Tips: Employability Skills**

- ✓ **Employability skills**

-  Employability skills refer to the set of skills that enhance a worker's ability to perform tasks efficiently and productively while interacting professionally with others in a work environment. These skills are often not job-specific but are transferable across various industries, including the laundry sector. Employability skills impact how tasks are performed, how employees interact, and how effectively the department functions overall.

- **Key Employability Skills for Laundry Administrators**

- **Communication Skills**

- Effective communication is essential for distributing tasks and ensuring that they are completed on time. In a laundry department, communication is key not only for assigning tasks but also for addressing any issues or

concerns that may arise during the laundry process. Clear instructions help reduce errors and improve overall efficiency.

- **Practical Application:** Supervisors and managers should regularly hold team meetings where expectations, roles, and responsibilities are discussed. They should ensure that all workers are familiar with the daily schedules, any special requirements, and the protocols they need to follow. When distributing tasks, it's important to clearly state the goal (e.g., laundry sorted and folded by the end of the shift), the steps to complete the task, and any particular details (e.g., specific fabrics requiring special care).
- **Task Distribution Strategy:** Assign tasks based on individual workers' ability to understand and follow instructions. For instance, employees with strong communication skills may be tasked with explaining the laundry process to new staff members or communicating directly with hotel management regarding any issues related to linens.

- **Teamwork**

Teamwork in the laundry department is vital for completing tasks in a timely and efficient manner. The ability to work well with others can help mitigate workplace tensions and lead to a more positive and productive working environment.

- **Practical Application:** When distributing tasks, consider how well team members collaborate. Assign tasks in pairs or small groups for tasks that require more effort, such as lifting heavy laundry bags, washing large amounts of linen, or completing laundry for high-occupancy events. For example, more experienced workers can be paired with newer employees to foster mentorship and ensure the team is working effectively together.
- **Task Distribution Strategy:** When assigning tasks, choose those who can work well together. Pairing individuals with complementary skills—such as one who is detail-oriented and another who excels in speed—can be more effective than assigning tasks randomly. Collaboration is

particularly important when preparing linens for large events, like weddings or conferences, where teamwork ensures that all linens are processed and delivered in a timely manner.

- **Problem-Solving Skills**

Laundry staff are often required to deal with unexpected issues, such as stains, damaged fabrics, or broken equipment. Problem-solving skills are critical for identifying solutions quickly and effectively.

- **Practical Application:** Supervisors must allocate responsibilities according to problem-solving capabilities. For example, more experienced workers who have seen various laundry issues can be tasked with handling delicate fabrics or tricky stains, while newer employees handle simpler tasks such as folding towels or sorting linens.
- **Task Distribution Strategy:** Task distribution should involve evaluating workers' ability to address challenges. Those with strong problem-solving skills can be given tasks where there may be unforeseen challenges, such as handling specialty fabrics or resolving any equipment malfunctions. On the other hand, workers with less experience can focus on routine tasks like laundry sorting and folding, with oversight from more experienced colleagues.

- **Time Management**

Time management is crucial in a fast-paced environment like laundry administration. Employees need to be able to prioritize tasks and work within tight deadlines. Laundry work involves a high volume of linens that must be processed within specific time frames to meet guest needs.

- **Practical Application:** Workers should be trained on how to manage their time effectively, balancing speed with accuracy. Managers can allocate specific time slots for certain tasks and ensure that all workers understand the importance of completing their work within those time frames.
- **Task Distribution Strategy:** Assign tasks based on an individual's ability to manage time. For example, workers who can efficiently complete tasks within set time limits may be tasked with handling more complex duties

such as stain removal or ironing linens, while those who may require more time can focus on simpler sorting and folding tasks.

- **Attention to Detail**

In a laundry environment, attention to detail is essential for ensuring high-quality results. The laundry staff must inspect linens for stains, damage, or any defects before washing. Ensuring that items are sorted correctly and that specific instructions for delicate fabrics are followed is vital to maintain the quality of the service.

- **Practical Application:** Assign workers who have demonstrated attention to detail to more sensitive tasks, such as stain treatment or fabric sorting. Workers should be trained to check each piece of linen thoroughly for potential issues before it is processed.
- **Task Distribution Strategy:** Identify those with strong attention to detail and assign them tasks such as inspecting linens for damage or delicately handling high-end or special fabrics. In contrast, workers who are still developing their skills can focus on folding, sorting, or handling more general linens.

- **Customer Service Skills**

In the laundry department of hotels or service industries, workers must interact with guests, especially when dealing with special laundry requests. The ability to provide excellent customer service is important for maintaining a positive relationship with guests and for ensuring that any laundry-related issues are addressed promptly and professionally.

- **Practical Application:** Workers who excel at customer service should be assigned tasks involving guest communication, such as handling special laundry requests, VIP linens, or laundry related to special events.
- **Task Distribution Strategy:** Employees with strong customer service skills can take on roles such as delivering laundry to guests' rooms or managing VIP laundry requests, while other workers can focus on routine laundry processing tasks.

✓ **Physical Fitness**

✚ The physical demands of laundry work make **physical fitness** an essential attribute for employees in this field. Laundry workers are often required to lift, bend, and stand for long periods, all of which can be physically taxing without proper fitness. Distributing tasks according to the physical abilities of staff can help prevent injury, improve efficiency, and promote well-being.

✚ **Key Aspects of Physical Fitness in Laundry Administration**

- **Endurance**

Laundry staff are required to stand for long periods, carry heavy loads, and perform repetitive tasks throughout their shifts. Building physical endurance allows employees to carry out their tasks efficiently without experiencing excessive fatigue.

- **Practical Application:** Supervisors should distribute physically demanding tasks (e.g., loading and unloading washing machines, handling large laundry loads) to workers who have demonstrated physical endurance and strength. Workers with lower endurance levels should be given lighter duties or shorter shifts, if possible, to avoid burnout.
- **Task Distribution Strategy:** Tasks such as lifting heavy laundry baskets, carrying large bags of laundry, and loading industrial machines should be assigned to physically fit workers, while less physically demanding tasks like folding or sorting can be assigned to others.

- **Strength**

Laundry workers must often lift and carry heavy items like large linens, towels, and bedsheets. Strength is necessary to ensure that these tasks are performed safely and without injury.

- **Practical Application:** Workers who demonstrate strength should be given tasks that require lifting and carrying heavy items. These tasks include moving large bins of laundry, loading and unloading washing machines and dryers, and preparing linens for storage.
- **Task Distribution Strategy:** Assign lifting tasks to employees who are physically strong and have received proper training on safe lifting

techniques. Workers who are less physically strong can focus on tasks that do not require heavy lifting, such as sorting, folding, or ironing.

- **Flexibility and Mobility**

Flexibility and mobility are important for workers who need to bend, stretch, and move efficiently while handling linens. The ability to move freely reduces the risk of strain or injury from repetitive motions.

- **Practical Application:** Workers who have demonstrated flexibility and mobility should be assigned tasks that require bending, lifting, or moving items over a distance, such as sorting linens or ironing.
- **Task Distribution Strategy:** Rotate workers through various tasks to reduce the strain on particular muscle groups. For example, workers who frequently bend or squat should not be assigned such tasks for the entire shift but can alternate between tasks that require different postures to give their muscles time to recover.

- **Posture and Ergonomics**

Proper posture while working is crucial for minimizing back and joint pain. Laundry tasks often involve bending and lifting, which can put strain on the body if not performed correctly.

- **Practical Application:** Train workers on how to maintain good posture while performing tasks like sorting and folding linens. Provide ergonomic tools such as adjustable ironing tables, rolling carts, and padded mats to reduce the physical strain on employees.
- **Task Distribution Strategy:** Workers who have demonstrated good posture and who are mindful of ergonomic techniques can be assigned tasks involving repetitive bending or standing, such as sorting linens or folding towels. Workers who are at risk of strain should be given tasks that require less bending and more standing or sitting.



Process of Assi. Assess the Laundry Workload

- **Evaluate Demand:** Look at factors such as guest occupancy, seasonal trends, and special events to determine the laundry volume.

- **Check Inventory:** Ensure sufficient clean linens and supplies are available, considering the demand forecast.
- **Prioritize Tasks:** Identify urgent or high-priority items, such as guest-specific laundry or linens needed for immediate use (e.g., during conferences or events).

II. Identify Staff Skills and Availability

- **Evaluate Staff Skills:** Understand the strengths and weaknesses of each staff member (e.g., machine operation, stain removal, or folding techniques).
- **Consider Availability:** Review each staff member's work schedule and assign tasks based on their availability and workload capacity.
- **Balance Experience:** Assign more complex or time-sensitive tasks to experienced staff, while training new staff on simpler tasks.

III. Allocate Specific Tasks

- **Task Breakdown:** Divide laundry tasks into specific categories, such as washing, drying, folding, ironing, and stain removal.
- **Assign Machines and Areas:** Ensure that staff are responsible for specific machines or areas, such as one person handling washing, another focused on folding, etc.
- **Consider Special Requirements:** Assign special laundry tasks, such as delicate fabrics or guest-specific items, to staff members skilled in handling those.

IV. Communicate Expectations and Deadlines

- **Set Clear Expectations:** Provide staff with clear instructions about the tasks, including timelines, quality standards, and safety procedures.
- **Establish Deadlines:** Set realistic deadlines for completing each task, taking into account the laundry volume and staff availability.
- **Monitor Progress:** Check in regularly to ensure tasks are being completed according to the schedule.

V. Monitor and Support Staff

- **Provide Support:** Offer assistance if needed, such as helping with heavy loads, difficult stains, or machine malfunctions.
- **Check Work Quality:** Regularly inspect the quality of the laundry output (e.g., ensuring linens are cleaned, folded, and pressed correctly).
- **Adjust Tasks as Needed:** Reassign tasks if there are delays or issues with any part of the laundry process (e.g., reassigning tasks when someone is behind schedule).

VI. Track Task Completion

- **Use a Task List:** Maintain a record of assigned tasks, completion status, and any special instructions. A written or digital log can help track performance.
- **Verify Completion:** Ensure that all tasks have been completed to the required standard before moving on to the next set of responsibilities.

VII. Provide Feedback and Adjust Workload

- **Evaluate Performance:** After the tasks are completed, evaluate the quality of the work and the efficiency with which it was completed.
- **Offer Feedback:** Provide constructive feedback to help staff improve their performance.
- **Adjust Task Allocation:** If certain tasks were too easy or too challenging for a staff member, consider adjusting future task allocations based on their performance and skills. (Tadesse, 2022)



Activity 2: Guided Practice



Task 11:

As the Head Housekeeper at a school, you are responsible for overseeing the laundry department. The School Manager has informed you that due to an increase in student enrolment, there is a higher demand for clean uniforms, sports kits, bed linens (for boarding students), and staff uniforms. You have been asked to assign laundry tasks among your team

to ensure that all laundry is processed efficiently and on time. Under guidance of your Trainer, through role play, practice assigning laundry tasks.



Activity 3: Application



Task 12:

Organize a role play in your school laundry workshop whereby one trainee act as a Laundry Supervisor assigning laundry tasks to other staff/class members. Or, Visit the nearest hotel and observe how the laundry supervisor assigning laundry tasks to the staff.



Formative Assessment

Section A: Multiple Choice Questions

1. What is the main purpose of forecasting in hotel laundry operations?
 - a. To predict the weather
 - b. To estimate the laundry volume based on occupancy
 - c. To calculate room prices
 - d. To track guest preferences
2. Which of the following factors does NOT influence laundry forecasting in a hotel?
 - a. Seasonality
 - b. Local events
 - c. Guest preferences
 - d. Hotel room types
3. What is the main responsibility of a Laundry Supervisor?
 - a. To oversee room reservations
 - b. To ensure proper laundry handling and hygiene standards
 - c. To manage guest feedback

- d. To organize food and beverage services
4. What is the key benefit of sorting laundry by fabric type and soiling level?
 - a. To ensure proper use of detergents
 - b. To speed up laundry processing
 - c. To ensure the laundry is washed at the correct temperature
 - d. To ensure the laundry is ironed in the right order
 5. Laundry confidentiality in a hotel setting is primarily to maintain guest privacy and trust.
 1. True
 2. False
 6. Mishandling delicate guest items in laundry can lead to increased guest satisfaction and loyalty.
 1. True
 2. False
 7. Hygiene in the laundry room can be maintained by cleaning machines regularly and ensuring that staff use personal protective equipment (PPE).
 1. True
 2. False
 8. Laundry staff should avoid reporting damaged guest items and instead handle the situation privately.
 1. True
 2. False
 9. Match the laundry protocols with their correct description:

Answer	Protocols	Description
1.	1. Fabric Sorting	A. Prevents damage and colour bleeding during washing
2.	2. Guest Laundry Confidentiality	B. Reduces the risk of contamination and ensures a clean environment
3.	3. Hygiene in Laundry Room	C. Involves addressing issues like damaged laundry and providing a solution

Answer	Protocols	Description
4.	4. Handling Guest Complaints	D. Ensures guest privacy and prevents mix-ups

10. Highlight task distribution tips.

11. What do you understand about hotel forecasts?

12. What are 5 common types of hotel forecast

13. The Hotel Housekeeping Manager at Kivu Star Hotel has informed you (Housekeeping Supervisor) that due to an increase in guest bookings and upcoming events, the laundry department is experiencing a heavier workload. The hotel must maintain high cleanliness and hygiene standards while ensuring that guest linens, staff uniforms, and restaurant linens are always available. You have been tasked with planning for the laundry staff to ensure smooth operations, timely laundry service, and high efficiency.

Your responsibilities include:

- ✓ Assessing the current laundry workload based on hotel occupancy.
- ✓ Determining the number of staff required for efficient operations.
- ✓ Assigning roles and shifts for laundry staff.
- ✓ Ensuring staff are trained on proper laundry handling and hygiene practices.



Points to Remember

- Always check for dampness, wrinkles, or residues in linens before storing to ensure they are fully clean and dry.
- Select the appropriate drying method machine, sun, or shadow based on fabric type and weather conditions.
- Regularly maintain laundry machines by cleaning lint filters, checking vents, and enabling energy-saving modes.
- Identify fabric types and sort linens by soiling level to apply correct washing, drying, and ironing procedures.
- Inspect linens for stains, damage, or wear, treating stains promptly and setting aside damaged items for repair or replacement.



Self-Reflection

1. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe laundry roaster					
Schedule laundry roaster					
Identify laundry staff training					
Train the subordinate staff					
Identify laundry tasks					
Assign laundry tasks					
Describe laundry staff ethics					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Check laundry staff ethics					

2. Fill in the below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: VERIFY LAUNDRY WASHING ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills, and attitudes required to verify laundry washing activities. It covers checking laundry cleanliness, preparing laundry facilities, checking linen preparation, checking linen washing and drying activities, overseeing pressing activities, and ensuring proper linen arrangement through folding and hanging.

Self-Assessment: Unit 2

- Look at the unit illustration in the Manuals and together discuss:
 - What does the illustration show?
 - What do you think will be topics to be covered under this unit based on the illustration?
- Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
- At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify laundry area					
Describe laundry facilities					
Describe drying methods					
Determine pressing method					
Check cleanliness of the laundry area					
Describe laundry facilities					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe drying methods					
Check drying linen activities					
Check pressing activity					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify laundry area	1. Check cleanliness of the laundry area	1. Pay attention to cleanliness and tidiness
2. Describe laundry facilities	2. Prepare laundry facilities	2. Pay attention to the care labels on each item
3. Describe drying methods	3. Check drying linen activities	3. Take necessary safety precautions while checking linen drying activities
4. Determine pressing method	4. Check pressing activity	4. Be careful in pressing activity
5. Identify folding and hanging method	5. Check linen arrangement	5. Respect folding and hanging method



Discovery activity:

You are the Laundry Supervisor at a busy hotel preparing for an event. You need to ensure laundry tasks are completed efficiently, including checking the cleanliness of the laundry area, preparing linens, washing, drying, pressing, and arranging them correctly.



Task 13:

1. How would you ensure the laundry area is clean?
2. How would you prepare the laundry facilities for washing and finishing?
3. How would you check the linens for washing based on fabric, stains, and soiling levels?
4. How would you choose the right pressing method (steaming, ironing, or pressing)?
5. How would you organize the final folding and hanging of linens?
6. List down laundry activities.
7. What are the types of fabric?
8. What are the types of stains?
9. Discuss the laundry wet washing technique.
10. Discuss the laundry dry washing technique.
11. Distinguish between wet and dry washing methods for different linens.
12. Describe drying by machine methods.
13. How would you check drying linen activities?
14. Explain the selection of pressing methods.
15. What do you understand by the folding and hanging method?

Topic 2.1: Checking cleanliness of laundry area



Activity 1: Problem Solving

You enter the laundry room at the beginning of a busy day and notice that the area is cluttered with dirty laundry piles, some equipment appears dusty, and the floor has visible stains. The cleaning supplies seem disorganized, and you're concerned about contamination risks between clean and dirty linens.



Task 14:

1. How can you check a cleanliness of a laundry?
2. How can you check the dirtiness of the laundry?
3. What is laundry area?
4. Which consist of laundry area?
5. Differentiate laundry arrangement?

Key Facts 2.1: Checking cleanliness of laundry area

- **Cleaning checklist**

- ✓ **Laundry area**

- **Flooring**

- **Daily Sweep and Mop:** Sweep the floor at the beginning and end of every shift to remove dirt, dust, and any small debris. Mop with a disinfectant to eliminate stains and any potential germs or bacteria. Ensure the mop heads are washed regularly.
- **Spot Cleaning:** Pay extra attention to areas near washing machines, drying stations, and high-traffic zones. These areas tend to accumulate spills, lint, and detergent residue.
- **Anti-slip Mats:** Check anti-slip mats for any damage. Clean and replace them as needed to avoid accidents from water spills or detergent residue.

- **Deep Clean:** Perform a deep clean of the flooring at least once a week using appropriate floor cleaners to maintain sanitation and prevent long-term wear.

Walls and Windows

- **Dusting and Wiping:** Regularly dust off walls, especially in corners where webs or grime accumulate. Wipe down walls and surfaces with a damp microfiber cloth.
- **Cleaning Windows:** Wash windows at least once a week to maintain visibility and improve natural light. Use a glass cleaner and a squeegee for streak-free results.
- **Clean Light Fixtures:** Dust off light fixtures and wash any ceiling fans or air conditioning units if applicable. Keeping light fixtures clean ensures a well-lit working environment.

Laundry Equipment

1. Washing Machines:

- **External Cleaning:** Wipe down the front and sides of the washing machine with a disinfectant. Clean the detergent tray by removing build up, rinsing with water, and drying.
- **Interior Cleaning:** Run a self-cleaning cycle (if available) on machines to remove detergent residue, mould, and bacteria. For machines without a cleaning cycle, use a mix of white vinegar and baking soda in a hot wash to clean the drum.
- **Hoses and Ducts:** Regularly inspect hoses for cracks or leaks. Clear any blockages to avoid water damage and ensure efficient operation.

2. Dryers:

- **Lint Filter Cleaning:** Empty lint filters before or after every use. Clean filters with a vacuum to remove stubborn lint build up.
- **External Cleaning:** Wipe down the external parts of dryers, especially around the vents where lint and dirt accumulate.

- **Exhaust Vent Inspection:** Check that the exhaust vent is free from lint or debris to avoid overheating. Clean ducts every few months.
- 3. **Folding Machines/Ironing Stations:** If the laundry includes automated folding machines or ironing stations, ensure they are regularly wiped clean and maintain mechanical parts for smooth operation.
- 4. **Other Equipment (Steamers, Mangles):** Steamers and mangles should be checked for calcification or detergent residue. Clean these machines after every shift.
- 5. **Laundry Sinks and Counters**
 - **Sinks:** Clean sinks regularly with a mild abrasive cleaner, especially if detergent or fabric softener residues build up. Ensure drains are not clogged.

For stubborn stains, use bleach diluted in water to remove any mildew or mould build up.
 - **Counters:** Wipe down countertops after every use to prevent detergent build up, spills, or food particles. Use disinfectant wipes to maintain a germ-free surface (Bennett, 2022).

Storage Areas

1. **Chemical Storage:**

- Ensure that all laundry chemicals are safely stored in a cool, dry, and well-ventilated area away from heat sources.
- **Clean Spills Immediately:** Wipe up any detergent, bleach, or fabric softener spills promptly to avoid contamination and to maintain a safe environment.
- **Re-label Containers:** Ensure all products are labelled clearly to avoid any confusion about their use and to comply with safety regulations.

2. **Laundry Storage:**

- **Check Shelving:** Inspect shelves for items that have fallen or spilled. Wipe down shelving units every week to maintain order and cleanliness.

- **Organize Clean Linens:** Ensure that clean linens, towels, and uniforms are stacked neatly. Organize by type, colour, and material to prevent cross-contamination.

Ventilation and Lighting

- **Airflow:** Ensure proper ventilation to prevent the build-up of excess moisture in the air, which could lead to mould or mildew. Air out the laundry area frequently and keep windows open if possible.
- **Light Fixtures:** Dust light bulbs and fixtures regularly. Replace bulbs as needed. Clean light covers and ensure they provide enough lighting for detailed tasks.

Trash and Recycling

- **Empty Regularly:** Empty trash bins at least once a day to avoid odours and maintain cleanliness. Ensure that trash bins are lined with appropriate bags to contain waste.
- **Disinfect Bins:** Clean trash and recycling bins regularly to prevent the growth of bacteria or germs.
- **Separate Waste:** Set up a waste segregation system to differentiate between general waste, recyclable materials, and hazardous chemicals (e.g., bleach containers). (Kumar, 2023)

Laundry Area Cleaning Checklist

Elements to be checked/Tasks	Frequency	Checked (✓ or ✕)
○ Floor Cleaning: Sweep and mop the floor to remove dust and spills.	Daily	
○ Surfaces & Counters: Wipe down folding tables, counters, and other surfaces.	Daily	
○ Washing Machines & Dryers: Clean drum, detergent dispensers, and lint traps.	Daily	
○ Lint Filters: Remove lint from dryers to prevent fire hazards.	After each use	
○ Laundry Carts & Baskets: Disinfect to prevent contamination.	Daily	
○ Trash Bins: Empty and replace liners to avoid odor buildup.	Daily	
○ Chemical Storage Area: Ensure proper labeling and safe storage of detergents and chemicals.	Weekly	
○ Vents & Exhausts: Clean air vents and exhaust systems to maintain airflow.	Monthly	
○ Ceilings & Walls: Wipe down dust and cobwebs.	Monthly	
○ Pipes & Drains: Inspect for leaks or blockages.	Weekly	

✓ **Laundry Arrangement**



 **Sorting Area**

- **Set up Sorting Stations:** Create clear, organized areas for sorting laundry by category (whites, colours, delicates, etc.). Ensure that each area is well labelled for staff to follow.
- **Inspect Bins Regularly:** Check that all sorting bins are clean, dry, and free of any residues. Empty and clean them when switching loads to avoid contamination.
- **Check for Mixing:** Regularly check to ensure that different laundry categories are not being mixed, which could result in colour bleeding or improper cleaning.

Laundry Bins/Baskets

- **Clean Baskets and Bins:** Inspect and clean all laundry baskets and bins regularly. Wash fabric baskets and ensure that plastic or metal baskets are free of detergent residue or soil.
- **Check for Proper Labelling:** Ensure all baskets are clearly labelled (e.g., “whites,” “colours,” “delicates,” etc.) for easy sorting.

Laundry Carts/Transporters

- **Disinfect Carts:** After every use, disinfect laundry carts to prevent cross-contamination. Use a disinfectant wipe or spray and ensure that carts are free from detergent residue, dirt, or fabric particles.
- **Wheel Check:** Ensure that the wheels are functioning smoothly and that the carts are stable. If any carts are damaged, replace them immediately to ensure safe operation.

Laundry Supplies Area

- **Check Stock Levels:** Regularly check and replenish detergents, fabric softeners, bleach, and other chemicals. Organize the supplies by type and usage frequency.
- **Clean Supply Containers:** Clean any spillages from containers promptly. Make sure that the lids are securely fastened to avoid spillage or contamination.
- **Labelling:** Ensure all supplies are labelled properly to avoid mix-ups. Display information about how and when to use each product.

Drying and Folding Stations

- **Ensure Cleanliness:** Ensure that air-drying racks are wiped down regularly, especially in areas with moisture build-up. Clean and check drying machines for lint build up.
- **Proper Organization:** Set up a clean and efficient folding area. Ensure folding tables are free from dirt and that there is enough space for staff to fold linens and clothing in an orderly manner.
- **Organize Linen:** Ensure that folded linens are neatly organized by type, size, and material. Label or sort by use (e.g., towels, bedding, uniforms) for easy access.

Ironing and Pressing Stations

- **Clean Ironing Stations:** Regularly clean ironing boards and steamers. Check that irons are free from lime scale or burnt fabric marks. Clean the steam vents to ensure effective steam flow.
- **Check Pressing Machines:** Regularly inspect pressing machines for efficiency. Clean them after every use to remove any dust or fabric particles.
- **Check for Equipment Damage:** Inspect equipment for wear and tear. Replace or repair any damaged ironing or pressing equipment to ensure safety and efficiency. (Bennett, 2022)

Laundry Arrangement Checklist

Elements to be checked/Tasks	Frequency	Checked (✓ or ✕)
○ Sorting Area: Ensure separate bins for white, colored, and delicate fabrics.	Daily	
○ Guest Laundry Section: Label and store guest laundry securely.	Daily	
○ Clean & Dirty Laundry Separation: Keep fresh laundry away from soiled items.	Always	
○ Towel & Linen Stacking: Fold and arrange neatly on designated shelves.	Daily	
○ Uniform Storage: Organize by department and size.	Weekly	
○ Supply Inventory: Check stock of detergents, softeners, and other supplies.	Weekly	

○ Ironing & Folding Area: Keep ironing boards and steamers clean and functional.	Daily	
○ Lost & Found Items: Log and report any personal belongings found in laundry.	Daily	



Activity 2: Guided Practice



Task 15:

As a Laundry Supervisor, you are responsible for ensuring the laundry area is clean and well-maintained. Your task is to assess and oversee cleanliness, ensuring all staff follow proper hygiene protocols. You are asked to check the cleanliness of laundry area.



Activity 3: Application



Task 16:

Visit your school laundry workshop or the nearby hotel's laundry. Check floor cleanliness, wipe machines, clean lint filters, inspect chemical storage, ensure ventilation, and verify waste segregation. Document observations and suggest improvements for better hygiene.

Topic 2.2: Preparation of laundry facilities



Activity 1: Problem Solving

You are the Laundry Manager at a busy hospital. With an increase in laundry demand, the laundry facility needs preparation for efficient operation. You also need to train staff on new equipment, detergents, and safety protocols.



Task 17:

1. What are laundry activities do you know?
2. Distinguish washing and finishing.
3. Why Pre-Treatment is Necessary?
4. Why Proper Drying is Essential?
5. How will you prepare Sorting Laundry?
6. What do you understand by Washing Machine Settings and Optimization?

Key Facts 2.2: Preparation of laundry facilities

- **Laundry activities**

- ✓ **Washing**



Washing is the first and most critical step in any laundry operation. It involves complex procedures designed to remove dirt, stains, bacteria, and odors from fabrics without compromising the integrity of the textiles. The washing process

varies depending on the laundry facility's needs, the types of fabrics, and the level of soil.



1. Sorting Laundry

Why Sorting is Critical?

Sorting laundry helps to minimize damage, avoid color bleeding, and ensure the appropriate wash settings are used for each load. Sorting is based on various factors including fabric type, color, soil level, and washing instructions.

Fabric Type Sorting:

- **Delicate (Silk, Wool, Lace):** These fabrics are sensitive to agitation, temperature, and chemicals. They should be washed separately using gentle cycles, lower temperatures, and special detergents.
- **Cotton and Polyester:** These can be washed in a regular cycle, but cotton should be handled at appropriate temperatures to avoid shrinkage.
- **Towels and Bedding:** These items are often heavier and more soiled, so they require heavy-duty cycles and high-temperature washes.

Colour Sorting:

- **Whites, Darks, and Colours:** Sorting based on colour prevents bleeding of dyes from dark fabrics onto lighter ones. Whites should be washed with bleach (if necessary), while darks are washed with special detergents to preserve their colour.
- **Fading Risk:** For high-end fabrics or dark colours, cold water is often used to preserve colour.

Soil Level Sorting:

- **Heavily Soiled Items (e.g., medical linens, work wear):** These require pre-treatment, longer cycles, or even an extra rinse to ensure all contaminants are removed.
- **Lightly Soiled Items:** These may not need aggressive washing cycles and can be cleaned effectively with standard detergents and shorter washing cycles.

2. Pre-Treatment of Stains

Why Pre-Treatment is Necessary?

Certain stains (e.g., blood, grease, ink, wine) require special attention to ensure they are properly removed before washing. Pre-treatment methods differ depending on the stain type.

Stain Removal Products:

- **Enzyme-based Stain Removers:** These are effective for protein-based stains (like blood or sweat) and are usually used for hospital linens or work wear.
- **Grease/Oil Removers:** Specialized detergents or solvent-based treatments are needed for oil stains.
- **Bleach:** Chlorine or oxygen bleach can help remove stubborn stains, particularly for white linens or garments. However, bleach can damage certain fabrics, so its use must be monitored carefully.

Soaking:

For extremely dirty or stained fabrics, soaking in a solution of water and detergent or a specific stain remover is recommended. Soaking for an extended period helps to break down dirt and stains before the full wash cycle.

3. Washing Machine Settings and Optimization

Why Proper Settings Matter?

Selecting the correct wash cycle, water temperature, and detergent is essential to maximize cleaning efficiency and minimize fabric damage.

Wash Cycle Selection:

- **Heavy Duty Cycle:** Ideal for towels, hospital linens, and heavily soiled items. These cycles use stronger agitation and longer wash times.
- **Delicate Cycle:** Suitable for delicate fabrics like silk, wool, or lace. It uses gentler agitation and shorter wash cycles.
- **Quick Wash Cycle:** For lightly soiled or moderately dirty items, it saves time and energy by using faster cycles.

Water Temperature Control:

- **Hot Water (60–90°C):** Used for heavily soiled items like bedding, towels, and medical linens to disinfect and kill bacteria. Hot water also helps in breaking down oils and greasy stains.
- **Warm Water (30–40°C):** This is ideal for washing general laundry like shirts, pants, or sheets, as it is effective without damaging fabrics.
- **Cold Water (below 30°C):** Best for delicate fabrics and items that are prone to shrinking or bleeding colours. It is also energy-efficient.

Detergent Types and Dosage:

- **Powder Detergents:** They are most effective in warm or hot water and are used for general laundry. They dissolve slowly, making them effective for heavily soiled items.
- **Liquid Detergents:** These dissolve faster in cold water, making them ideal for delicate fabrics and lightly soiled laundry.
- **Specialty Detergents:** Used for specific purposes such as wool detergents, bleach alternatives, or hypoallergenic detergents for sensitive skin.

4. Water-to-Laundry Ratio

Why It's Critical?

Using the correct amount of water relative to the laundry load ensures proper cleaning. Too much laundry in a single load can lead to inadequate washing, while too little water wastes resources. Facilities must also ensure proper drainage during the washing process to avoid excess detergent residue. (Gomez, 2023)

✓ Finishing

Finishing Detailed Overview

Finishing transforms freshly washed laundry into neatly pressed, dry, and ready-to-use items. It's a multi-step process that requires precision to maintain the cleanliness, appearance, and longevity of the fabrics.

1. Drying

Why Proper Drying is Essential?

Drying is crucial for preventing mildew, odours, and fabric damage. The method and temperature of drying must be chosen based on the fabric type, as improper drying can lead to shrinkage, fabric weakening, or colour fading.

Tumble Drying:

- **Advantages:** Fast and efficient, ideal for items like towels, bedding, and uniforms that can withstand high temperatures.
- **Disadvantages:** Can cause wear and tear on fabrics over time, particularly delicate fabrics.
- **Drying Cycles:** Various settings are available, including low heat for delicate items, medium heat for standard laundry, and high heat for heavy-duty laundry.

Air Drying/Line Drying:

- **Advantages:** Eco-friendly and gentler on fabrics, especially for items that may shrink or get damaged in a tumble dryer (e.g., wool, certain synthetics).
- **Disadvantages:** Requires more time and space, particularly in larger operations.

Drying Temperature:

- **High Heat:** Ideal for towels and bedding but can cause shrinkage in cotton fabrics if not monitored.
- **Low Heat or Air Drying:** Best for delicate items to avoid damage from high temperatures.

2. Ironing and Pressing

Why Ironing and Pressing Are Important?

Ironing removes wrinkles and restores fabric texture, while pressing helps fabrics maintain a crisp and professional appearance, especially in industries like hospitality, where presentation is critical.

Ironing:

- **Steam Ironing:** Most fabrics benefit from steam ironing, which helps remove wrinkles without direct heat contact. It also adds freshness to items.
- **Dry Ironing:** For delicate fabrics like wool, dry ironing is preferred to avoid water stains.
- **Temperature Settings:** Each fabric type requires different heat levels. For instance, polyester requires a lower heat setting than cotton or linen.

Pressing:

- For larger items like hospital gowns, bed linens, and corporate uniforms, pressing is done with specialized equipment like steam presses or flat irons. This ensures uniformity in texture and smoothness.

3. Folding

Why Folding Matters?

Folding ensures that clean laundry is compact, organized, and ready for storage or delivery. Proper folding maintains fabric shape and prevents wrinkles from setting.

Folding Techniques:

- **Hand Folding:** Simple folds for shirts, pants, and small items. For linens and towels, specific methods may be used to maintain size consistency.
- **Machine Folding:** Some larger facilities use automatic folding machines, which can handle large volumes of towels, sheets, and other linens, ensuring uniform size and neatness.

4. Packaging

Why Packaging is Necessary:

Packaging ensures that laundry is protected during transportation and storage, and that it remains organized and hygienic.

Packaging Methods:

- **Plastic Bags/Wraps:** Used for individual items like uniforms, ensuring they remain clean and dust-free until they are distributed.
- **Boxes or Bins:** For items like hospital linens or bulk laundry in hotels, where efficient distribution is required.
- **Specialized Packaging for Sterile Items:** For medical facilities, where sterile packaging is necessary for items like surgical gowns or patient bedding.



Activity 2: Guided Practice



Task 18:

Visit the laundry facility to assess readiness by ensuring proper sorting areas, functioning washing machines, and dryers are in place. Verify the availability of essential detergents, stain removers, and cleaning supplies. Ensure staff are trained on operational procedures and safety standards.



Activity 3: Application



Task 19:

1. Kivu Star Hotel located in Rubavu District at Gisenyi Sector is fully booked in July due to Gorilla naming ceremony. The hotel will host guests who will stay in rooms for two days and also use a banquet. The event needs to use 50 table clothes, 150 napkins, 75 table mats, 50 table skirt and 30 sleep-clothes for setting the conference rooms and guest room linen. As Laundry supervisor in Akazuba hotel, for facilitating the laundry workload and suitable working activities performance, you are requested to prepare laundry activities.

Topic 2.3: Checking hotel linen preparation



Activity 1: Problem Solving

You are a Laundry Supervisor at Kivu Star Hotel. There have been concerns about the professionalism of your team, including inconsistent service, mishandling of guest items, and poor communication. You must address these issues to maintain high service standards and protect the hotel's reputation, especially regarding the preparation and handling of hotel linens.



Task 20:

1. What are the types of fabrics for hotel linen?
2. What are the types of stains for hotel linen?
3. How can you ensure proper care for delicate silk linens without damaging them?
4. What method should be used to treat blood stains on cotton linens?
5. How should you separate linens based on their level of soiling for washing?
6. What is the correct procedure for handling forgotten personal items in hotel linens?
7. How do you check for signs of wear and tear in hotel linens before use?

Key Facts 2.3. Checking hotel linen preparation

- **Types of Fabric**

- ✓ **Identify Fabric Materials**

The first and most crucial step in linen preparation is identifying the fabric materials used in hotel linen. Hotel linens come in various fabrics, each requiring specific care. Understanding the different fabric types is essential for ensuring the longevity and quality of linens.



- Common Fabric Types:**

- **Cotton:** This natural fabric is highly breathable and comfortable, making it ideal for bed sheets, towels, and pillowcases. It is soft, durable, and easy to wash but prone to wrinkling.

- **Polyester:** Often blended with cotton, polyester is durable, wrinkle-resistant, and dries quickly. It is used in many hotel linens, especially for bath towels and sheets.
- **Linen:** Made from flax fibres, linen is highly absorbent and naturally cool, making it ideal for hot climates. It is typically used for high-end hotel linens, such as tablecloths and pillow covers. However, it can be prone to creasing and requires special care.
- **Silk:** A luxurious fabric often used in high-end hotels for pillowcases and bedding. Silk is delicate and requires careful handling to prevent damage.
- **Blended Fabrics:** Many hotel linens are made from blended fabrics (such as cotton-polyester blends), which offer a combination of the strengths of both fibres, such as durability and softness.



Check Care Instructions

Once the fabric types have been identified, the next step is to carefully review the care instructions provided by the manufacturer. Each fabric type has specific needs when it comes to washing, drying, and ironing, and failing to follow these instructions can result in damage or reduced lifespan.

Key Care Instructions:

- **Temperature:** Fabrics like cotton can generally be washed at higher temperatures, while delicate materials like silk and linen should be washed at lower temperatures to prevent shrinking or fading.
- **Washing Method:** Some fabrics require gentle cycles to avoid wear and tear, while others can be washed on a normal cycle.
- **Drying Method:** Some linens, such as polyester blends, can be tumble-dried, while others, like silk, should be air-dried or dried flat to avoid shrinking or damage.
- **Ironing:** Fabrics like cotton often need ironing to remove wrinkles, while polyester and linen may require specific settings or may not need to be ironed at all.

- **Types of Stains**

- ✓ **Recognize Common Stain Types**

Stains are inevitable in hotel linens, as guests are constantly using the linens for various activities. Recognizing and identifying common types of stains allows for more effective treatment and removal.

- **Common Stain Types in Hotel Linen:**

- **Food Stains:** These are among the most common stains found in hotel linens. Food items like sauces, oils, and fruits can leave behind stains that may vary in color and texture.
 - **Oil and Grease Stains:** These are often caused by food or lotions and can be challenging to remove. Oil stains may require special detergents designed for grease removal.
 - **Ink Stains:** Ink stains are common on pillowcases, sheets, and towels due to pens or markers being left in the linen by guests. These stains can be difficult to remove and may require a specific pre-treatment solution.
 - **Blood Stains:** Blood stains are another frequent issue, often appearing on pillowcases and sheets. Cold water and a special enzyme-based stain remover are often recommended for these stains.
 - **Wine and Beverage Stains:** Spilled drinks such as red wine, coffee, and soda can leave behind noticeable stains. Each of these requires specific stain treatment methods to avoid permanent discoloration.

- ✓ **Select Appropriate Stain Removal Methods**

Once the stains have been identified, the next step is selecting the appropriate stain removal methods. Different stains require different treatments, and using the wrong method can worsen the stain or damage the fabric.

- **Stain Removal Methods:**

- **Pre-Treatment:** Before washing, pre-treat the stained area with an appropriate stain remover. For food stains, a mild detergent solution may work, while oil stains may require a special degreaser.
 - **Cold Water Rinse:** For blood stains and some food stains, rinsing the fabric in cold water can help loosen the stain without setting it into the fabric.

- **Heat Setting:** Some stains, like those from oil and grease, can set if exposed to heat. It's essential to avoid placing stained linens in the dryer before fully removing the stain.
- **Enzyme-Based Detergents:** These are especially effective for protein-based stains like blood, sweat, and food. Enzyme-based solutions break down the stain particles, making them easier to wash out.
- **Professional Cleaning:** For persistent stains, or those on delicate fabrics like silk, it may be necessary to send the linen to a professional cleaner for advanced treatment.

- **Level of Soiling**

- ✓ **Assess Linen Cleanliness**

Assessing the level of soiling is crucial to determining the appropriate cleaning process for each piece of linen. Hotel linens can range from lightly soiled to heavily soiled, and the cleaning process will vary depending on the level of dirt or stains present.

- **Levels of Soiling:**

- **Lightly Soiled:** These linens may only have minor stains, such as a slight food or beverage mark, or just accumulated dust. Light soiling requires a less intensive cleaning method.
- **Moderately Soiled:** Linens that are moderately soiled may have visible stains or odors but are not heavily stained. These linens may require pre-treatment and a standard wash cycle.
- **Heavily Soiled:** These linens may be covered in large stains or have accumulated dirt and grime. Heavily soiled linens require a more intensive cleaning process, such as a pre-soak or a specialized washing program.

- ✓ **Sort Based on Soiling Level**

Once the level of soiling has been assessed, linens should be sorted accordingly to ensure they are cleaned in the most effective manner. Sorting helps prevent damage and ensures that heavily soiled linens receive the attention they need.

- **Sorting Methods:**

- **Separate by Color:** Dark and light-colored linens should be separated to prevent color bleeding.
- **Separate by Fabric Type:** Delicate fabrics should be washed separately from heavier fabrics like towels to prevent damage.
- **Pre-Treat Heavily Soiled Items:** Items with severe stains or odors should be pre-treated or soaked before being placed in the wash cycle.

- **Linens Specification**

- ✓ **Verify Size and Material Details**

Linens specifications are critical to ensuring that the linens meet the hotel's requirements. Hotel linens are often purchased in large quantities and come in various sizes and materials, and it is essential to verify these details before use.

 Checking Linen Specifications:

- **Size Verification:** Ensure that linens match the required dimensions for the specific purpose (e.g., bed sheets, tablecloths, towels). Incorrect sizes can affect guest comfort or lead to wastage.
- **Material Confirmation:** Verify the material to ensure that the linen is made from the appropriate fabric type for its use. For instance, towels should be made from highly absorbent cotton, while tablecloths may be made from linen or polyester blends.

- ✓ **Check for Damages or Wear**

Over time, linens may experience wear and tear, especially with frequent use in hotels. Inspect each linen for damage before it is used.

 Signs of Damage:

- **Tears and Holes:** Check for visible tears or holes in the fabric. Even small tears can get worse with further use.
- **Fading or Discoloration:** Over time, frequent washing and exposure to sunlight can cause linens to fade or become discoloured.
- **Fraying Edges:** Inspect the edges of linens for signs of fraying, as this may indicate that the linen is reaching the end of its useful life.

Damaged linens should be marked for repair or replacement, as using them can negatively affect the guest experience.

- **Forgotten Stuff**

- ✓ **Inspect for Left-Behind Items**

It's common for guests to leave personal items behind in hotel linens, such as jewellery, keys, and small personal belongings. Inspect the linens carefully before they are laundered to prevent losing these items.

- **Common Forgotten Items:**

- **Jewellery:** Rings, necklaces, and earrings are often forgotten by guests.
 - **Keys:** Hotel room keys or car keys may be left in pockets.
 - **Personal Items:** Other items like pens, glasses, or phones can also be left behind.

- ✓ **Log and Store Items Securely**

Once forgotten items have been identified, they should be logged and stored securely. Proper documentation ensures that items can be returned to guests in a timely manner.

- **Process for Handling Forgotten Items:**

- **Log Items:** Record the description of the item, the date found, and the guest's room number for reference.
 - **Secure Storage:** Store the items in a locked area or safe to ensure they are kept secure until they are returned to the guest.
 - **Return Items:** Contact the guest to inform them of the found items and arrange for their return, either in person or by mail. (Al-Zahrani, 2023)

- **Hotel Linen Preparation Checklist**

This checklist ensures that hotel linens are properly inspected, prepared, and maintained before use.

Category	Elements to be checked/Tasks	Checked (✓ or ✕)
Types of Fabric	Identify fabric type (cotton, polyester, linen, microfiber, blend, etc.).	
	Check fabric care labels for specific washing instructions.	
	Separate delicate fabrics from regular laundry to prevent damage.	

Types of Stains	Inspect for common stains (food, makeup, blood, ink, oils, etc.).	
	Pre-treat stains with the appropriate stain remover before washing.	
	Rewash or spot-treat stubborn stains before final storage.	
Level of Soiled	Categorize linens as lightly, moderately, or heavily soiled.	
	Use proper washing cycles and detergents based on soil level.	
	Ensure heavily soiled linens are washed separately to maintain cleanliness.	
Linen Specification	Check if linens match the hotel's size and quality standards.	
	Inspect for tears, fraying, or fabric thinning before use.	
	Ensure linens meet color consistency and texture requirements.	
Forgotten Stuff	Inspect for any forgotten personal belongings in sheets, pillowcases, or towels.	
	Log and report any guest belongings found in linen.	
	Store found items securely and notify housekeeping or management.	



Activity 2: Guided Practice

As the Laundry Supervisor at a Kivu Star Hotel, the Housekeeping Manager has requested you to inspect the hotel linen preparation process to ensure cleanliness and quality before distribution. You must check the types of fabric, types of stains, level of soiling, linen specifications, and any forgotten items left by guests or staff. Your goal is to ensure high standards of hygiene, prevent damage to fabrics, and maintain guest satisfaction.



Task 21:

1. Identifying the types of fabrics used in hotel linens.
2. Checking for stains and classifying them for proper stain removal treatment.
3. Assessing the level of soiling to determine the correct washing method.
4. Verifying linen specifications (size, color, and quality).
5. Checking for forgotten items (left by guests in bed linens or by staff in uniforms).



Activity 3: Application



Task 22:

Go to the school laundry facility and practice identifying various fabric types, checking linen conditions, assessing soiling levels, recognizing stains, and handling any forgotten personal items left in the linens.

Topic 2.4: Checking Linen washing activities



Activity 1: Problem Solving



Task 23:

1. What are wet washing technique?
2. Differentiate laundry dry washing techniques.
3. Explain steps of washing process?
4. What are Laundry Dry Washing Technique

Key Facts 2.4 Checking Linen washing activities

- **Laundry Wet Washing Technique**
 - ✓ **Use Appropriate Detergents and Water Temperature**

- Select detergents specifically designed for the type of fabric being washed, ensuring compatibility to prevent damage.
- For heavily soiled fabrics, use enzyme-based detergents that break down tough stains effectively.
- Use eco-friendly detergents for sustainability and safety, especially for linens in high-use areas like hotels.
- Adjust water temperature to match the fabric type:
 - **Hot Water (60°C–90°C):** Ideal for white linens, heavily soiled materials, and items requiring sanitization.
 - **Warm Water (40°C–60°C):** Suitable for colored linens and moderately soiled fabrics.
 - **Cold Water (30°C–40°C):** Best for delicate fabrics and items prone to shrinking or color fading.
- Check for hard water and, if necessary, add water softeners to enhance detergent effectiveness.
- Avoid using bleach unless specified, as it can weaken fabric fibers over time.
- ✓ **Follow Washing Cycles Based on Fabric Type**
 - Group linens based on fabric type, color, and level of soiling to ensure proper washing and prevent color bleeding.
 - Select machine settings that align with the care instructions provided on fabric labels:
 - **Gentle Cycle:** Suitable for delicate fabrics like silk and lace.
 - **Regular Cycle:** Ideal for everyday items such as cotton linens.
 - **Heavy-Duty Cycle:** Used for robust materials like towels and heavily stained items.
 - Monitor the machine during washing to ensure that the load is balanced and the cycle runs smoothly.
 - Avoid overloading the washing machine, as it reduces cleaning efficiency and increases wear on the fabric.
 - Implement periodic maintenance of washing machines to ensure they operate at optimal performance.
 - Document the process to track successful cycles and resolve any recurring issues effectively. (Rahman, 2023)

✓ **Laundry Wet Washing Technique Checklist**

Elements to be checked/Tasks	Checked (✓ or ✕)
○ Sort linens by fabric type, color, and soil level before washing.	
○ Check for stains and pre-treat them with the appropriate stain remover.	
○ Select the correct water temperature and detergent based on fabric type.	
○ Use the recommended washing machine cycle (delicate, regular, heavy-duty).	
○ Avoid overloading the washing machine to ensure proper cleaning.	
○ Add fabric softener or disinfectant as per hotel laundry guidelines.	
○ Ensure proper rinsing to remove all detergent residues.	
○ Extract excess water using the correct spin cycle settings.	
○ Immediately transfer washed linens to the dryer or drying area to prevent odors.	

• **Laundry Dry Washing Technique**

✓ **Apply Chemical Solvents for Cleaning**

-  Identify the appropriate solvent based on fabric and stain type:
 - **Perchloroethylene (Perc):** Commonly used for durable fabrics and tough stains.
 - **Hydrocarbon Solvents:** Preferred for delicate fabrics as they are gentler.
 - **Silicone-Based Solvents:** Environmentally friendly and suitable for sensitive fabrics.
-  Perform a spot test on a hidden section of the linen to ensure the solvent does not cause discoloration or damage.
-  Use specialized dry cleaning machines designed to handle different types of solvents safely and efficiently.
-  Ensure that the cleaning solvent is applied evenly and reaches all stained areas for thorough cleaning.

 Follow safety protocols when handling solvents, including wearing protective gloves and masks to prevent exposure to harmful chemicals.

 Dispose of used solvents responsibly in compliance with environmental regulations.

✓ **Inspect and Handle Delicate Fabrics Carefully**

 Check linens for existing damages, such as tears, loose threads, or weak seams, before starting the cleaning process.

 Place delicate items like silk or embroidered fabrics in protective mesh bags to prevent damage during the cleaning cycle.

 Use padded hangers or supportive forms when drying and storing delicate fabrics to maintain their shape and prevent wrinkles.

 After cleaning, inspect each linen thoroughly to ensure all stains are removed and the fabric integrity is preserved.

 Separate delicate fabrics from heavier or more abrasive materials to avoid friction damage.

 Train staff to handle delicate fabrics with care, emphasizing attention to detail during the cleaning and inspection process. (Lee, 2023)

✓ **Laundry Dry Washing Technique Checklist**

Elements to be checked/Tasks	Checked (✓ or ✕)
☐ Identify linens that require dry cleaning (e.g., delicate fabrics, embroidered items).	
☐ Check care labels for dry cleaning instructions.	
☐ Pre-treat stains with a suitable dry-cleaning solvent.	
☐ Load linens into the dry-cleaning machine with the correct cleaning agent.	
☐ Set the machine to the appropriate cycle and drying temperature.	
☐ Ensure proper chemical balance to prevent fabric damage.	
☐ Inspect linens after dry cleaning for any remaining stains or odors.	
☐ Steam press or iron linens as needed for a crisp finish.	
☐ Store dry-cleaned linens properly to maintain freshness.	



Activity 2: Guided Practice

As the Laundry Supervisor at Kivu Star Hotel, the Housekeeping Manager has requested you to inspect the linen washing activities to ensure that the correct wet washing and dry washing techniques are being followed. The goal is to maintain fabric quality, extend linen lifespan, and ensure hygiene standards are met.



Task 24:

1. Checking the laundry wet washing technique to ensure linens are cleaned effectively.
2. Checking the dry washing technique for delicate fabrics and special garments



Activity 3: Application



Task 25:

Organize a role play at the school laundry, (1) check the laundry wet washing technique to ensure linens are cleaned effectively and (2) check the dry washing technique for delicate fabrics and special garments. Or visit the nearest hotel and participate in the checking Linen washing activities.

Topic 2.5: Checking drying linen activity



Activity 1: Problem Solving

You are overseeing linen washing activities at your school's workshop. During practice, some linens were not properly cleaned, while others were damaged. Your task is to analyze and solve these issues to ensure proper linen care.



Task 26:

1. What is machine drying?
2. what are advantages and disadvantages of using machine drying?
3. what are advantages and disadvantages of using sun drying?
4. what are advantages and disadvantages of using shadow drying?
5. What are factors to be considered while choosing the right drying method?

Key Facts 2.5: Checking drying linen activity

- **Drying by Machine Method**

Machine drying is a modern, efficient method widely used due to its speed and convenience. However, improper use can lead to issues such as fabric shrinkage, wear, or reduced softness.

- **Advantages of Machine Drying:**

- **Time-Saving:** Machines can dry large loads quickly, making them ideal for busy households.
- **Convenience:** With adjustable settings, machine drying accommodates various fabric types and moisture levels.
- **Uniform Results:** Advanced dryers ensure consistent drying across all items in a load.

- **Disadvantages of Machine Drying:**

- **Energy Consumption:** High energy use can increase electricity bills and environmental impact.
- **Potential Damage:** Overheating or improper settings may shrink or weaken fabrics.
- **Cost of Maintenance:** Regular maintenance is required to keep the machine functioning optimally.

- ✓ **Steps for Effective Machine Drying:**

- **Set the Dryer Temperature and Timer:**

- Refer to fabric care labels to select the appropriate heat level:
 - High heat for durable items like towels and jeans.
 - Medium heat for synthetic materials like polyester.
 - Low heat or air fluff for delicate fabrics.

- Adjust the timer based on the size of the load and the moisture content.
- Consider using moisture-sensing features to avoid over-drying.

Ensure Proper Handling to Prevent Damage:

- **Preparation:**
 - Sort items by fabric type and weight to promote even drying.
 - Shake out damp items to reduce wrinkles before placing them in the dryer.
- **During Drying:**
 - Avoid overloading the machine to ensure adequate airflow.
 - Add dryer balls to minimize static and fluff items.
- **Post-Drying:**
 - Remove items promptly to prevent creases and wrinkles.
 - Fold or hang items immediately after drying to maintain their shape.

✓ **Tips for Long-Term Maintenance:**

- Clean the lint filter after every cycle to ensure safety and efficiency.
- Check the dryer vent regularly for blockages that could pose a fire risk.
- Use energy-saving modes when drying smaller loads or delicate items.

✓ **Common Issues and Solutions:**

- **Static Cling:** Use dryer sheets or fabric softeners to reduce static.
- **Wrinkles:** Avoid leaving clothes in the dryer after the cycle ends.
- **Uneven Drying:** Ensure items are evenly distributed in the drum. (Rahman, 2023)

✓ **Drying by Machine Method Checklist**

Elements to be checked/Tasks	Checked (✓ or ✕)
○ Check linen labels for appropriate drying temperature and settings.	
○ Load the dryer without overfilling to allow proper airflow.	
○ Set the correct drying cycle based on fabric type (delicate, regular, heavy).	
○ Clean the lint filter before starting the drying process.	
○ Ensure the dryer is functioning properly and free from overheating.	
○ Use fabric softeners or anti-static sheets if required.	

○ Remove linens promptly after drying to prevent wrinkles and odors.	
○ Fold or iron linens immediately and store them properly.	

- **Drying by Sun Method**

Sun drying is one of the oldest and most environmentally friendly methods of drying fabrics. By harnessing natural sunlight, this method not only dries fabrics but also offers additional benefits such as disinfection and odor removal.

- ✓ **Advantages of Sun Drying:**

- 📌 **Eco-Friendly:** Sun drying uses no electricity, making it a sustainable choice.
- 📌 **Cost-Effective:** It eliminates energy costs associated with machine drying.
- 📌 **Fresh Scent:** Sun-dried fabrics often retain a clean, natural smell.
- 📌 **Disinfection:** UV rays can kill bacteria and other microorganisms.

- ✓ **Disadvantages of Sun Drying:**

- 📌 **Weather Dependency:** This method requires sunny, dry conditions and is impractical during rainy or humid weather.
- 📌 **Risk of Fading:** Prolonged exposure to sunlight can cause colors to fade.
- 📌 **Time-Consuming:** Drying time can vary depending on the intensity of sunlight and fabric type.

- ✓ **Steps for Effective Sun Drying:**

- 📌 **Spread Linen Evenly Under Direct Sunlight:**

- Choose a clean, flat surface or a sturdy clothesline in an open area with maximum sun exposure.
 - Secure fabrics with clothespins to prevent them from falling or being blown away by the wind.
 - Avoid overcrowding items to allow for uniform airflow.

- 📌 **Monitor for Color Fading or Over-Drying:**

- Check fabrics periodically to ensure they are drying evenly.
 - Remove items as soon as they are dry to prevent over-drying, which can make fabrics stiff.
 - For dark or brightly colored items, turn them inside out to reduce fading.

Best Practices for Sun Drying:

- Utilize early morning or late afternoon sunlight to minimize heat damage.
- For heavier fabrics like blankets, reposition them periodically to ensure thorough drying.
- Use the sun's natural bleaching properties to brighten white fabrics.

Challenges and How to Overcome Them:

- **Wind and Dust:** Dry fabrics in areas sheltered from excessive wind or dust to prevent soiling.
- **Uneven Drying:** Flip or rearrange items to ensure all areas receive adequate exposure.
- **Prolonged Drying:** On cloudy days, combine sun drying with shadow drying to complete the process. (Wong, 2023)

Drying by Sun Method checklist

Elements to be checked/Tasks	Checked (✓ or ✗)
○ Spread linens evenly on drying lines or racks to avoid wrinkles.	
○ Ensure linens are exposed to direct sunlight for effective drying and disinfection.	
○ Check the weather forecast to avoid unexpected rain or dust exposure.	
○ Secure linens properly to prevent them from falling or getting dirty.	
○ Rotate linens for even drying on both sides.	
○ Remove linens once completely dry to avoid overexposure, which may weaken fabric fibers.	
○ Shake out linens before folding to remove dust or debris.	

- **Drying by Shadow Method**

Shadow drying involves drying fabrics in shaded areas with good ventilation. This method is particularly suitable for delicate or color-sensitive fabrics that could be damaged by direct sunlight or machine heat.

- ✓ **Advantages of Shadow Drying:**

- ✚ **Gentle on Fabrics:** Protects against UV damage and preserves the integrity of delicate materials.

- ✚ **Color Retention:** Minimizes fading in brightly colored or patterned fabrics.

- ✚ **Energy-Free:** Like sun drying, it requires no electricity, making it environmentally friendly.

- ✓ **Disadvantages of Shadow Drying:**

- ✚ **Longer Drying Time:** It takes longer than machine or sun drying due to reduced heat exposure.

- ✚ **Dependence on Ventilation:** Requires proper airflow to prevent moisture retention and mildew.

- ✓ **Steps for Effective Shadow Drying:**

- ✚ **Hang Linen in a Shaded, Airy Area:**

- Select a location with consistent airflow, such as a covered patio, balcony, or under a tree.
- Use hangers or drying racks to ensure fabrics remain wrinkle-free and maintain their shape.
- Keep items spaced apart to allow air to circulate.

- ✚ **Avoid Exposure to Direct Sunlight:**

- Ensure the drying area is completely shaded to protect sensitive fabrics.
- Flip or rotate items occasionally to promote even drying.
- For heavier items, consider using a fan or dehumidifier to speed up the process.

- ✚ **Applications of Shadow Drying:**

- Ideal for fabrics such as silk, wool, and hand-wash garments that are prone to shrinking or discoloration.
- Suitable for drying items with embellishments, lace, or delicate embroidery.

Challenges and Solutions:

- **Mildew Risk:** Ensure the drying area is well-ventilated to prevent mold growth.
- **Prolonged Drying Time:** Combine shadow drying with partial machine drying or use a fan to expedite drying.
- **Shape Distortion:** For knits or wool, dry items flat on a mesh rack to maintain their structure.

Drying by Shadow Method Checklist *(For delicate fabrics that can't be exposed to direct sunlight)*

Elements to be checked/Tasks	Checked (✓ or ✗)
○ Identify fabrics that require shade drying (silk, wool, embroidered linens, etc.).	
○ Hang linens in a well-ventilated, shaded area to prevent sun damage.	
○ Ensure air circulation is sufficient for effective drying.	
○ Avoid placing linens in damp or humid areas to prevent mildew growth.	
○ Rotate linens occasionally to ensure even drying.	
○ Check for complete dryness before folding or storing.	

• **Choosing the Right Method for Your Needs**

The choice of drying method depends on several factors, including fabric type, environmental conditions, and available resources. Here are some considerations:

✓ **Fabric Types:**

 Durable fabrics like cotton and polyester can withstand machine or sun drying.

 Delicate fabrics such as silk, wool, or lace are best suited for shadow drying.

✓ **Weather Conditions:**

 On sunny days, sun drying is ideal for its efficiency and eco-friendliness.

✚ During rainy or humid weather, machine or indoor shadow drying is more practical.

✓ **Time Constraints:**

✚ Machine drying is the fastest option for urgent needs.

✚ Sun and shadow drying require more time but offer environmental and fabric-care benefits.

✓ **Maintenance and Sustainability**

✚ Proper maintenance of drying equipment and adherence to sustainable practices can enhance the efficiency of these methods while reducing their environmental impact.



Activity 2: Guided Practice

As the Laundry Supervisor at a Kivu Star Hotel, the Housekeeping Manager has asked you to inspect the drying methods used for linens to ensure they are done correctly. With high guest expectations for clean and fresh linens, it's crucial to make sure the drying methods meet the hotel's quality standards for both efficiency and fabric preservation. You need to check machine drying, sun drying, and shadow drying techniques to ensure linens are properly dried without damage.



Task 27:

1. Monitoring the drying by machine method to ensure the linens are dried efficiently and without damage.
2. Inspecting the sun drying method to ensure linens are exposed to sunlight properly.
3. Checking the shadow drying method for delicate linens that cannot be exposed to direct sunlight.



Activity 3: Application



Task 28:

As a housekeeping supervisor in a hotel, you are responsible for ensuring that all linens are properly dried before being stored or used. You conduct an inspection to verify that the drying process follows hotel standards.

Topic 2.6: Checking pressing activity



Activity 1: Problem Solving

You are managing the pressing activities in the school's laundry workshop. During a session, you notice that some linens and garments are being pressed incorrectly, leading to wrinkling and fabric damage. Your goal is to identify the causes of the issue and take the necessary actions to resolve it, ensuring all garments are pressed properly.



Task 29:

1. How would ensuring linen be clean
2. How does steaming work?
3. What are the advantages of steaming?
4. What are factors to consider when choosing a pressing method
5. How can you ensure that pressing equipment, such as irons and steamers, are maintained in optimal working condition?

Key Facts 2.6: Checking pressing activity

- **Checking linen**

- ✓ **Checking Linen for Wrinkles**

- **Visual Inspection:**

- Begin by laying the linen flat on a clean surface.
- Examine the linen from different angles to identify any visible creases or folds.
- Look for any areas where wrinkles have formed due to improper folding or storage.
- Check for specific areas prone to wrinkles such as corners and edges, where the fabric tends to fold more easily.
- Pay particular attention to high-visibility areas (like pillowcases, sheets, or tablecloths).
- Make sure there are no noticeable patterns or fabric distortions caused by improper drying.

- **Touch Test:**

- Gently run your hands over the fabric to feel any areas of tension.
- Wrinkles may be more difficult to see but can be detected by the way the fabric feels.
- Feel for any lumps, creases, or places where the fabric feels uneven.
- Linen that has not been pressed properly might have a stiffer, more textured feel due to unremoved wrinkles.
- If any part of the fabric feels rough or uneven, it may need extra pressing or steaming.

- **Severity of Wrinkles:**

- **Light Wrinkles:** Can be smoothed out with steaming or light ironing.
- **Medium Wrinkles:** May require thorough ironing to fully remove.
- **Deep Creases:** Might require high heat or pressing to flatten out completely.
- Determine if wrinkles appear evenly throughout the fabric or are concentrated in specific areas.

- **Persistent Wrinkles:** Deep wrinkles that resist steaming or ironing may need re-washing before pressing.

Smoothness After Pressing:

- Once the linen is pressed, ensure that it is completely smooth to the touch.
- There should be no visible wrinkles left, especially along the edges and in the middle of the fabric.
- Linen that has been properly pressed should have a uniform texture with no visible signs of wear.
- Check for small creases that may appear once the linen is handled, especially on areas like pillowcases, which may become wrinkled when folded.
- Pay attention to how the linen drapes after pressing. A properly pressed piece of linen should hang evenly, without folds or pleats unless they are intentional (as in the case of bed skirts or pleated tablecloths).

✓ **Ensuring Linen is Clean**

Visual Inspection:

- Before beginning the pressing process, thoroughly check for stains or dirt.
- Inspect the fabric for any discoloration, food stains, oil marks, or makeup residues.
- Look for any fabric defects, such as snags, holes, or discoloration due to previous washes.
- Ensure that there are no visible spots, especially on lighter-coloured linen, where stains may be more noticeable.

Smell Test:

- After visually inspecting the linen, give it a quick sniff to check for any unusual odors.
- The linen should have a fresh, clean scent. A musty or sour odours may indicate improper washing or dampness.
- A faint detergent smell is acceptable but ensure there are no unpleasant odors like mildew, body odour, or food smells.
- If any odour is detected, the linen should be re-washed before pressing.

Touch Test:

- Run your fingers over the linen to detect any sticky or oily residue.
- Feel for areas where the linen might have absorbed oils or other substances.
- If any areas feel oily or greasy, the linen will need additional washing before it can be pressed.

Pre-Treating Stains:

- If stains are found on the linen, apply an appropriate stain remover before washing.
- Use a gentle pre-treatment solution for delicate fabrics or a stronger one for more durable materials like cotton.
- **Gentle Fabrics:** For delicate linen, avoid harsh stain removers that could damage the fabric. Use a mild detergent or a specialized fabric cleaner.
- **Heavier Fabrics:** For cotton or polyester, more aggressive stain removers or soaking might be required.
- Allow the stain treatment to set according to the product's instructions before washing.

Stain Removal Techniques:

- For **food stains**, use a stain remover that targets protein-based stains or oils.
- For **ink stains**, apply alcohol-based cleaners.
- **Sweat stains** can be treated with a mix of baking soda and water.
- Always check the care instructions on the fabric to ensure the stain treatment method is appropriate.

Washing Process:

- Ensure that the linen is washed thoroughly according to fabric care instructions.
- Wash linens with similar fabrics to avoid damage from abrasion.
- For white linens, use a whitening agent or a small amount of bleach to keep them looking pristine.
- For coloured linens, use a gentle detergent and avoid harsh bleach, which could fade the colours.

Storage for Cleanliness:

- After cleaning, the linen should be stored properly to maintain its cleanliness.

- Ensure the storage area is dry and free of dust and moisture that could contaminate the linen.
- Use **clean, dry storage bins** to store clean linen, especially in high-use areas like hotels or laundromats.
- **Folded linens** should be stored in a manner that prevents new wrinkles or stains. Stack them neatly to avoid compressing delicate fabrics.
- Avoid storing wet linens as this could lead to mildew growth.

- **Selection of Pressing Method**

Selecting the right pressing method depends on the type of fabric, severity of wrinkles, and available equipment. There are three main methods: steaming, ironing, and pressing. Below, we explore each method in detail.

- ✓ **Steaming**

- 📌 **How Steaming Works:**

- Steaming involves using steam to loosen fabric fibers and remove wrinkles without direct contact between the fabric and the heating element.
- A **steam press** or **handheld steamer** produces steam that penetrates the fabric, making it more pliable and easier to smooth out wrinkles.
- The heat from the steam helps relax the fibers, allowing them to return to their original smooth state.

- 📌 **When to Use Steaming:**

- Steaming is best for **delicate fabrics** such as **silk, wool, lace, and fine cotton**.
- Ideal for **light wrinkles** that don't require heavy pressing.
- Works well on **curtains, tablecloths, and bedding** where the fabric may not be able to withstand heavy ironing.
- Steaming is also perfect for **delicate pleats** and **draped fabrics**, which might lose their structure when subjected to direct heat.

- 📌 **Advantages of Steaming:**

- **Gentle on delicate fabrics**, preventing burns or damage from high heat.
- **Quick process** for light wrinkle removal, especially in high-volume settings.
- **Sanitizes and deodorizes** the fabric, helping eliminate odors and germs.

- Steaming is often **more efficient** than ironing for large pieces of fabric, like bed sheets or curtains.

Disadvantages of Steaming:

- Not as effective for **heavy or deep wrinkles** that require more intense heat and pressure.
- Steaming is best for **lighter fabrics** and not for thicker materials, which may need more direct heat.
- Requires a **steaming machine**, which may not be available in all settings.

Equipment Needed:

- **Handheld Steamer:** Portable and easy to use for small volumes or home settings.
- **Steam Press:** More robust for commercial settings, providing faster results and larger coverage.

✓ **Ironing**

How Ironing Works:

- Ironing uses direct heat and pressure to smooth out wrinkles by applying an iron (heated metal) to the fabric.
- The iron is adjusted to the correct temperature for the specific fabric being pressed.
- **Steam irons** often have a steam function, making them suitable for both dry and steam ironing.

When to Use Ironing:

- Best for medium-weight fabrics like cotton, linen, and polyester.
- Effective for moderate wrinkles, especially where a crisp, polished finish is needed.
- Ideal for bed linens, towels, and tablecloths that need to look professional.

Advantages of Ironing:

- Provides a **sharp, crisp finish**, ideal for professional settings like hotels.
- **Effective for deep wrinkles**, especially in thicker fabrics.
- **Versatile**, as different heat settings can be used for various fabric types.

- **Widely available**, making it an accessible option for both small and large operations.

Disadvantages of Ironing:

- Can be **time-consuming** if there is a large volume of linen to press.
- Requires **careful attention** to avoid scorching, especially on delicate fabrics.
- **High heat** can damage fragile fabrics, such as silk or fine wool.

Equipment Needed:

- **Ironing Board:** A sturdy surface to allow proper pressing.
- **Steam Iron:** A versatile tool with steam functionality for easier wrinkle removal.
- **Dry Iron:** For use on fabrics that cannot tolerate moisture.

✓ **Pressing**

How Pressing Works:

- Pressing involves using a **pressing machine** or **flatbed press** to apply heat and pressure to the linen.
- The linen is placed between two heated plates, and pressure is applied to flatten and smooth out wrinkles.

When to Use Pressing:

- Best for **commercial operations** or settings with high linen volumes, such as hotels or laundromats.
- Ideal for **large linens** like sheets, pillowcases, and tablecloths.
- Excellent for creating **sharp creases** and a **professional finish**, often seen in hotel linens.

Advantages of Pressing:

- **Efficient** for large batches of linen, making it faster than individual ironing.
- Provides a **uniform, crisp finish** on linens, which is ideal for high-standard settings.
- **Highly consistent** results, as the pressure and heat settings are controlled.
- Reduces **time and labor** compared to ironing.

Disadvantages of Pressing:

- Requires significant **investment** in pressing equipment.

- Not suitable for **delicate fabrics**, which may get damaged due to excessive heat or pressure.
- **Bulky equipment** may require dedicated space and maintenance.

 Equipment Needed:

- **Pressing Machine:** Can handle large volumes of linen quickly.
- **Flatbed Press:** Often used for larger linens in commercial laundry services.

• **Factors to Consider When Choosing a Pressing Method**

✓ **Fabric Type:**

 **Delicate fabrics** like silk or wool should be steamed or pressed with minimal heat.

 **Heavy fabrics** like cotton and polyester can tolerate higher heat and pressure.

✓ **Severity of Wrinkles:**

 Light wrinkles may only need **steaming** or a quick **iron**.

 Deep creases need **pressing** or **ironing** with higher heat for effective wrinkle removal.

✓ **Time and Efficiency:**

 If time is a factor and you need to press large quantities, **pressing** or **steaming** will likely be more efficient.

 **Ironing** can be slower, especially for large volumes, but offers precision.

✓ **Available Equipment:**

 The choice of method will depend on whether you have access to a **steamer**, **iron**, or **pressing machine**.

 Smaller operations may rely on **steam irons**, while larger businesses may invest in **commercial pressing machines** for efficiency.

✓ **Budget:**

 Ironing and steaming are typically more budget-friendly than pressing machines.

 Consider the cost-effectiveness of methods for your specific business or personal use case. (Hasan, 2022)



Activity 2: Guided Practice



Task 30:

As the housekeeping supervisor in charge of linen care at Kivu Star Hotel, you have been asked by the Housekeeping Manager to check the pressing activities for all hotel linens. The hotel strives to maintain high standards of cleanliness and presentation for its guests. This includes ensuring that linens such as bed sheets, pillowcases, towels, and tablecloths are pressed properly before being delivered to guest rooms, restaurants, or event areas. Your task is to ensure that the right pressing methods (steaming, ironing, and pressing) are applied based on the type of linen to avoid damage and ensure optimal results. Check linens for any defects or stains before pressing.



Activity 3: Application



Task 31:

Visit your school laundry or a nearest hotel and, clean, press various linens with wrinkles, stains, and odours in preparation for a high-profile event, using steaming, ironing, or pressing methods.

Topic 2.7: Checking linen arrangement



Activity 1: Problem Solving

You are organizing freshly dried linens, including towels, bed sheets, and delicate pillow covers, to prepare them for storage or use.



Task 32:

1. How will you fold towels to save space and prevent creases?
2. How will you arrange bed sheets neatly for easy access?
3. How will you handle delicate pillow covers to avoid damage?
4. How will you ensure the linens are properly sorted by type and size?
5. What will you do to keep linens fresh and free from odours?

Key Facts 2.7: Checking linen arrangement

✓ **Folding Method**

The **Folding Method** is an essential part of linen and garment care, as it ensures that items are stored properly, which not only helps in keeping them neat but also extends their lifespan. In this section, we will focus on the best practices for folding various linens and garments, paying attention to alignment, consistency, and preserving fabric quality.

✓ **Fold Neatly**

Neatness in folding plays a crucial role in preserving the integrity and appearance of linens and garments. Here's how to ensure the folding process is done neatly:

- ✚ **Smooth out wrinkles:** Before starting to fold any item, ensure it is free of wrinkles or creases. If the item is wrinkled, use a steamer or iron to remove them.

- ✚ **Consistent folding size:** Ensure that each fold is the same size to maintain uniformity. This is particularly important for linens, such as towels, sheets, and tablecloths, as they will stack better when uniformly folded.

- ✚ **Use folding boards for consistency:** A folding board can be a very useful tool to ensure uniformity in the size of folds, particularly when folding towels or garments. This helps standardize the folding process, especially in commercial settings like hotels and laundromats.

The folding process should always focus on achieving consistency and maintaining the quality of the fabric. Over time, staff can develop muscle memory for how to fold specific items, making the process quicker and more efficient.

- ✚ **For towels:** Roll towels tightly to maintain their shape and prevent them from becoming misshapen after storage. If space is limited, folding towels can help save room in closets and drawers.

- ✚ **For bed linens (sheets and pillowcases):** Fold bed sheets and pillowcases along their creases to ensure they remain flat. When folding pillowcases, be sure to fold in such a way that the opening is hidden.

✚ **For garments (shirts, pants, etc.):** Fold shirts and pants neatly to avoid wrinkles. Shirts should be folded at the seams, and pants should be folded along the crease line, ensuring that the cuffs align properly.

✚ **Importance of neat folding:** Neatness is not just for aesthetics. Properly folded linens and garments are easier to stack, store, and use. Neat folding also helps reduce the likelihood of wrinkles when the item is later used, minimizing the need for additional ironing or steaming.

✓ **Align Edges**

One of the most important aspects of the folding method is aligning the edges. When you fold any piece of linen or clothing, it should be aligned symmetrically to avoid uneven folds and to maintain the neat appearance of the item. Here are a few best practices for aligning edges:

✚ **Ensure the seams match:** For bed linens and garments, make sure the seams are aligned as you fold them. The seams should always be aligned with the edges of the fabric to avoid skewed folds.

✚ **Straight edges:** When folding towels or other items with straight edges, take care to ensure that both edges are perfectly aligned before completing the fold.

✚ **Uniform folding pattern:** Once you've aligned the edges, fold the item consistently along the straight line. This ensures that the end result is both tidy and functional.

✓ **Hanging Method**

In addition to folding, hanging is another important technique used to preserve the quality and appearance of garments and linens. The hanging method is especially suitable for clothing and fabrics that are prone to wrinkling or that need to maintain their shape.

✓ **Use Appropriate Hangers**

Using the correct type of hanger is crucial to maintaining the integrity of the garment. Different types of clothing require different hangers to prevent stretching, creases, or other types of fabric damage.

✚ **Shirts and blouses:** Use padded or contoured hangers for shirts and blouses to maintain their shape and prevent shoulder bumps. Plastic or wooden hangers are often best for these garments.

✚ **Suits and jackets:** Use wide, sturdy hangers for suits and jackets. This will preserve their structure, particularly in the shoulder and arm areas.

✚ **Trousers and skirts:** Use hangers with clips to hang trousers and skirts by the waistband. This prevents creasing along the pleats and ensures that they retain their shape.

✚ **Delicate fabrics:** For delicate fabrics such as silk, wool, or lace, use soft, non-slip hangers to prevent stretching. Padded hangers are ideal for delicate garments as they provide extra protection and prevent pressure marks.

Using appropriate hangers prevents unnecessary damage to the garments, ensuring that they remain in excellent condition when not in use. It also minimizes the need for frequent steaming or ironing, as properly hung garments generally retain their shape better.

✓ **Avoid Overcrowding**

Overcrowding on hangers is a common mistake that can lead to wrinkling, stretching, and a general loss of shape in clothing. Whether you are hanging garments in your own wardrobe or in a commercial setting, here are a few ways to avoid overcrowding:

✚ **Leave enough space:** Always leave enough space between garments to ensure air circulation. This allows garments to breathe and prevents the buildup of moisture, which can lead to mildew or unpleasant odors.

✚ **Don't overload the closet rod:** Hanging too many items on a single rod can cause the garments to become crushed together. It is best to organize your closet so that each garment has enough space to hang freely without being compressed.

✚ **Use multiple rods or shelves:** In commercial laundry facilities or hotel wardrobes, using multiple rods or shelves allows garments to be organized more efficiently. This reduces overcrowding and ensures that items are stored in the best possible way.

✚ **For folding:** Fold neatly and align edges for uniformity. This ensures that linens and garments are stored in an organized and visually appealing way.

✚ **For hanging:** Use appropriate hangers for different types of garments and avoid overcrowding. Properly hung garments maintain their shape, require less maintenance, and are ready for use at a moment's notice. (Lee, 2023)

✓ **Linens Arrangement Checklist**

Here's a checklist for checking linen arrangements, focusing on folding and hanging methods:

Category	Elements to be checked/Tasks	Checked (✓ or ✕)
Folding Method	○ Linens are clean and dry before folding	
	○ Folding method is uniform and consistent for all linens	
	○ No visible wrinkles or creases after folding	
	○ Sheets and towels are folded to the correct size for easy storage	
	○ Pillowcases are folded separately to avoid misplacement	
	○ Napkins and tablecloths are folded properly for quick retrieval	
	○ Linens are stacked neatly without overcrowding	
	○ Older linens are placed in front for first use (First In, First Out system)	
Hanging Method	○ Linens are hung on appropriate hangers or racks	
	○ Enough space is provided between hanging items for ventilation	
	○ Hangers are sturdy and suitable for fabric weight	
	○ Delicate fabrics (e.g., silk, satin) are hung away from direct sunlight	
	○ Hanging items are arranged by type and size for easy access	
	○ No visible wrinkles or creases after hanging	
	○ Linen storage area is clean and organized	
	○ Items hung for guest use (bathrobes, curtains) are aligned properly	



Activity 2: Guided Practice



Task 33:

As the housekeeping supervisor at a school, you are responsible for ensuring that all linens—such as bed sheets, blankets, towels, and curtains—are properly arranged in the school dormitories and laundry storage area. You have been asked to check the linen arrangement, specifically focusing on the folding method and hanging method, to maintain cleanliness, organization, and accessibility.



Activity 3: Application

As the Laundry Supervisor at Kivu Star Hotel, the Housekeeping Manager has asked you to check the linen arrangement process in the laundry and storage areas. Proper linen arrangement is essential to maintain cleanliness, organization, and efficiency, ensuring that housekeeping staff can quickly access fresh linens when needed. Your focus will be on checking the folding method for stacked linens and the hanging method for delicate fabrics and guest-use items.



Task 34:

1. Check the folding method to ensure linens are neatly folded and stored correctly.
2. Check the hanging method for delicate fabrics and items that require proper hanging to maintain quality.



Formative Assessment

1. How do you ensure the laundry area is clean and organized before starting laundry activities?
 - a. By cleaning the floors only
 - b. By organizing detergents and removing clutter
 - c. By only checking washing machines
 - d. By ignoring workspaces until the job is done
2. What steps should you follow for washing and finishing linens to maintain their quality and appearance?
 - a. Wash with high temperature only
 - b. Sort by fabric type, wash with correct settings, and dry according to material
 - c. Use only cold water for all linens
 - d. Iron all linens after washing regardless of fabric type
3. How do you identify different fabric types and check care instructions to avoid fabric damage?
 - a. By feel and guesswork
 - b. By asking guests
 - c. By ignoring the fabric type and washing all the same
 - d. By reading care labels and following industry standards
4. Linen care instructions should never be ignored, as they can lead to fabric damage.
 - a. True
 - b. False
5. Cold water is best for cleaning heavily soiled towels and bedding.
 - a. True
 - b. False
6. Fabric stains should always be left untreated before washing to avoid damage.
 - a. True
 - b. False

7. Match the fabric types with their correct washing method.

Answer	Types	Washing method
1.	1. Silk	A. Gentle wash at low temperature
2.	2. Cotton	B. Wash at medium temperature
3.	3. Polyester	C. Use cool water and mild detergent
4.	4. Wool	D. Wash at low temperature, avoid agitation

8. Describe the process of sorting and washing linens in a hotel laundry. Include how you handle different fabric types, soil levels, and any special treatment required. Explain the importance of following care instructions and the impact of proper handling on linen longevity.

9. You have a batch of linens with mixed soil levels and some stains. How would you sort and pre-treat the items before washing? Explain how you would handle delicate fabrics, stained linens, and heavily soiled items to ensure they are washed and finished properly. What steps would you take to prevent any damage?



Points to Remember

- Ensure all linens are fully dry, especially in thick seams, to prevent mildew.
- Choose drying methods based on fabric type: machine for durable, sun for eco-friendly, and shadow for delicate fabrics.
- Maintain laundry machines by cleaning lint filters, checking vents, and using energy-saving settings.
- Sort linens by fabric type and soiling level, and treat stains appropriately before washing.
- Inspect linens after drying for wrinkles or damage, and store them in a clean, dry, and ventilated area.



1. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify laundry area					
Describe laundry facilities					
Describe drying methods					
Determine pressing method					
Check cleanliness of the laundry area					
Describe laundry facilities					
Describe drying methods					
Check drying linen activities					
Check pressing activity					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.

UNIT 3: HANDLE LAUNDRY ISSUES



Unit summary

This unit provides you with the knowledge, skills and attitudes to handle laundry issues. It covers the identification of laundry issues, setting laundry protocols, and solving laundry issues.

Self-Assessment: Unit 3

1. Look at the unit illustration in the Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify the source of laundry issues					
Solve laundry issues					
Describe different complaints					
Handle complaints					
Identify laundry protocol					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Set laundry protocol (Protocol of using Laundry Products, Protocol of using Laundry Machines, and Protocol of Storing)					
Respect the internal rules and regulations					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify the source of laundry issues	1. Solve laundry issues	1. Respect the internal rules and regulations
2. Describe different complaints	2. Communicate effectively where complaints are raised	2. Be humble and careful in solving the complaint
3. Identify laundry protocol	3. Set laundry protocol	3. Pay attention while setting laundry protocol



Discovery activity

You're a Laundry Detective, hired to solve tough laundry problems for clients called John, who can't figure out how to rescue their clothes. Today, you've been called to investigate a mysterious stain on the client's favourite white shirt. *"I wore this shirt to a dinner party last night. I didn't notice the stain until this morning. I can't tell what caused it looks like a mix of red and brown. I've already tried washing it, but the stain won't come out!"*



Task 35:

1. What is the source of the laundry problem of client John?
2. Which kind of complaint for this scenario?
3. Which protocol of using laundry products to be followed while solving this issue?
4. How can you solve that laundry issue?
5. What can damage a guest's clothes in laundry?
6. Determine the protocol of using laundry products
7. Describe protocol of using laundry machines
8. Explain protocol of storing.
9. What is the best practice of laundry issues identifications?
10. What strategies can be adopted to minimize the risk of damaging guest clothes during the laundry process?
11. Identify protocol of using laundry products.
12. Discuss protocol of using laundry machines.
13. Explain protocol of sorting.

Topic 3.1: Identification of laundry issues¹



Activity 1: Problem Solving

"A boutique hotel has received complaints about its laundry services. Guests report delays in receiving laundered clothes, missing items, and stains on returned garments. The laundry team often struggles with sorting and handling various fabrics, leading to inefficiencies and guest dissatisfaction".



Task 36:

1. Identify sources of laundry issues in a hotel.
2. What are the common complaints faced in a laundry service?
3. What are laundry issues that can be Introduced in a hotel?
4. What is the cause of no returned clothes?
5. What can damage a guest's clothes in laundry?

Key Facts 3.1: Identification of laundry issues

- **Source of laundry issues**

- ✓ **Cleaning Results**

- ✚ **Effective Cleaning:**

- Proper laundry sorting (color, fabric type, soil level).
 - Correct detergent type and dosage.
 - Appropriate washing cycles and temperatures.
 - Regular maintenance of machines to ensure performance.

- ✚ **Poor Cleaning:**

- Overloading machines, leading to insufficient cleaning.
 - Use of incorrect detergent or insufficient detergent.
 - Skipping stain pre-treatment or inadequate rinsing.

- ✓ **Fabric Damage**

 Fabric Preservation:

- Using proper wash cycles for delicate fabrics.
- Sorting fabrics by type and color to avoid friction or dye transfer.
- Avoiding excessive heat in washing or drying.

✓ **Delayed Delivery**

 Machine Malfunctions or Breakdowns:

- Machines not being regularly serviced.
- Unexpected technical failures.

 High Volume of Orders:

- Inefficient scheduling or lack of prioritization systems.
- Insufficient staff to manage peak demand.

• **Complaints**

✓ **From Departments**

 Unfinished or Unprocessed Laundry:

- Failure to complete tasks on time due to inefficiencies or lack of resources.

 Equipment Malfunctions:

- Delays caused by unavailable or defective machines.

✓ **From Guests**

 Damaged Clothing:

- Poor handling of delicate fabrics.
- Use of inappropriate detergents or rough washing cycles.

 Delayed Delivery:

- Failing to meet promised deadlines.

✓ **From Staff**

 Inadequate Staffing Levels:

- Overburdened employees, leading to slower processing times.

 Unclear Job Expectations:

- Miscommunication or lack of clarity on individual responsibilities.

✓ **Laundry Issues in Hotels**

 Stains and Marks on Linen:

- **Types of stains:** Oil, ink, food, makeup, and rust.

- **Root Causes:** Improper sorting, delayed washing, incorrect detergent use, or poor-quality fabric.
- **Resolution:** Regularly inspect linens, identify stains early, and treat them promptly with the appropriate stain remover. Train staff to sort laundry properly and use fabric-safe detergents.

Fabric Damage:

- **Types of Damage:** Tears, fading, shrinkage, and pilling.
- **Root Causes:** Excessive heat during drying, overloading machines, or using harsh chemicals.
- **Resolution:** Follow manufacturer guidelines for washing and drying temperatures. Maintain equipment properly to prevent overuse and ensure gentle handling of linens.

Color Bleeding:



- **Root Causes:** Mixing of different colors, using incorrect washing cycles, or inadequate washing temperatures.
- **Resolution:** Always separate laundry by color. Use cold water for washing and use color-safe detergents. Train staff on color care procedures.

Pilling:

- **Root Causes:** Frequent washing and friction with other fabrics, especially with lower-quality textiles.
- **Resolution:** Choose high-quality fabrics and avoid mixing delicate fabrics with rougher ones. Use fabric softeners to reduce friction during washing.

Odor Retention:

- **Root Causes:** Inadequate washing, using the wrong detergent, or insufficient drying time.

- **Resolution:** Ensure the laundry is washed promptly, using a high-quality detergent and sufficient drying time. Regularly clean washing machines to avoid buildup of detergent residues.

Inconsistent Cleanliness:

- **Root Causes:** Overloading machines, incorrect machine settings, or insufficient washing time.
- **Resolution:** Follow best practices for loading machines (avoid overloading), adjust wash cycles for the level of soiling, and maintain equipment regularly to ensure efficient cleaning.

Laundry Equipment Malfunctions:

- **Root Causes:** Worn-out machines, improper maintenance, or incorrect usage.
- **Resolution:** Conduct regular maintenance checks, and replace or repair malfunctioning machines. Train laundry staff to properly operate and maintain the equipment.

Unusual Wear and Tear Patterns:

- **Root Causes:** Machine malfunctions, poor water quality, or incorrect detergent.
- **Resolution:** Inspect laundry machinery regularly, use water softeners if necessary, and choose appropriate detergents for the specific water hardness.

Discrepancies in Inventory:

- **Root Causes:** Loss of linens, theft, or improper tracking.
- **Resolution:** Implement a robust inventory system, track linen numbers, and ensure all laundry is properly documented and stored.

Guest Complaints:

- **Root Causes:** Guests reporting issues with laundry quality, cleanliness, or comfort.
- **Resolution:** Set up a feedback system for guests to report laundry-related issues, and promptly address complaints to prevent repeat problems. Ensure staff is trained to handle such issues efficiently and courteously.

✓ **Best Practices for Laundry Issue Identification:**

- ✚ Regular training of staff on laundry care techniques and equipment uses.
- ✚ Conduct routine quality checks of linens, detergent, and machines.
- ✚ Encourage feedback from guests to address and resolve laundry-related problems.
- ✚ Implement a clear system for tracking linens and their condition.
- ✚ Perform regular preventive maintenance on laundry equipment.

These practices, hotel management can identify, address, and prevent common laundry issues, ensuring a high standard of cleanliness and guest satisfaction.

• **Laundry Issue Identification Form**

Laundry Issue Identification Form

Hotel/Institution Name: _____

Department: _____

Reported By: _____

1. Issue Details

Issue Category	Description / Notes
Stains	☐ Food ☐ Ink ☐ Blood ☐ Grease ☐ Other: _____
Tears/Damage	☐ Small tear ☐ Large tear ☐ Frayed edges ☐ Holes
Discoloration	☐ Faded color ☐ Bleach spots ☐ Uneven color
Odor Issues	☐ Musty smell ☐ Chemical odor ☐ Other: _____
Improper Washing	☐ Soap residue ☐ Wrinkled ☐ Shrinkage ☐ Not properly dried
Missing Items	☐ Towel ☐ Bedsheet ☐ Pillowcase ☐ Other: _____
Other Issues	_____

2. Possible Cause

Possible Cause	Checked (✓)
Overuse/Wear & Tear	☐

Incorrect Washing Procedure	☐
Detergent or Chemical Damage	☐
Improper Drying Method	☐
Laundry Machine Malfunction	☐
Other: _____	☐

3. Action Taken

Action	Details / Notes
Rewashed	☐ Yes ☐ No
Repaired/Darned	☐ Yes ☐ No
Separated for Disposal	☐ Yes ☐ No
Reported to Supervisor	☐ Yes ☐ No
Other Actions	_____ _____

4. Additional Remarks & Recommendations

.....

.....

Supervisor Name & Signature: _____

Date: _____



Activity 2: Guided Practice



Task 37:

You are working as a laundry supervisor in a busy hotel. The management has received complaints about poor laundry results, including delayed delivery, stained on clothes, and clothes not smelling good. To improve service quality, the hotel management asks you to identify the source and propose the action to be taken of those laundry issues.



Activity 3: Application

During a field trip to the hotel /commercial laundry near your school, the management invites your group to observe their housekeeping and laundry operations. As part of the exercise, you are given a Daily Laundry Assignment Sheet that details laundry requests from different rooms.



Task 38:

1. Identify any laundry-related issues
2. Determine the possible cause of laundry issues.
3. Propose action to be taken for laundry issues.

Topic 3.2: Setting of laundry protocols²



Activity 1: Problem Solving

The manager of a luxury hotel tasked with setting up or improving laundry protocols for guest rooms, staff uniforms, and restaurant linens. The hotel recently received complaints about delayed laundry services and improperly cleaned items. The hotel's laundry facilities need clear, standardized procedures to address these issues.



Task 39:

1. Determine the protocol of using laundry products
2. Describe protocol of using laundry machines
3. Explain protocol of storing.
4. What is the best practice of laundry issues identifications?

Key facts 3.2: Setting of laundry protocols

- **Protocol of using laundry products**



3

The **Protocol of Using Laundry Products** refers to a set of guidelines or standard procedures designed to ensure the safe, effective, and proper use of laundry products (detergents, softeners, stain removers, bleaches, etc.) during laundry operations. It includes instructions on how to measure, apply, and store these products, as well as safety measures and fabric care recommendations.

The main goal of having a protocol is to ensure that laundry products are used correctly to:

- ✓ **Achieve optimal cleaning results** without damaging fabrics or appliances.
- ✓ **Ensure safety** when handling chemicals and laundry products.
- ✓ **Maintain machine efficiency** by preventing residue build-up.
- ✓ **Preserve fabric quality** by preventing wear and tear due to improper use of laundry products.

In essence, it's a formalized set of practices that helps individuals or staff members (e.g., in a school or institution) use laundry products in a way that guarantees effectiveness, safety, and longevity of clothing and washing equipment.

Protocol for Using a Laundry products: Dos and Don'ts

By following these dos and don'ts, you'll ensure effective and safe use of laundry products while extending the lifespan of both your clothes and laundry equipment.

³ https://bookdown.org/cuborican/RE_STAT/models-with-multiple-choices.html

Dos	Don'ts
 Read the Label: Always read the instructions on the product label.	 Don't Overuse the Product: Using more than recommended can cause buildup and ineffective washing.
 Measure Properly: Use the recommended amount based on load size.	 Don't Mix Products: Avoid mixing different laundry products (e.g., bleach and ammonia).
 Test First (if needed): Conduct a patch test for new products.	 Don't Apply Directly on Clothes (unless specified): Don't apply undiluted detergent or stain removers unless directed.
 Follow Product-Specific Instructions: Use products as directed.	 Don't Use on Non-Washable Fabrics: Don't use laundry products on fabrics marked as dry-clean only.
 Use the Correct Product: Choose the right product for each laundry load.	 Don't Store in Direct Sunlight or Extreme Temperatures: Store laundry products in a cool, dry place.
 Store Properly: Keep laundry products in a safe, cool place.	 Don't Ignore Safety Guidelines: Always follow the safety instructions on the label (e.g., gloves, ventilation).
 Use Gloves (if necessary): Wear gloves when needed for protection.	 Don't Use Expired Products: Don't use products past their expiration date.
 Ensure Proper Ventilation: Use laundry products in well-ventilated areas.	 Don't Skip Rinsing: Always rinse thoroughly to remove chemical residue.

- **Protocol of Using Laundry Machines**



The **Protocol of Using Laundry Machines** refers to a set of standard procedures or guidelines that outline the correct and safe usage of washing and drying machines. This protocol ensures that machines operate efficiently, laundry is cleaned properly, and safety measures are followed. It includes detailed instructions on how to load the machines, use detergents and other laundry products, select the appropriate wash and dry cycles, and maintain the machines.

The main objectives of a protocol for using laundry machines are to:

- ✓ **Ensure Proper Operation:** Guidelines on how to use the washing and drying machines effectively for optimal performance.
- ✓ **Maintain Safety:** Prevent accidents or malfunctions by following safety procedures and ensuring the machines are used appropriately.
- ✓ **Prevent Damage to Fabrics:** Provide instructions on selecting the right settings for different fabric types to avoid wear or shrinkage.
- ✓ **Ensure Efficiency:** Reduce energy usage, water waste, and product overuse, ensuring the machines run at peak performance.
- ✓ **Promote Regular Maintenance:** Establish practices for cleaning and maintaining machines to ensure long-term durability and efficiency.

Overall, the protocol helps ensure that laundry machines are used correctly, safely, and efficiently, benefiting both the users and the equipment.

Protocol for Using a Laundry Machine: Dos and Don'ts

Dos	Don'ts
✓ Read the Manual: Always check the user manual for specific instructions on using the machine. ✓ Sort Laundry: Separate clothes by color (whites, darks, colors) and fabric type. ✓ Check Labels: Follow garment care instructions to avoid damage. ✓ Use the Right Detergent: Use the recommended detergent type and amount to prevent residue buildup. ✓ Pre-treat Stains: Apply stain remover to tough stains before washing. ✓ Load Properly: Do not overload the machine to ensure effective cleaning. ✓ Select the Right Wash Cycle: Choose settings based on fabric type and dirt level. ✓ Use Cold Water When Necessary: Cold water saves energy and prevents colors from bleeding. ✓ Close Zippers & Buttons: Prevent damage to clothes and the machine by fastening zippers and buttons. ✓ Clean the Machine: Regularly clean the detergent drawer, lint filter, and drum to maintain efficiency. ✓ Remove Clothes Immediately: Prevent wrinkles and mildew by unloading clothes promptly after the cycle ends.	✗ Overload the Machine: Too many clothes reduce cleaning efficiency and can damage the machine. ✗ Use Too Much Detergent: Excess detergent can leave residue and cause machine malfunctions. ✗ Ignore Fabric Labels: Using the wrong settings may shrink, fade, or damage clothes. ✗ Leave Wet Clothes Inside: This can lead to mold growth and a bad smell. ✗ Use Hot Water on Delicate Fabrics: Hot water can damage delicate materials like wool or silk. ✗ Put Heavy Items Together: Washing bulky items like blankets with small loads can cause imbalance. ✗ Leave Coins or Objects in Pockets: These can damage the drum or clog the machine. ✗ Use Bleach Incorrectly: Only use bleach as recommended to avoid discoloration or damage. ✗ Force the Door Open: For front-load machines, wait for the door to unlock after the cycle ends. ✗ Ignore Unusual Noises: Strange sounds may indicate a problem—stop the machine and check.

- **Protocol of Sorting**



The **Protocol of Sorting** refers to the standardized process or guidelines followed to categorize items (such as laundry, materials, or supplies) into appropriate groups before processing or use. In the context of laundry, sorting refers to the practice of separating clothes and fabrics based on specific criteria to ensure proper cleaning, fabric care, and machine efficiency.

The primary goals of sorting in laundry are to:

- ✓ **Prevent Damage to Fabrics:** Sorting clothes by fabric type, color, and wash requirements helps prevent damage such as fading, shrinking, or fabric tearing.
- ✓ **Achieve Optimal Cleaning:** Different fabrics may require different washing conditions (e.g., temperature, cycle, detergent), so sorting ensures clothes are washed under the most effective conditions.
- ✓ **Ensure Proper Care for Different Colors:** Sorting laundry by color (e.g., lights, darks, whites) helps prevent color bleeding or mixing.
- ✓ **Improve Efficiency:** Sorting laundry helps streamline the washing process by allowing the right products and settings to be used for each load.
- ✓ **Maximize Machine Use:** By sorting laundry according to size and wash settings, machines run more efficiently, with the correct load size and water levels.

By following a sorting protocol, you ensure laundry is treated according to its specific needs, enhancing cleanliness and fabric longevity while optimizing the washing process.

Here is the **Protocol for Sorting Laundry: Dos and Don'ts** in one table:

Dos	Don'ts
✔ Sort by fabric type. Prevents damage by separating delicate fabrics from sturdier items.	✗ Don't mix heavily soiled items with lightly soiled items. Can cause unnecessary wear on lightly soiled clothing and ineffective washing for heavily soiled clothes.
✔ Separate whites, darks, and colors. Prevents color bleeding and maintains the integrity of white fabrics.	✗ Don't mix darks and whites together. Dark colors can bleed and discolor whites.
✔ Check care labels for washing instructions. Ensures proper care for clothes and prevents unnecessary damage.	✗ Don't use hot water on delicate fabrics. Hot water can damage delicate fabrics and cause shrinkage or fading.
✔ Sort by soil level. Heavily soiled items may require extra washing or pre-treatment.	✗ Don't overload the washer. Can cause improper washing and may lead to strain on the washing machine.
✔ Separate large and small items. Large items like blankets or towels need different washing conditions than small items.	✗ Don't ignore care labels. Can cause irreversible damage to clothes (e.g., shrinking, fading).
✔ Use the proper wash temperature for each fabric. Helps preserve fabric quality while ensuring effective cleaning.	✗ Don't wash items with zippers or hooks with delicate fabrics. Zippers or hooks can snag and damage more delicate fabrics.
✔ Inspect clothes for stains and pre-treat if necessary. Treating stains before washing helps prevent them from setting in.	✗ Don't wash items that require dry cleaning in a washing machine. Can damage or ruin items that are not meant to be machine-washed.
✔ Wash delicates separately. Prevents damage from heavy-duty laundry items like towels or jeans.	✗ Don't forget to empty pockets. Objects in pockets can cause damage to clothes or the washing machine.
✔ Key Steps in Laundry Protocol	

Collection and Sorting

- Collect laundry from designated areas (guest rooms, staff uniforms, etc.).
- Sort items by color, fabric type, and level of soiling (e.g., whites, delicates, heavily soiled).
- Check pockets for valuables or prohibited items (e.g., pens, coins).

Pre-Treatment

- Inspect items for stains or damage.
- Apply stain remover or other pre-treatment products to soiled areas.
- Repair minor damage if necessary or label items for specialized attention.

Washing Process

- Load the washing machine according to capacity and fabric type.
- Add the appropriate amount of detergent and any necessary additives (e.g., fabric softener, bleach).
- Set the machine to the correct cycle (e.g., delicate, heavy-duty) based on the fabric's care instructions.

Drying

- Transfer washed items to the dryer or hang them for air drying, depending on fabric type.
- Set the dryer to the appropriate heat level to prevent shrinkage or damage.

Folding and Ironing

- Fold dried items neatly or iron them as required.
- Ensure linens, uniforms, and towels meet quality standards (e.g., no wrinkles, stains).

Storage and Distribution

- Organize clean items in designated storage areas.
- Ensure proper inventory tracking and separation by category (e.g., guest towels, staff uniforms).
- Distribute items to the appropriate locations or personnel.

Cleaning and Maintenance of Equipment

- Clean washing machines, dryers, and ironing equipment after each use to maintain hygiene.

- Report any malfunctioning equipment for immediate repair.

Documentation and Record-Keeping

- Maintain records of laundry volumes, damaged items, and special requests.
- Use these records for inventory control and to track recurring issues.



Activity 2: Guided Practice



Task 40:

A hotel receives a large volume of laundry, including bed linens, towels, and guest' items. Without sorting protocols, all items are washed together, resulting in colour bleeding from a red shirt onto white towels. As a laundry supervisor, you are asked to set a step-by-step protocol for sorting laundry.



Activity 3: Application



Task 41:

Read and perform the task below:

Four Points by Sheraton Kigali has recently introduced eco-friendly laundry products to align with sustainability goals and enhance customer satisfaction. These products require specific handling protocols to maintain their effectiveness and minimize waste. A new employee, Alex, has joined the housekeeping team and is responsible for laundry duties. During their first week, Alex notices that certain stains are not coming out as expected. They are unsure whether the problem lies in the product usage or the stain treatment process.

By referring to the above scenario, you are asked to set a step-by-step laundry protocol which will help to solve this issue.

Topic 3.3: Solving laundry issues ⁴



Activity 1: Problem Solving

A boutique hotel has received complaints about its laundry services. Guests report delays in receiving laundered clothes, missing items, and stains on returned garments. The laundry team often struggles with sorting and handling various fabrics, leading to inefficiencies and guest dissatisfaction.



Task 42:

1. How do you plan to address the issue of delayed laundry deliveries to ensure timely service for guests?
2. What strategies can be adopted to minimize the risk of damaging guest clothes during the laundry process?
3. What measures would you implement to prevent guest's complain?
4. How would you ensure consistent laundry quality, including cleanliness, fabric care, and proper folding or presentation?
5. What monitoring and feedback systems would you introduce to identify and resolve laundry service issues proactively?

Key Facts 3.3: Solving laundry issues

- **Internal Rules and Regulations**

When solving laundry issues in a hotel, adhering to established rules and regulations ensures guest satisfaction and maintains operational standards.

Here are the major hotel rules and regulations to follow:

- ✓ **Guest Privacy and Confidentiality**

- 🚫 **Respect guest privacy:** Ensure guest items are handled discreetly and securely.

-  Avoid discussing guest issues publicly or with unauthorized personnel.
- ✓ **Proper Handling of Laundry**
 -  **Inspect garments:** Check for damages, stains, or special care instructions before processing.
 -  **Use the correct procedure:** Follow washing and drying instructions on garment labels to prevent damage.
 -  **Segregate items:** Separate laundry based on color, fabric type, and special requirements.
- ✓ **Documentation and Record-Keeping**
 -  **Log items accurately:** Maintain detailed records of items received, their condition, and the services requested.
 -  **Issue receipts:** Provide guests with a receipt upon receiving laundry to avoid disputes.
- ✓ **Health and Safety Standards**
 -  **Follow hygiene protocols:** Use gloves and sanitize hands after handling soiled laundry.
 -  **Handle biohazard items carefully:** For items exposed to contaminants, adhere to specific safety regulations to protect staff and guests.
- ✓ **Damage and Loss Policies**
 -  **Follow compensation procedures:** In case of lost or damaged items, adhere to hotel policies for compensation or replacement.
 -  **Communicate clearly:** Notify guests promptly about any issues and explain the resolution process.
- ✓ **Time Management**
 -  **Adhere to deadlines:** Ensure timely collection and delivery of laundry to meet guest expectations.
 -  **Inform guests about delays:** If delays occur, notify the guest promptly and provide a new timeline.
- ✓ **Clear Communication with Guests**

- ✚ **Explain policies upfront:** Inform guests about laundry charges, timelines, and limitations before accepting items.
- ✚ **Handle complaints professionally:** Address guest concerns politely and offer a resolution.
- ✓ **Equipment and Maintenance**
 - ✚ **Use well-maintained machines:** Ensure laundry equipment is in good working condition to avoid issues.
 - ✚ **Report malfunctions:** Notify the maintenance team immediately of any issues to prevent further delays.
- ✓ **Compliance with Hotel and Legal Regulations**
 - ✚ **Adhere to hotel SOPs:** Follow the hotel's standard operating procedures for laundry operations.
 - ✚ **Comply with local laws:** Abide by regulations related to water usage, detergent disposal, and environmental practices.
- ✓ **Lost and Found Protocols**
 - ✚ **Handle unclaimed items responsibly:** Follow the hotel's lost-and-found policy for items left behind.
 - ✚ **Contact guests if necessary:** If items are identified as belonging to a guest, make efforts to return them.
- ✓ **Training and Awareness**
 - ✚ **Train staff:** Ensure staff members are trained in proper laundry procedures and guest interaction.
 - ✚ **Keep updated:** Stay informed about the latest laundry care techniques and regulations.
- ✓ **Follow Standard Operating Procedures (SOPs)**
 - ✚ **Definition:** SOPs are step-by-step instructions designed to help employees carry out routine operations efficiently and consistently.
 - ✚ **Purpose:**
 - Enhance quality and productivity.
 - Minimize errors and ensure consistency in service delivery.

 Compliance:

- Employees must adhere to SOPs to maintain operational standards.
- Regular updates to SOPs should be communicated and implemented promptly.

✓ **Ensure Compliance with Safety Guidelines**

 **Definition:** Safety guidelines are rules and measures designed to protect employees, customers, and assets from hazards.

 Purpose:

- Prevent workplace accidents and injuries.
- Ensure a safe and healthy environment for all.

 Compliance:

- Mandatory use of personal protective equipment (PPE) where applicable.
- Awareness of emergency procedures, such as fire drills and first aid protocols.
- Reporting unsafe conditions or practices immediately.

✓ **General Importance**

 **Legal Requirement:** Compliance with internal rules is often mandated by law or regulatory bodies.

 **Organizational Culture:** Following these rules promotes professionalism, accountability, and mutual respect.

 **Efficiency:** Clear guidelines reduce confusion and improve operational flow.

✓ **General Conduct**

 **Respect for Others' Belongings:** Employees must handle others' personal items with care, ensuring no damage or loss occurs.

 **Confidentiality:** Sensitive information about clients, guests, or company operations must be kept private and not shared without authorization.

 **No Personal Laundry During Work Hours:** Employees are prohibited from doing their personal laundry while on duty, ensuring that work-related tasks take precedence.

✓ **Handling of Laundry Items**

✚ **Sorting Laundry:** Clothes should be sorted by type, fabric, color, and level of soiling to ensure proper treatment.

✚ **Pre-Treatment of Stains:** Stains must be identified and treated immediately to prevent permanent damage, using appropriate stain removers.

✚ **Handling Delicate and High-Value Items:** Items such as silk, wool, or items with embellishments should be handled with extra care to prevent damage, often using gentler washing methods or professional cleaning.

✓ **Safety Regulations**

✚ **Use of Protective Gear:** Employees must wear appropriate safety gear, including gloves, aprons, and goggles, when handling hazardous materials or working with equipment.

✚ **Chemical Safety:** Employees should follow guidelines for safely handling cleaning chemicals, including using them in well-ventilated areas and ensuring proper storage and disposal.

✚ **Maintain Equipment:** Laundry equipment should be checked regularly for safety and maintenance to ensure efficient operation and prevent accidents.

✓ **Laundry Scheduling and Timing**

✚ **Efficient Use of Time:** Laundry operations should be streamlined to ensure tasks are completed within set time frames to meet operational goals and customer needs.

✚ **Batch Processing:** Grouping similar laundry items together (e.g., towels, linens) helps improve efficiency, saves energy, and minimizes damage during washing and drying.

✓ **Staff Conduct and Training**

✚ **Training for New Employees:** Proper onboarding and continuous training are essential for new employees to understand their role, equipment use, and safety procedures.

🚦 **Workplace Conduct:** Employees must maintain professional behavior, showing respect to colleagues, clients, and guests, and contributing to a positive work environment.

🚦 **Dress Code:** Employees are expected to follow a specific dress code, which may include uniforms, appropriate footwear, and safety equipment, to maintain a professional and safe working environment.

Here's a table outlining some common laundry issues, possible cause, and their solutions:

((n.d.), 2023)

Laundry Issues	Possible Cause	Solution
Stains on Clothes 	Incorrect detergent, spilled food, oils, or chemicals	Pre-treat stains with a stain remover, use the right detergent for your fabric, or try natural solutions like baking soda or vinegar for tough stains.
Clothes Shrinking 	High heat during drying, fabric type (wool, cotton)	Air dry clothes or use a low heat setting. For wool or delicate fabrics, hand wash or use the delicate cycle.
Faded Clothes 	Exposure to direct sunlight, overuse of bleach	Wash clothes inside-out, reduce sun exposure, and use color-safe detergents. Avoid excessive bleach.
Lint on Clothes 	Fabric type, overloading washer, or using incorrect detergent	Use a lint roller or tape to remove lint. Wash lint-producing clothes (like towels) separately, and clean the lint trap in the dryer regularly.
Wrinkled Clothes	Overdrying, leaving clothes in the dryer too long, improper folding	Iron clothes while still damp or use a wrinkle-release spray. Remove clothes from the dryer promptly

		and hang or fold them to avoid wrinkles.
Clothes Not Smelling Fresh 	Dampness, leftover detergent residue, or dirty washing machine	Clean the washing machine, use the correct detergent amount, and consider adding vinegar to the rinse cycle for freshness. Ensure clothes are fully dry.
Color Bleeding 	Mixing dark and light colors, using hot water	Separate laundry by color, use cold water, and use a color-catcher sheet to absorb any excess dye.
Clothes Losing Softness 	Over-drying, harsh detergents, or fabric softener build-up	Use less detergent, avoid fabric softeners, and try adding a cup of vinegar to the rinse cycle to soften clothes naturally.
Smelly Washing Machine 	Mold or mildew in the washer, detergent build-up	Run an empty cycle with hot water and vinegar or a washer cleaner. Leave the door open to let the machine dry out between uses.
Clothes Not Getting Clean 	Overloading the washer, not enough detergent, wrong cycle for the fabric	Avoid overloading, use the appropriate detergent, and choose the correct cycle for different fabrics.

Static Cling 	Drying clothes too long, wearing synthetic fabrics	Use a fabric softener sheet in the dryer, or try adding a damp towel to reduce static. Air dry synthetic fabrics if possible. ⁵
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Activity 2: Guided Practice



Task 43:

You are the Laundry Supervisor at Kivu Star Hotel, responsible for ensuring that all linens, towels, and staff uniforms are cleaned to the highest standard. Recently, multiple laundry issues have been reported, including:

1. Stains not being fully removed from bed linens
2. Towels having a rough texture after washing
3. Laundry staff not following the correct detergent and softener usage
4. Lost or missing guest laundry items

To address these issues, you are asked to follow the hotel's internal laundry rules and regulations to find solutions and ensure compliance.



Activity 3: Application



Task 44:

1. Visit your school laundry workshop and set/review the internal rules and regulations to be followed during laundry activities.
2. Visit the nearby hotel and discuss with the laundry supervisor how the internal rules and regulations are followed to solve laundry issues.

⁵ <https://www.cleaninginstitute.org/cleaning-tips/clothes/laundry-problems-solutions>



Formative Assessment

I. Multiple Choice Questions

1. **Which of the following is the most appropriate step to take when handling a guest's complaint about a lost item in laundry?**
 - A. Apologize and inform the guest there is nothing you can do.
 - B. Apologize, investigate the issue promptly, and keep the guest updated.
 - C. Offer a replacement immediately without investigating the issue.
 - D. Ignore the complaint unless the guest follows up.
2. **What should you do when a guest reports their laundry was returned but not properly cleaned?**
 - A. Apologize, offer a refund, and explain the hotel's laundry process.
 - B. Offer to re-clean the items free of charge.
 - C. Advise the guest to clean it themselves if they are unsatisfied.
 - D. Refuse to take further action and explain the hotel's laundry policies.
3. **How should you handle laundry items that were damaged during cleaning?**
 - A. Deny responsibility and blame the guest for providing low-quality fabric.
 - B. Apologize, report the issue to your supervisor, and offer compensation if applicable.
 - C. Offer the guest a discount on their next laundry service.
 - D. Ignore the complaint and assume the guest will not follow up.

II. True or False Questions

4. **The hotel should always keep a record of laundry items submitted by guests.**
 - A. True
 - B. False
5. **It is acceptable to deliver laundry items to a different room if the guest is not available.**
 - A. True
 - B. False

6. All damaged laundry items must be reported to the guest and logged before further action is taken.

- A. True
- B. False

III. Matching Questions

7. Match the following actions to their appropriate scenarios:

- a) Guest reports missing laundry items.
- b) Guest complains about stains remaining on clothes.
- c) The guest receives another guest's laundry.

Actions:

- 1. Apologize, re-check records, and verify with the laundry department.
- 2. Apologize, offer re-cleaning, and confirm the laundry process.
- 3. Apologize, retrieve the incorrect delivery, and deliver the correct items promptly.

IV. Essay Questions

- 8. Explain the importance of accurate laundry tagging in maintaining guest satisfaction.**
- 9. Describe the steps a hotel should take to ensure damaged laundry items are handled professionally.**
- 10. Discuss how effective communication between hotel staff and guests can resolve laundry-related issues.**

V. Problem Solving /Practice

- 11. Scenario: A guest reports that their white shirt has been returned with yellow stains after laundry service. What steps should you take to resolve this issue?
- 12. Scenario: A guest complains that their laundry delivery was delayed by two days, and they needed the clothes for an event. What would be your immediate actions and long-term solutions?
- 13. Scenario: A VIP guest's designer suit is damaged during cleaning. How would you handle this situation while maintaining the guest's trust in the hotel?



Points to Remember

- **The key points to remember when handling laundry issues, especially in a hospitality setting:**
- **Prompt Response:** Address laundry complaints or concerns as quickly as possible to demonstrate attentiveness and professionalism. Delays can negatively impact the guest experience.
- **Clear Communication:** Clearly explain laundry policies, timelines, and any potential costs to avoid misunderstandings. Ensure guests are aware of special handling or express service options.
- **Empathy and Problem-Solving:** Apologize sincerely for any inconvenience and offer practical solutions, such as expedited service, complimentary items, or compensation for lost/damaged items.
- To effectively solve laundry issues, internal rules and regulations should be followed to ensure consistency, fairness, and efficiency.
- **Maintain Records:** Document any issues and resolutions to track recurring problems and improve processes. This helps ensure accountability and enhances service quality.



Self-Reflection

1. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe different complaints					
Handle complaints					
Identify laundry protocol					
Set laundry protocol (Protocol of using Laundry Products, Protocol of using Laundry Machines, and Protocol of Storing)					
Describe different complaints					
Handle complaints					
Identify laundry protocol					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 4 : CHECK LAUNDRY LINEN STORAGE



Unit summary

This unit provides you with the knowledge, skills, and attitudes to check laundry linen storage. It covers the setting linen arrangement techniques, Preparation of laundry requisition, Handling of linen outsourcing, and Reporting laundry activities for checking laundry linen storage.

Self-Assessment: Unit 4

1. Look at the unit 4 illustration and discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify linen arrangement techniques					
Set linen arrangement					
Describe labelling					
Perform labelling					
Describe laundry needed items					
Prepare laundry requisition					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Explain laundry outsourcing					
Handle laundry outsourcing					
Identify elements of a report					
Report laundry activities					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify linen arrangement techniques	1. Set linen arrangement	1. Respect rule for storage facilities
2. Describe labelling	2. Perform labelling	2. Pay attention to detail while labelling
3. Describe laundry needed items	3. Prepare laundry requisition	3. Pay attention to details
4. Explain laundry outsourcing	4. Handle laundry outsourcing	4. Act with humanity and patience
5. Identify elements of a report	5. Report laundry activities	5. Pay attention while reporting



Discovery activity



Referring to the illustration above, respond to the following questions:



Task 45:

1. What do you see in the above illustration?
2. What are storage facilities for laundry?
3. What linen arrangement techniques do you know?
4. Describe laundry requisition.
5. Describe linen outsourcing.
6. Discuss best practices for organizing and maintaining a clean and efficient linen storage area.

Topic 4.1: Setting Linen Arrangement Techniques⁷

⁶ <https://nettoyeurmarieclaire.com/category/dry-cleaning/>

⁷ Dasgupta, D. S., Jamader, A. R., & Das, N. S. (2024). Inn Housekeeping: A Complete Guide Book. Available at SSRN 4797760.



Activity 1: Problem Solving

You are working as a hospitality manager in a star hotel. One among your responsibilities is to ensuring that all guest rooms are set according to the hotel standards, especially in terms of linen arrangement. Recently, the hotel has received feedback from guests about their dissatisfaction with the linen arrangement in their rooms, mentioning issues like wrinkles, misalignment, and lack of uniformity.



Task 46:

1. How does linen arrangement impact guest perception and overall satisfaction?
2. What are the key factors that contribute to an effective linen arrangement technique?
3. Identify storage facilities which can help you to solve linen arrangement in their rooms.

Key Facts 4.1: Setting linen arrangement techniques

The key facts related to linen arrangement techniques with a focus on storage facilities:

- **Storage Facilities:**

- ✓ **Shelving Units or Cabinets**



- ✚ **Shelves or cabinets** help organize and store linens efficiently, keeping them accessible and neat.
- ✚ **Wall-Mounted Shelves:** Ideal for saving space in smaller rooms while ensuring easy access to linens.
- ✚ **Freestanding Cabinets with Doors:** Provides concealed storage to keep linens dust-free and secure.

✓ **Baskets or Bins for Sorting Laundry:**



✚ Used to categorize linens based on type (e.g., sheets, towels) or level of cleaning needed.

✚ Helps streamline laundry operations by keeping dirty and clean items separate.

✚ **Shelving Units or Cabinets for Laundry Supplies:** Keeps laundry detergents, softeners, and other cleaning supplies organized and within reach.

✚ **Bins or Baskets for Sorting Laundry:** Simplifies the process of sorting by type, size, or level of cleanliness.

✓ **Drying Racks or Hanging Rods:**



✚ **Foldable Drying Rack:** Easy to store when not in use, ideal for drying linens indoors.

✚ **Wall-Mounted Hanging Rod:** A space-efficient option for drying linens, especially in areas with limited floor space.

• **Labeling:**

✓ **Fabric Care Labels:**

✚ Provide instructions for washing, drying, and ironing linens, ensuring proper care and longevity.

✓ **Color-Coded Tags:**

- ✚ < UNK> For easy identification, • Use different colors to categorize linens by type, such as towels, sheets, or tablecloths.

✓ **Special Care Labels:**

- ✚ Highlight specific care requirements, such as "dry clean only" or "hand wash," to ensure linens are maintained properly.

✓ **Owner Identification Labels:**

- ✚ Labels can be used to identify who owns the linens, which is particularly useful in shared environments or in hotels for tracking personal items.
Effective labeling and organization systems for linens are essential to maintain order and efficiency in hospitality or household settings.

✓ **Key facts and strategies:**

✚ **Labeling Systems**

○ **Color-Coded Labels**

Assign different colors to different types or sizes of linens. For instance:

Blue tags for king-size sheets

Green tags for queen-size sheets

Yellow tags for bath towels

Red tags for hand towels

○ **Text Labels**

Clearly label storage shelves or bins with the linen type and size (e.g., "King Sheets," "Bath Towels").

○ **Barcode/QR Code Tags**



Use barcode or QR code labels to track inventory digitally. Scanning can provide details such as type, size, and availability.

- **Embroidery or Printed Tags**

Sew or attach labels directly onto the linens indicating size and type.

- ✓ **Organization Systems**

- Dedicated Shelves or Compartments**

Allocate specific shelves or compartments for each type and size of linen. For example:

- 📦 Top shelf: King-size sheets
 - 📦 Middle shelf: Queen-size sheets
 - 📦 Bottom shelf: Bath towels

- ✓ **Baskets or Bins**

Use labeled baskets or bins for each category to prevent mixing.

- ✓ **Size Separation by Folding**

Fold linens in a standardized way and stack by size for quick visual identification.

- ✓ **Vertical File Storage**

Store linens like files in a drawer or organizer, with the labels visible on the edges for easy access.

- ✓ **Rotational System**

Implement a "first in, first out" (FIFO) system to ensure older linens are used first, minimizing wear and tear.



Activity 2: Guided Practice



Task 47:

As the Laundry Supervisor at Kivu Star Hotel, the Housekeeping Manager has asked you to set proper linen arrangement techniques in the storage room to ensure efficiency, hygiene, and easy access. The hotel has been experiencing the following issues:

1. Disorganized linen shelves—difficult for staff to find the correct items.
2. Mixing of clean and used linens, leading to hygiene concerns.
3. Inefficient space usage, causing overcrowding in storage areas.
4. No clear system for linen rotation, leading to uneven usage and early wear.

Your task is to implement linen arrangement techniques based on hotel policies and best practices to solve these issues.



Activity 3: Application



Task 48:

Visit your school workshop or the nearby hotel in the community and perform the following tasks:

1. Arrange linen storage facilities
2. Perform labelling

Topic 4.2: Preparation of laundry requisition ⁹

Activity 1: Problem Solving



Task 49:

It's a Monday morning, and you've just completed your weekly linen inventory. You notice that due to high weekend occupancy, the guest room towels, bed sheets, and staff uniforms are running low. To ensure smooth operations, you as a Laundry Supervisor, you need to send a laundry requisition to the laundry department requesting the items to be collected, washed, and returned within 24 hours.

1. Identify the key facts on the items related to laundry requisition.
2. What are the purpose of a Laundry Requisition?
3. What are the key components of a Laundry Requisition?
4. Prepare the laundry requisition form

Key Facts 4.2: Preparation of laundry requisition

- The key facts on the items related to laundry requisition:
 - ✓ **Room Requisition:**
 - 🧺 **Towel Requisition:** Involves requesting fresh towels for guest rooms. These are typically replenished daily or on demand.
 - 🧺 **Special Linen Requisition:** Refers to requesting specific linens like bed sheets, blankets, and pillowcases. This may include additional items like duvets or mattress protectors.
 - 🧺 **Curtain or Upholstery Requisition:** Refers to the need for laundering or replacement of curtains and upholstery in the guest room, which are important for maintaining cleanliness and aesthetics.
 - ✓ **F&B (Food & Beverage) Requisition:**

⁹ Dasgupta, D. S., & Jamader, A. R. (2024). Comprehensive Housekeeping Guidebook. Available at SSRN 4731150.

- 📌 **Table Linen Requisition:** Requests for tablecloths, napkins, and placemats used in dining areas. These items need to be clean, crisp, and presentable.
- 📌 **Kitchen Linen Requisition:** Includes aprons, dish towels, and other linens used in the kitchen for hygiene and food preparation.
- 📌 **Bar Linen Requisition:** Linen used in the bar area, such as napkins, bar towels, and glass towels, required for both functionality and cleanliness.
- 📌 **Special Event Linen Requisition:** Linen needed for special events or functions, including banquet cloths, table runners, and napkins, which may vary depending on the type of event.

✓ **Staff Uniform Requisition:**

- 📌 **Housekeeping Uniform Requisition:** Requests for clean uniforms for housekeeping staff, which may include aprons, shirts, skirts, or trousers, to maintain a professional appearance.
- 📌 **Front Desk Uniform Requisition:** Uniforms for front desk staff, typically formal attire, including shirts, blouses, trousers, skirts, and sometimes name tags.
- 📌 **Restaurant Staff Uniform Requisition:** Includes uniforms for wait staff and other restaurant employees, such as uniforms for servers, chefs, or kitchen assistants.

A **laundry requisition** is an essential document used in the hospitality industry to manage and track laundry operations effectively. Below is a practical guide for preparing a laundry requisition:



✓ **Purpose of a Laundry Requisition**

The laundry requisition serves multiple purposes:

-  To request laundry services for specific items.
-  To maintain a record of items sent to and received from the laundry.
-  To prevent loss or misplacement of laundry items.
-  To ensure accurate billing and accountability.

✓ **Key Components of a Laundry Requisition**

Include the following elements in a laundry requisition:

✓ **Hotel/Establishment Details**

-  Name and logo of the hotel/establishment.
-  Department name (if applicable).

✓ **Date and Time**

-  **Specify the date and time of the requisition.**

✓ **Guest or Department Details**

-  Guest name and room number (for guest laundry).
-  Department name (for in-house laundry, e.g., housekeeping, F&B).

✓ **Item Description**

-  A clear list of items to be laundered (e.g., shirts, bedsheets, towels).
-  Quantity of each item.

✓ **Special Instructions**

-  **Mention any specific cleaning instructions (e.g., dry cleaning, delicate wash).**

✓ **Service Type**

-  **Indicate the type of service required (e.g., express, regular).**

✓ **Signature**

-  Signature of the person preparing the requisition.
-  Signature of the laundry staff receiving the items.

✓ **Additional Notes**

-  Space for remarks or additional information.

✓ **Procedure for Filling Out a Laundry Requisition**

 Preparation

- Use the standardized requisition form provided by the establishment.
- Ensure the form is clean and legible.

Filling in Details

- Write all information clearly and accurately.
- Double-check the quantities and descriptions of items.

Verification

- Cross-check the list of items before handing over the requisition.
- Obtain acknowledgment from the laundry department.

Retention

- Keep a copy of the requisition for future reference.
- File the copy in the appropriate departmental records.

✓ **Laundry Requisition Form (Sample)**

Laundry Requisition Form			
Hotel Name: _____			
Department: _____			
Date: ____ / ____ / 20____			
Item Description	Quantity	Service Type	Special Instructions
Eg: Staff Uniforms	3	Regular Wash	Iron only
Prepared by: [Signature/Name] _____			
Received by: [Signature/Name] _____			

✓ **Tips for Effective Laundry Requisition Management**

-  Use a digital system to minimize errors and improve efficiency.
-  Regularly train staff on proper handling of laundry requisitions.
-  Perform routine checks to reconcile items sent and returned.



Activity 2: Guided Practice



Task 50:

Kivu Star Hotel located in Rubavu District is fully booked in July due to Gorilla naming ceremony. The hotel will host 50 guests who will stay in rooms for one night and also use a banquet. Ten (10) hotel staff are available to welcome and serve the guests but they don't have required uniform. As Laundry supervisor in Kivu Star Hotel, for facilitating the laundry workload and suitable working activities you are requested to prepare staff uniform requisition.



Activity 3: Application

Kivu Star Hotel located in Rubavu District is fully booked in July due to Gorilla naming ceremony. The hotel will host 50 guests who will stay in rooms for one night and also use a banquet. The event needs to use 20 table clothes, 50 napkins, 25 table mats, 20 table skirt, and 40 sleep-clothes for setting the conference rooms and guest room linen.

As Laundry supervisor in Kivu Star Hotel, for facilitating the laundry workload and suitable working activities performance and you are requested to perform the following:



Task 51:

1. Prepare room requisition
2. Prepare F&B requisition

Topic 4.3: Handling of Linen Outsourcing¹⁰



Activity 1: Problem Solving

Four Points by Sheraton Kigali is a mid-size hotel that prides itself on delivering excellent guest experiences. The hotel faces an increasing demand for laundry services due to the expansion of its client base. Recently, there have been concerns about the efficiency of the linen

management process, particularly related to outsourcing laundry services. The hotel's management team is considering whether to handle linen management directly in-house or outsource it to a third-party service provider. The main goals are to ensure high-quality linens, reduce operational costs, and improve overall guest satisfaction.



Task 52:

1. Would it be more efficient for the hotel to handle linen management directly? What resources would the hotel need to manage linen in-house (e.g., extra staff, and equipment)?
2. Could the hotel partially outsource certain aspects of linen management (e.g., linen collection and delivery) while maintaining quality control and washing in-house?
3. How will you measure the success of the solution (e.g., improved guest satisfaction, better linen quality, reduced costs)?
4. Create a system to regularly evaluate the linen outsourcing process to ensure it continues to meet hotel standards.

Key Facts 4.3: Handling of linen outsourcing.

- **Prepare laundry outsourcing forms**

The key facts on the handling of linen outsourcing, especially relevant to hotels and hospitality businesses.

- ✓ **Types of Linen**



🧺 **Bed Linen:** Sheets, pillowcases, duvet covers, mattress protectors.

🧺 **Bath Linen:** Towels, bathrobes, bath mats.

 **Table Linen:** Tablecloths, napkins, placemats.

 **Staff Uniforms:** Housekeeping, reception, kitchen uniforms.

 **Miscellaneous Items:** Curtains, cushion covers, runners.

✓ **Pricing**

 Line Items:

- Cost per piece/item (e.g., bedsheet: \$X/piece, towel: \$Y/piece).
- Bulk pricing options (e.g., cost for >100 pieces).

 Service Fees:

- Optional add-ons (e.g., stain treatment, pressing).
- Taxes and surcharges.

✓ **Delivery Time**

 **Standard Delivery:** Specify the turnaround time (e.g., 48 hours).

 **Expedited Delivery:** Additional charges and reduced timeframes (e.g., 24 hours).

 Include penalty clauses for late deliveries.

✓ **Approval Process**

 **Request Submission:** Departments submit requests for outsourced laundry.

 **Authorized Signatures:** Manager or supervisor approval.

 **Confirmation:** Outsourcing partner signs acknowledgment and delivery timeline commitment.

• **Linen Outsourcing Returning Process**

✓ **Verification of Returned Linen**

 Physical Check:

- Count and compare returned items against the sent list.
- Inspect for damages (tears, discoloration) or missing items.

 Quality Assessment:

- Ensure cleanliness and pressing meet standards.
- Reject substandard items and log issues.

✓ **Billing Verification**

 Invoice Cross-Check:

- Match billed items with delivered items.
- Verify pricing per the agreed contract.

 Adjustments:

- Note discrepancies and request credits/refunds for undelivered or damaged items.

 Approval:

- Obtain management or accounts department's signature before payment.
- **Cost Efficiency:** Outsourcing linen services can be more cost-effective than managing in-house linen operations. It reduces overhead costs related to laundry staff, equipment, and detergent purchases.
- **Quality Control:** Professional linen outsourcing companies specialize in high-quality cleaning, ensuring that linens are sanitized, maintained, and presented to a high standard. This helps maintain the hotel's reputation for cleanliness.
- **Inventory Management:** Linen outsourcing providers often manage inventory for hotels, ensuring that an adequate supply of clean linens is available. They also handle repairs and replacements, reducing the need for the hotel to invest in additional stock.
- **Environmental Benefits:** Many linen outsourcing companies use environmentally friendly cleaning methods, such as energy-efficient equipment and biodegradable detergents, which aligns with sustainability goals.
- **Flexibility:** Outsourcing allows hotels to scale up or down based on seasonal demand. It also provides flexibility in managing linen usage for special events, peak periods, or unexpected spikes in guest volume.
- **Labor Efficiency:** By outsourcing laundry services, hotels can reallocate labor resources to other areas that enhance guest service, such as front desk operations or maintenance.
- **Compliance with Hygiene Standards:** Linen outsourcing companies are often required to comply with strict hygiene and safety standards, ensuring that linens meet industry regulations for cleanliness and sanitization.

- **Logistics:** Linen outsourcing companies typically provide delivery and pickup services, making logistics more convenient for hotels. This reduces the burden of managing transportation and storage of linens.
- **Long-Term Contracts:** Many hotels enter long-term contracts with linen outsourcing companies to ensure consistent service and competitive pricing. Contracts may include terms for service level agreements (SLAs), penalties for non-compliance, and other key metrics.
- **Risks:** Relying on an external provider can pose risks, such as service disruptions, loss of linens, or inconsistencies in quality. Proper vendor selection and clear service agreements are important to mitigate these risks.

Outsourcing linen handling can offer numerous benefits, including cost savings, improved service quality, and environmental sustainability, but it requires careful management and oversight.



Activity 2: Guided Practice



Task 53:

Four Points by Sheraton Kigali, a prominent hotel in Rwanda, has been experiencing a growing demand for high-quality linen and laundry services due to an increase in guest occupancy and expectations. The hotel is looking to outsource its laundry services to a specialized linen provider to ensure consistent quality, improve operational efficiency, and focus on its core business of providing excellent guest services. You are asked to handling of linen outsourcing.



Activity 3: Application



Task 54:

XYZ School, with a capacity of 100 students, has been managing its linen services in-house for the past five years. Recently, the school administration has been facing challenges in

maintaining high-quality linens, ensuring timely deliveries, and managing the costs of laundering and inventory. The school is considering outsourcing its linen services to an external vendor who would handle both laundering and linen supply. The administration needs to evaluate whether outsourcing is a viable option, considering factors such as quality, cost, and operational efficiency. You are asked to handling of linen outsourcing.

Topic 4.4: Reporting laundry activities ¹¹



Activity 1: Problem Solving

You are the Laundry Supervisor at AKAZUBA hotel. Day by day, different laundry activities include but not remitted to washing, drying, ironing, folding, pressing, are done. During laundry activities, different laundry issues are identified and need to be reported to the management.



Task 55:

1. Identify the essential elements of the report.
2. What are types of reports for laundry activities?

Key Facts 4.4: Reporting laundry activities

- **Introduction**

Reporting laundry activities is a crucial process in the hospitality and service industry. It ensures accountability, enhances efficiency and provides a clear understanding of operational performance. Accurate reporting allows management to track productivity, identify issues, and plan for improvements in service delivery. This process is especially important in hotels and other establishments where laundry services directly impact customer satisfaction and operational costs.

✓ **Definition:**

-  **Report:** A structured document that provides information, findings, or analysis about a specific topic or activity, typically intended to inform decision-making.
-  **Laundry Activity Reporting:** A systematic account of the activities, processes, and outcomes related to laundry operations, including washing, drying, folding, inventory management, and any related tasks.

✓ **Elements of a Report**

 Title:

- The title should clearly reflect the purpose of the report, such as "Laundry Activities Report for [Period or Location]."

 Introduction:

- Briefly outline the purpose of the report.
- Highlight the scope of the report, such as specific laundry activities covered.
- Include objectives, such as tracking efficiency, identifying issues, or improving processes.

 Sequence of Activities:

- Provide a chronological account of the key laundry activities performed.
- Include details such as:
 - Types and quantities of laundry processed.
 - Steps in the laundry cycle (e.g., sorting, washing, drying, ironing, folding, and storage).
 - Equipment used and its performance.
 - Challenges encountered during operations.

 Recommendations:

- Offer actionable suggestions for improving laundry operations.
- Examples include adopting advanced equipment, optimizing processes, reducing resource wastage, or enhancing staff training.

 Conclusion:

- Summarize the key findings of the report.
- Reiterate the overall performance of the laundry activities.

- Highlight any areas requiring immediate attention or further analysis.

- **Types of report**

- ✓ **Damage Report**

- ✚ **Purpose:** To track any linen or laundry items that are damaged during washing, handling, or delivery.

- ✚ **Details to Include:**

- Date of damage
 - Description of the damaged item (e.g., sheets, towels)
 - Type of damage (e.g., stains, tears, fading)
 - Cause of damage (if identifiable)
 - Action taken (e.g., disposal, repair, replacement)
 - Costs associated with damage

- ✚ **Frequency:** Can be generated daily, weekly, or monthly depending on the volume and severity of damage.

- ✚ **Impact:** Helps in cost management and identifying recurring issues, improving processes to reduce damage.

- ✓ **Outsourcing Linen Report**

- ✚ **Purpose:** To track linens sent out for laundering by external vendors.

- ✚ **Details to Include:**

- Vendor name and contact details
 - Number and type of linens sent out (e.g., bed linens, towels)
 - Date sent and expected return date
 - Cost of outsourcing (per item or batch)
 - Turnaround time (actual vs. expected)
 - Quality check upon return (whether linens meet quality standards)

- ✚ **Frequency:** Typically created whenever linen is sent to external vendors.

- ✚ **Impact:** Ensures quality control, manages vendor relationships, and tracks costs for outsourcing laundry services.

- ✓ **Maintenance Report**

- ✚ **Purpose:** To monitor and report the maintenance of laundry equipment (washing machines, dryers, etc.).

 Details to Include:

- Date of maintenance or breakdown
- Type of maintenance (routine or emergency)
- Description of issue or repairs made (e.g., machine malfunction, cleaning filters)
- Parts replaced or repaired
- Service provider (internal or external)
- Cost of maintenance or repair
- Downtime duration

 **Frequency:** Can be daily for routine checks or as needed when breakdowns occur.

 **Impact:** Helps ensure the laundry department runs efficiently, minimizes downtime, and controls repair costs.

✓ **General Reporting Tips:**

 **Consistency:** Regular and timely reports help in effective management.

 **Accuracy:** Ensures all details are captured to depict laundry operations clearly.

 **Tracking:** Track trends over time to identify areas for improvement or cost-saving.

✓ **Importance of Reporting in Laundry Activities**

 **Accountability:** Tracks performance and ensures responsibilities are met.

 **Operational Efficiency:** Helps monitor workflow, identify bottlenecks, and improve processes.

 **Customer Satisfaction:** Ensures that guest requests are handled promptly and accurately.

 **Maintenance Records:** Logs equipment usage and issues for timely maintenance.

✓ **Components of a Laundry Report**

 Daily Activity Summary:

- Number of items processed (e.g., linens, uniforms, guest laundry).
- Types of services provided (e.g., washing, ironing, dry cleaning).

-  **Machine Utilization:**
 - Time and cycles used per machine.
 - Noted malfunctions or breakdowns.

-  **Inventory Management:**
 - Stock of detergents, chemicals, and other supplies.
 - Linen and uniform count (before and after processing).

-  **Guest Services:**
 - Details of guest requests (e.g., express service).
 - Delivery timelines and special instructions.

-  **Incident Reports:**
 - Stains or damage to fabrics.
 - Complaints or discrepancies.

- ✓ **Tools for Reporting**
 -  **Logbooks:** Traditional manual record-keeping.
 -  **Digital Systems:** Hotel Property Management Systems (PMS) integrated with laundry tracking modules.
 -  **Checklists:** Ensure consistent reporting across shifts.
 -  **Forms:** For incidents, maintenance requests, and guest complaints.

- ✓ **Steps for Preparing a Report**
 -  **Gather Data:**
 - Collect records from laundry processing machines and staff logs.
 - Cross-check inventory before and after operations.
 -  **Document Key Details:**
 - Use templates or digital tools for structured reporting.
 -  **Verify Accuracy:**
 - Double-check numbers and entries.
 -  **Submit the Report:**
 - Forward to the manager or relevant department as per protocol.
 - Include a summary and highlight critical issues.

- ✓ **Best Practices**
 -  **Consistency:** Follow standard formats and templates for uniformity.
 -  **Timeliness:** Report at the end of each shift or day to avoid discrepancies.

 **Communication:** Ensure clarity and proper documentation of special instructions or concerns.

 **Training:** Regularly train staff on reporting procedures and tools.

Report Form (Sample)

Laundry Activities Report Form

Date: _____

Reported by: _____

Shift: ☐ Morning ☐ Afternoon ☐ Evening

1. Laundry Summary

Item Type	Quantity Received	Quantity Washed	Quantity Dried	Quantity Delivered	Remarks
Bed Sheets					
Towels					
Uniforms					
Tablecloths					
Other (Specify)					

2. Washing Details

- **Detergents Used:** _____
- **Fabric Condition Before Washing:** ☐ Good ☐ Stained ☐ Torn ☐ Other: _____
- **Fabric Condition After Washing:** ☐ Clean ☐ Still Stained ☐ Damaged ☐ Other: _____

3. Equipment & Issues

- **Washing Machines Used:** (Specify) _____
- **Dryers Used:** (Specify) _____
- **Any Equipment Malfunctions?** ☐ Yes ☐ No
 - If Yes, Describe: _____

4. Additional Notes

5. Supervisor's Signature: _____



Activity 2: Guided Practice



Task 56:

You are the Laundry Supervisor at Kivu Star Hotel. By the end of your shift, you have to report the laundry activities for a day to the management. The report should include the maintenance done for laundry equipment includes 5 washing machines, 3 steaming machines, 2 pressing machines, and 4 tumble dryers. Elaborate the maintenance report.



Activity 3: Application



Task 57:

You are the Laundry Supervisor at Kivu Star Hotel. By the end of your shift, you have to report the laundry activities for a day to the management. The report should include information about linen or laundry items that are damaged during washing, handling, or delivery, and linens sent out for laundering by external vendors.

Note: Attach logs, checklists, or photographs to substantiate the report (e.g., photos of damaged equipment or linens)



Formative Assessment

I. Multiple Choice Questions

1. **What is the primary reason for maintaining proper linen storage?**
 - a) To reduce costs
 - b) To prevent linen from being stolen
 - c) To ensure linen cleanliness and longevity
 - d) To display linen in the laundry room
2. **Which of the following is NOT a good practice for linen storage?**
 - a) Keeping linen on the floor to maximize space
 - b) Sorting linen by type and size
 - c) Storing linen in a dry, ventilated area
 - d) Regularly rotating linen stock
3. **What should be done with damaged linen?**
 - a) Mix it with clean, usable linen
 - b) Repair or repurpose if possible
 - c) Dispose of it without recording
 - d) Ignore it until the end of the month

II: True or False

1. **Linen should always be stored in a well-ventilated and dry environment.**
 - A. True
 - B. False
2. **It is acceptable to store cleaning chemicals and linen together as long as they are in separate boxes.**
 - A. True
 - B. False
3. **Rotating linen stock ensures older stock is used first, reducing waste.**
 - A. True
 - B. False

III: Matching

Match the following terms with their correct descriptions:

Answers	Terms	Descriptions
1.	1. Linen Rotation	A. Prevents contamination during storage
2.	2. Ventilated Storage	B. Ensures even wear and prevents overuse of specific items
3.	3. Stock Inventory	C. Tracks linen usage and reduces losses

IV: Essay Questions

1. Explain the importance of maintaining proper linen storage in a hotel laundry department.
2. Describe the steps involved in checking and organizing linen storage effectively.
3. Discuss the impact of poor linen storage practices on overall hotel operations.

V: Problem-Solving (Scenario/Situation Practice)

1. **Scenario:** You discover that the linen storage room has a foul odor and some of the linen has developed mold. What steps would you take to address the situation and prevent it from happening again?
2. **Scenario:** A staff member complains that they cannot find enough towels in the storage area for their department. After investigation, you find that stock records are inconsistent. How would you handle the issue?
3. **Scenario:** While organizing the linen storage, you notice that certain items, like tablecloths, are rarely used and are beginning to discolor. What actions would you recommend to optimize the storage and usage of such items?

4.



Points to Remember.

The four key points to remember when checking laundry linen storage:

- **Cleanliness and Hygiene:** Ensure the storage area is clean, well-ventilated, and free from moisture or pests to maintain the linens' freshness and prevent contamination.
- **Organized Storage:** Arrange linens systematically, separating them by type (sheets, towels, tablecloths, etc.) and size for easy access. Use shelves or labeled compartments to keep inventory neat.
- **Inventory Management:** Regularly check stock levels to prevent shortages or overstocking. Maintain records of usage and replenish supplies as needed to meet operational demands.
- **Proper Handling:** Store linens in a way that avoids creasing, tearing, or damage. Ensure they are folded neatly and not overstuffed on shelves, maintaining their quality for guest use.



Self-Reflection

1. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify linen arrangement techniques					
Set linen arrangement					
Describe labelling					
Perform labelling					
Describe laundry needed items					
Prepare laundry requisition					
Explain laundry outsourcing					
Handle laundry outsourcing					
Identify elements of a report					
Report laundry activities					

2. Fill in the table below and share the results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.



Summative assessment

Integrated/Summative assessment

Read the situation below and perform the tasks required

AKAZUBA Hotel located in Musanze District at Nyamagumba Hill is fully booked in July due to the Gorilla naming ceremony. The hotel will host guests who will stay in rooms for two days and also use a banquet. The event needs to use 50 table clothes, 150 napkins, 75 table mats, 50 table skirts, and 30 sleep clothes for setting the conference rooms and guest room linen.

As Laundry supervisor in Akazuba Hotel, for facilitating the laundry workload and suitable working activities performance you are requested to perform the following tasks within two (2) hours:

1. Elaborate a plan for laundry staff
2. Create a checklist for laundry activities
3. Verifying laundry washing activities by Filling the checklist
4. Elaborate reports for laundry activities

Resources

Tools	Iron box, ironing board and table, trolleys, spray bottle, brushes, ironing table, shelves, closet, caution sign, dust bins, and brooms, hangers
Equipment	Washing machine, tumble dryer, steaming machine, pressing machine, calendar machine, steam pressing and stain removal machine
Materials/Consumables	Laundry baskets, buckets and laundry bags, linen and pegs, register, pen, cleaning products.

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