



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHOGC 501

Performing Guest
Clothes Cleaning Activities

TRAINEE'S MANUAL

April, 2025



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

PERFORMING GUEST CLOTHES CLEANING ACTIVITIES



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KIGALI-RWANDA

Original published version: April, 2025.

ACKNOWLEDGEMENTS

Rwanda TVET Board (RTB) would like to recognize all parties who contributed to the development of the trainer's and trainee's manuals for the TVET Certificate V in in Front Office and Housekeeping Operations for the module: **"FHOGC 501 – Performing Guest Clothes Cleaning Activities.**

Thanks to the EU for financial support and Ubukerarugendo Imbere Project for technical support on the implementation of this project.

We also wish to acknowledge all trainers, technicians and practitioners for their contribution to this project.

The management of Rwanda TVET Board appreciates the efforts of its staff who coordinated this project.

Finally, RTB would like to extend its profound gratitude to the MCT Global team that technically led the entire assignment.

This training manual was developed:



Under Rwanda TVET Board (RTB) guiding policies and directives



Under European Union financing



Under Ubukerarugendo imbere project implementation, technical support and guidance

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LIST OF ABBREVIATIONS AND ACRONYMS

CBET:	Competence Base Education and Training
RQF:	Rwanda Qualification Framework
RTB:	Rwanda TVET Board
TVET:	Technical and Vocational Education and Training
PPE:	Personal Protective Equipment
EU:	European Union
FHOGC:	Front Office and Housekeeping Operations
HQs:	Headquarter
SDS:	Safety Data Sheets
GFCI:	Ground Fault Circuit Interrupters
SOPs:	Standard Operating Procedures

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to **perform guest clothes cleaning activities**. 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, and 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.

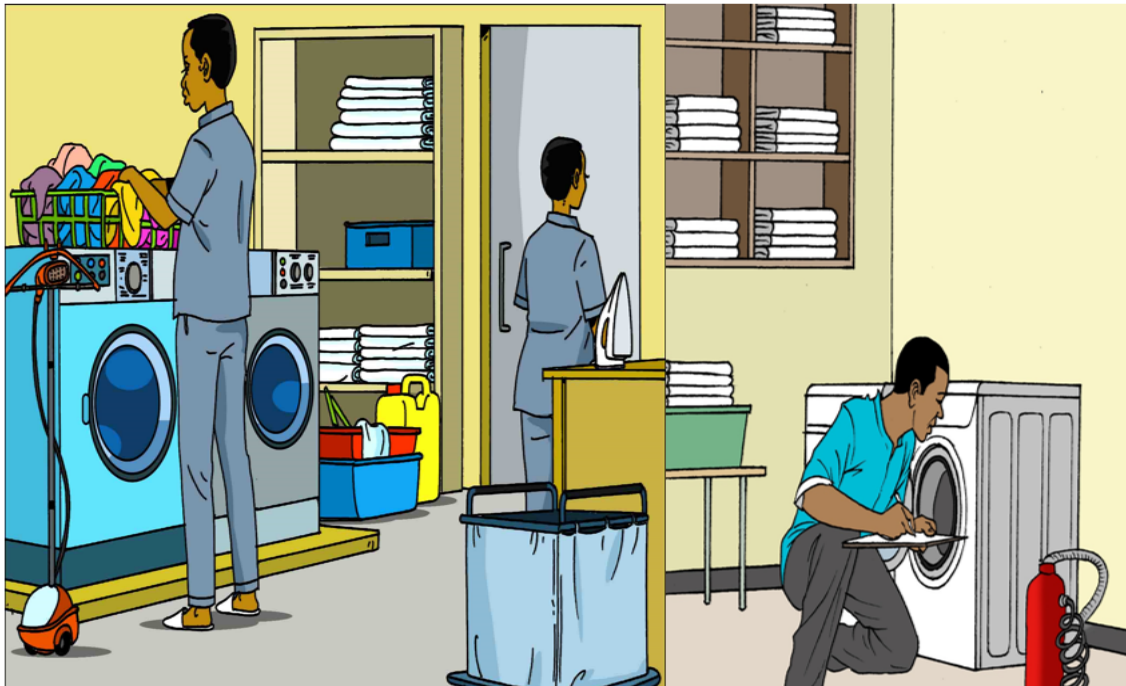
Module Units:

Unit 1: Prepare for cleaning guest clothes

Unit 2: Arrange guest clothes

Unit 3: Wash guest clothes

UNIT 1: PREPARE FOR CLEANING GUEST CLOTHES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare for cleaning guest clothes. It covers collection of tools and materials and collection of guest clothes.

Self-Assessment: Unit 1

1. Look at the unit 1 illustration above and discuss the following:
 - 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 different tools and materials used in collecting guest laundry					
Describe the steps in receiving guest clothes					
Explain each section in a laundry form					

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 potential discrepancies in laundry handling					
Describe the standard operating procedures for guest clothes laundry service					
Distinguish the forms of guest clothes laundry service					
Select and arrange appropriate tools for guest laundry collection					
Perform guest laundry pickup					
Complete and verify laundry forms					
Prepare the tools and equipment used to collect guest clothes					
Handle the discrepancies between laundry forms and guest clothes					
Demonstrate responsibility in					

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					
preparing tools and materials for collecting guest laundry					
Pay attention to detail while collecting guest clothes					
Have integrity when checking guest clothes and return any valuable items found in guest clothes					
Be helpful and maintain professionalism					
Exhibit punctuality, courtesy and respond attentively to guests					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify different tools and materials used in collecting guest laundry	1. Select and arrange appropriate tools for guest laundry collection	1. Demonstrate responsibility in preparing tools and materials for collecting guest laundry
2. Describe the steps in receiving guest clothes	2. Perform guest laundry pickup	2. Pay attention to detail while collecting guest clothes
3. Explain each section in a laundry form	3. Complete and verify laundry forms	3. Have integrity when checking guest clothes and return any valuable items found in guest clothes
4. Identify potential discrepancies in laundry handling	4. Prepare the tools and equipment used to collect guest clothes	4. Be helpful and maintain professionalism
5. Describe the standard operating procedures for guest clothes laundry service	5. Handle the discrepancies between laundry forms and guest clothes	5. Exhibit punctuality, courtesy and respond attentively to guests
6. Distinguish the forms of guest clothes laundry service		6. Demonstrate honesty and accountability for guest belongings.



Discovery activity:



Task 1:

Read the scenario below and answer the questions that follow

Munyana is a new staff member at the laundry department of a busy hotel. It's her first day, and a guest calls reception to request a laundry pick-up. She is asked to prepare for receiving their clothes.

Munyana quickly gathers what she thinks she needs: a laundry bag and a pen. When she arrives, the guest hands her several clothing items and expects a receipt. She realizes she forgot the laundry form and didn't bring tags for marking.

Later, while checking the items, she notices a missing sock and a disagreement over how many shirts were submitted. Munyana is unsure how to handle the discrepancy or what to record. She also doesn't know where to keep the clothes until they're ready to be washed.

Questions:

1. What materials and tools should you gather before collecting clothes from a guest?
2. Why is it important to use a laundry form when receiving guest clothes?
3. What information should be included on the laundry form?
4. How can you make sure the clothes match what's recorded on the form?
5. What steps should you take if there's a discrepancy in the number or condition of clothes?
6. What is the correct way to tag or mark guest clothes for tracking?
7. How should you store the guest's clothes after collection and before cleaning?

Topic 1.1: Collection of tools and materials



Activity 1: Problem Solving



Task 2:

Read the scenario 2 below, answer the questions that follow

Gashema is scheduled to assist with the collection of guest laundry on a busy morning. Before leaving the laundry room, he quickly grabs a laundry bag and heads to several guest rooms for pick-up.

When he gets to the first guest, he realizes he has no marker or tags to label the clothes. At the second room, he has no form to record the items, and by the third guest, he has no verification checklist. By the time he returns, some clothes are mixed up, and there's no way to confirm which items belong to which guest.

The laundry supervisor notices the issue and asks Gashema to explain what tools and materials were used and whether he followed the standard preparation process.

Questions:

1. What tools and materials should Gashema have collected before starting his task?
2. What is the purpose of each tool?
3. How can missing or incorrect tools affect the quality of laundry service?
4. What steps could Gashema take to prevent clothes from getting mixed up in the future?
5. How can a checklist help ensure all necessary items are collected before starting laundry collection?
6. If Gashema finds that a tool he needs is missing from the supply area, what should he do?

Key Facts 1.1: Collection of tools and materials

- **Introduction to tools and materials used in collecting guest clothes for cleaning**

Tools and materials in hotel laundry services refer to the equipment and supplies used during the process of collecting, verifying, labelling, recording, and delivering guest clothes. These items help ensure that each guest's laundry is handled carefully, accurately, and professionally.

✓ **Tools and materials used in laundry collection**

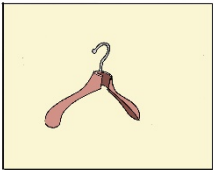
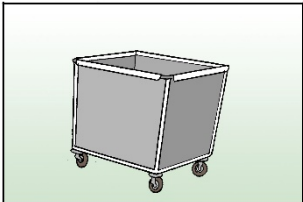
 Used for marking: Help label clothes to avoid mix-ups., identifying clothes and ensuring each item is returned to the correct guest.		
Item name	Image	Description
Safety pin		Fasten labels or tags to guest clothes during the laundry process.
Plastic tag		Used to label and identify a guest cloth which will help in delivery.
Laundry Marker	 2	Used to label and identify a guest cloth which will help in delivery.
Polymark machine		Used to apply heat transferred labels, emblems, and textile tags to guest clothes of different fabrics heat transfer labeling.
Tagging gun		A handheld device used to attach tags to clothes using plastic fasteners.

¹ https://en.wikipedia.org/wiki/Safety_pin#/media/File:Safety_Pin.jpg

² <https://stampstastic.co.uk/products/black-laundry-pen>



Used for pickup: These help to ensure proper organization and handling of guest clothes

Item name	Image	Description
Laundry bag		It is used to collect guest laundry from their rooms
Hangers		Used to hold special or delicate clothes that are not good to fold such as suits, jackets,
Laundry trolley		This is used for transport of large loads of laundry to and from the washing machine and dryer. It can also be used when sorting Clothes or as a temporary Storage for clean clothes that are waiting to be folded or put away.



Used for Verification: These ensure that the items received match what is recorded and prevent disputes.

- **Item checklist:** Used to verify each item received from the guest.

ITEM CHECKLIST

Used to verify each item received from the guest

No.	Item Description	Quantity	Special Instructions	Staff Initials
1.	Shirt (Formal)			
2.	T-Shirt			
3.	Trousers/Pants			
4.	Skirt			
5.	Dress			
6.	Undergarments			
7.	Socks (Pairs)			
8.	Pyjamas/Nightwear			
9.	Towel			
10.	Handkerchief			
11.	Jacket/coat			
12.	Sweater/Cardigan			
13.	Scarf			
14.	Other: _____			

Guest Name: _____

Room Number: _____ **Date:** _____

Received By (Staff Name): _____

Guest Signature: _____

- **Laundry form:** Laundry forms are essential documents used in the laundry industry to record information about the garments being laundered. These forms help in keeping track of the items, managing inventory, and ensuring proper handling of the laundry. Includes a detailed list of clothes, guest information, and service type.³

³ <https://www.pdfFiller.com/en/micro-catalog/small-business/12374-laundry-forms.htm>

Laundry and Dry Cleaning Form

This document must be printed, filled out and signed

Customer's Name _____
 Phone number: _____
 Email: _____
 Address: _____

Please indicate the number of items you have given us to process. If there's any special request needed or special instructions for any of the items please indicate that information in the SPECIAL HANDLING section.

LAUNDRY

#	Item	Description

Special Instructions:

DRY CLEANING

#	Item	Description

Special Instructions:

Additional comments:

By completing and signing this form, you agree to all the terms and conditions stated in the service agreement.

_____ Date

Customer's Signature

- **Clothing condition chart:** Notes any damage or stains before washing.

CLOTHING CONDITION CHART

Condition	Description
	Stains
	Discoloration
	Tears
	Holes
	Worn areas
	Missing buttons
	Fraying
	Loose thread
	Uneven hem
	Odor

 **Used for recording:** These are used to document important details to help in tracking and communication.

- **Laundry form (duplicate copy):** One copy for the guest, one for records.
 - **Purpose:**
 - To record all guest laundry details at the time of collection.
 - Ensures both the guest and the laundry department have a copy of what was received.

▪ **Key Information Included:**

- Guest name and room number
- Date and time of collection
- List and quantity of items
- Special instructions (e.g., delicate wash, stain removal)
- Chosen service type (normal, express, dry clean, etc.)
- Signature of the guest and collecting staff

▪ **How it is used:**

- The laundry department keeps the original copy.
- The duplicate copy is given to the guest as a receipt and reference.

Note: Helps resolve disputes if any discrepancies arise.

- **Logbook or digital tablet:** Logbook for manual systems while digital tablet for entering laundry data into the computerised system.

▪ **Purpose:**

- To **store permanent records** of laundry transactions for monitoring and tracking.
- Allows easy access to previous laundry records if needed later.

▪ **How it is used:**

- Staff enter laundry details (from the laundry form) into a logbook or digital system.
- Digital tablets may be used to input data directly into the hotel's Management System (PMS).

Note: Useful for inventory checks, guest queries, auditing, and reporting.

- **Pen or stylus:** Pen is used for filling out forms or logbooks while stylus for digital data entries.

Note: Ensures clean, readable entries and minimizes errors or confusion.

✚ **Used for delivering guest clothes:** These are used to organize, and transport cleaned clothes back to the guest.



Figure 1: Tools used in delivering guest clothes

- **Laundry delivery bags** – Clean bags to return finished laundry.
- **Trolley or cart** – For transporting laundry safely and hygienically.
- **Garment covers** – To protect delicate or formal clothes during delivery.

✓ **Importance of proper tool collection**

Failing to collect or use the correct tools may lead to:

- ✚ Loss or misplacement of guest clothes
- ✚ Unclear or incomplete records
- ✚ Mixing up guest orders
- ✚ Complaints and dissatisfaction

✓ **Tips for effective preparation**

- ✚ Always use a checklist before leaving the laundry room.
- ✚ Double-check that you have enough tags, forms, and bags for the number of guests.
- ✚ Keep spare materials in your trolley or bag in case of emergencies.
- ✚ If a tool is missing, report to the supervisor or request a replacement immediately.



Activity 2: Guided Practice



Task 3:

Read the following scenario and the perform the task provided:

A VIP guest at the hotel has submitted a set of clothes for express laundry service. Ndoto, the laundry attendant is assigned to handle the task. In the rush to impress the guest, she quickly gather what she thinks is required. Later, she discovers that:

- a. One shirt was not recorded.
- b. The clothes were not tagged.
- c. The laundry form has missing guest information.
- d. The guest calls, angry that one item is missing.
- e. There's no evidence of which team handled the collection.

Required.

1. List all mistakes made in the process.
2. Identify which tools and materials were missing or misused.
3. Reconstruct the correct procedure step-by-step as if the job was being done again.



Activity 3: Application



Task 4:

Read the following scenario and the perform the task provided:

As a housekeeper at X hotel entered the laundry room, ready for your shift. You meet the Head of Housekeeping, who briefs you that they received quite a few laundry requests from two guests, one in room 65 and the other in room 99.

You are required to select and prepare the tools and materials that will be used in collecting guest clothes for cleaning from guest rooms.

Topic 1.2: Collection of guest clothes



Activity 1: Problem Solving



Task 5:

Read the scenario below and answer questions that follow:

Ms. Kamikazi, a housekeeper at X Hotel, begins her shift in the laundry department and is informed by the Head of Housekeeping that laundry requests have come in from guests in rooms 102 and 202. She is instructed to collect the laundry following hotel procedures. However, she realizes she is unsure whether she has all the necessary tools and materials for the task. As she proceeds, she encounters issues such as missing laundry forms, items without proper labels, and one guest not being present to clarify instructions. Kamikazi must now figure out how to correctly handle the collection while maintaining service quality and minimizing errors.

1. What steps should be followed when collecting laundry from a guest's room?
2. How should Kamikazi respond if a guest has not filled out the laundry form?
3. What should she do if clothing items are not clearly marked or separated?
4. How can she verify the number and condition of clothes received to avoid disputes later?
5. What actions should be taken if the guest is unavailable during the scheduled collection time?
6. How should Kamikazi document the collection process accurately and clearly?
7. What are the key hotel standards Kamikazi must follow to ensure professional service delivery?
8. How can she handle discrepancies in guest instructions or missing items?
9. Who should Kamikazi report to in case of unclear requests or problems during collection?

Key Facts 1.2: Collection of guest clothes

- **Introduction**

In hotel laundry operations, collecting guest clothes for cleaning is a critical task that requires accuracy, professionalism, and attention to detail. The process ensures that guests receive high-quality service, their items are safely handled, and laundry records are well-documented⁴.

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

- ✓ **Standard operating procedures for guest laundry collection⁵**

-  **Log collection requests:** All guest laundry requests must be documented in the housekeeping control logbook.

-  **Valet assignment:** The valet assigned to collect the laundry should write their initials next to the corresponding entry in the valet call register.

-  **Preparation for collection:** The valet must record the room numbers on their laundry collection and delivery card and carry a designated laundry collection bag, which should be stored in the floor pantry when not in use.

-  **Room check and entry:** Before approaching a room, confirm that the room number is accurate and that there is no "Do Not Disturb" (DND) sign displayed. Knock gently and introduce yourself as a representative of the laundry service.

-  **Polite guest interaction:** Greet the guest respectfully according to the time of day (e.g., "Good morning/afternoon, sir/madam") and politely ask if they have any laundry items for collection.

⁴ https://www.linkedin.com/pulse/mastering-art-laundering-guest-clothes-qv9af?trk=public_post

⁵ <https://setupmyhotel.com/hotel-sop-standard-operating-procedures/house-keeping-sop/sop-laundry-guest-laundry-collection/>

- ✚ **Laundry form completion:** If the guest has not already filled out a laundry or dry-cleaning form, provide one and request that they complete it. Ensure the room number is correctly written on the form. If the guest forgets, the valet must fill it in before leaving the room.
- ✚ **Item check before collection:** Politely remind the guest to check and empty all pockets. Inspect items for visible stains or damages while collecting.
- ✚ **Sorting and bagging:** Separate soiled laundry from dry-clean items and place them into appropriate laundry bags. Attach the corresponding form to each bag.
- ✚ **Special instructions:** Note any guest-specific instructions on the laundry or dry-clean form and also record them on the laundry department's blackboard or tracking system.
- ✚ **Delivery time inquiry:** Ask the guest when they would like their laundry returned and clearly note the requested time on the form.
- ✚ **Professional departure:** Conclude the interaction by wishing the guest a pleasant stay and exit the room politely.



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Figure 2: Collection of guest clothes

⁶ <https://www.slideshare.net/InderSingh118/guest-laundry>

✓ **Guest clothes receiving process**

 **Guest initiates request:** The guest requests laundry service such as washing, dry cleaning, pressing or ironing.

The guest accomplishes the laundry request form and then communicates through various channels:

- Calling housekeeping or reception
- Notifying room attendants directly

 **Request received and recorded:** The request is received by the housekeeping desk or laundry supervisor.

It is logged into the valet/laundry call register or housekeeping control book with details such as:

- Room number
- Time of call
- Guest name (if available)

 **Valet staff assigned:** A laundry valet or housekeeping staff is assigned to collect the clothes. Their initials are noted next to the request in the register

 **Preparation for pick-up :** The valet prepares all required tools and materials, such as:

- Laundry bags
- Tags and labels
- Laundry forms
- Checklists

The valet fills out guest details (e.g., room number) in advance on forms

 **Laundry pick-up from guest room:** Valet knocks politely (ensuring no DND sign), announces laundry service and when the guest opens the door, the valet starts the pickup process.

 **Sorting and tagging:** Clothes are sorted by type (laundry vs dry clean).

Tags are attached and items are placed in correct laundry bags

One copy of the laundry form is kept for records, and one is returned to the guest if required

 **Delivery to laundry room:** The valet brings the tagged laundry to the laundry room. Items are handed over to the laundry attendants

✓ **Guest clothes pick-up**

This refers to the physical process of collecting the clothes from the guest's room.

Key steps:

 Prepare the necessary tools before leaving (laundry form, tags, pen, laundry bag).

 Check the room number and confirm the request with reception or the guest log.

 Proceed to the guest's room and knock on the door three (3) times and announce "Laundry Service".

 When the guest opens the door, inform the guest that you came to collect guest laundry.

 Ask permission from the guest to count and check the items to be laundered.

 Tally the count with your own physical count.

 Write the correct number of items on laundry request form.

 Notify the guest for any discrepancies.

 Check if the guest has filled-in the laundry list. Look for the following:

- The name of the client
- Room number
- Date
- Urgency of services according to guest request
- Guest's signature

 Ask the guest if he/she needs additional help or if they have additional request

 Bid the guest goodbye and remember to say thank you⁷.

✓ **Procedure for collecting items from the guest's room:**

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

✓ **Forms of guest clothes laundry service**

Different types of laundry services are offered based on the fabric type, urgency, **and** guest preferences. Each service is tailored to ensure proper care, cleanliness, and presentation of clothes. Understanding these services helps staff choose the right method for each garment and meet guest expectations efficiently.

 **Self-service laundry:** guests can use on-site washers and dryers at their convenience like coin-operated machines, detergent vending machines, folding areas.

 **Full-service laundry:** The staff handle all aspects of laundry for the guest like collection from the guest's room, washing, drying, ironing, and folding, delivery back to the room

 **Dry cleaning.** In this form specialized service for delicate fabrics that cannot be washed with water can be dry cleaned and it involves,

⁷ <https://www.scribd.com/document/236858576/Laundry-Servicing>

professional cleaning processes, stain removal treatments and it often used for suits, dresses, and other formal wear

 **Pressing/Ironing service.** This form of laundry service focuses solely on pressing and ironing clothes and it is normally used for quick turnaround and for guests needing wrinkle-free clothes for events

 **Express laundry service.** This is described as fast-track service for urgent laundry needs and it features, same-day service or rapid turnaround and higher fees for expedited processing.

 **Wash and fold:** Clothes are washed, dried, folded, and returned. No ironing. common for casual wear.

 **Wash and iron:** Clothes are washed, dried, ironed, and neatly packed. Often used for formal clothes.

 **Stain removal service:** Specific treatment for stained clothes before regular washing or dry cleaning.

 **Special fabric care:** Laundry services for delicate items like silk, lace, leather, or embroidered garments, requiring extra care.

✓ **Discrepancies checking process**

Discrepancies refer to any differences between what the guest claims was submitted and what is recorded or returned. e.g., missing items, extra items, damages, incorrect service, etc.

Steps:

 **Review the laundry list/form:** Carefully check the guest's filled form to understand the items submitted, quantity, and special instructions.

 **Physically count item:** Count each piece of clothing handed over by the guest and compare with the list.

 **Cross-check details:** Match the number, type, and condition of items with what's written on the form.

 **Identify mismatches:** Look for discrepancies such as:

- Item not listed on the form
- Missing or extra items

- Damage not recorded
- Wrong service requested or applied

 **Record the issue:** Note any discrepancy in the laundry discrepancy log or on the form clearly.

 **Inform supervisor:** Immediately report any issue to the housekeeping or laundry supervisor for follow-up.

 **Communicate with guest (If needed):** Politely contact the guest to clarify any issue or confirm their instructions.

 **Hold processing (If unclear):** Do not proceed with cleaning if the discrepancy is not resolved or confirmed.

 **Document resolution:** Once clarified, update the records to reflect accurate and final information.

✓ **Verification of filled laundry form**

This section includes the essential reference details needed for identification and tracking guest' items.

Section	Field	Purpose
Laundry form information	Date	Indicates when the laundry was submitted.
	Room number	Identifies the guest's room.
	Form/slip number	Unique identifier for tracking.
	Laundry type	Service type: laundry, dry clean, pressing, etc.
	Number of items listed	Total items to process; used for cross-checking.
Customer information	Guest name	For proper identification.
	Signature	Guest authorization and confirmation.
	Contact info	Used to contact guest for clarifications.
Service details	Item description	Type of garment

	Quantity	Number of each item.
	Service requested	Laundry service desired (e.g., dry-cleaning, ironing).
	Special instructions	Guest preferences (e.g., stain removal, gentle wash).
	Damage noted	Any visible damage recorded before processing.
	Pickup/delivery time	Ensures prompt and scheduled service for guest.

 **Best practices during verification**

- Cross-check item count with actual clothes received.
- Clarify unclear handwriting or missing information with the guest.
- Keep one copy for hotel records and give one to the guest.
- Use tags and checklist to link form to clothes accurately.



Activity 2: Guided Practice



Task 6:

Read and perform the following task

You are working as a housekeeper at the training hotel facility. You are informed that two guests in rooms 10 and 71 have requested laundry services. The Head of Housekeeping instructs you to independently collect their clothes following the hotel's laundry procedures.

When you arrive at the first room, the guest is present and hands you a filled laundry form. At the second room, you find that some items listed are missing, and the guest is not available for clarification. You also notice that some clothes have items in the pockets, and one shirt has a visible stain. You are expected to perform the task professionally and complete the collection properly, while recording and verifying all required information.



Activity 3: Application



Task 7:

Read and perform the following task

You are assigned to manage the laundry collection for a hotel guest in Room 205. The guest has requested laundry service and left their laundry in the room with special instructions and a partially filled laundry form. Guest trouser clothes had money in their pockets

Instructions

1. Prepare all required collection tools and materials.
2. Pick up the guest clothes.
3. Verify the laundry form information.
4. Identify and record any discrepancies.
5. Report to supervisor professionally



Formative Assessment

Multiple choice questions

1. **What is the correct first step when collecting laundry from a guest room?**
 - A. Knock and enter immediately
 - B. Check the laundry form for damages
 - C. Confirm the room number and check for DND sign
 - D. Collect the clothes quietly
2. **Which of the following tools is used to label clothes using heat transfer?**
 - A. Tagging gun
 - B. Laundry marker
 - C. Polymark machine
 - D. Safety pin

3. **What should a valet do if the guest has not completed the laundry form?**
 - A. Leave the room and return later
 - B. Fill in the room number and remind the guest to complete it
 - C. Ignore the form
 - D. Clean the clothes anyway
4. **Which laundry service is used for delicate garments like silk and lace?**
 - A. Wash and fold
 - B. Pressing
 - C. Dry cleaning
 - D. Express laundry
5. **What is the purpose of using a duplicate copy of the laundry form?**
 - A. For storing extra tags
 - B. To confirm the delivery address
 - C. One copy is kept for hotel records, and one is given to the guest
 - D. It is used as a laundry bag label

True/False Questions

1. **A tagging gun is used to attach labels to clothes.**
2. **The guest's signature is not required on the laundry request form.**
3. **Laundry trolleys can be used to sort clothes or temporarily store clean items.**
4. **Valets are not allowed to check for visible stains when collecting clothes.**
5. **Pressing service includes washing and folding the clothes.**

Matching Type Questions

Match the items in Column A with their correct descriptions in Column B.

Column A	Column B
1. Laundry Marker	A. Protects formal clothes during delivery
2. Laundry Form	B. Used to label clothes directly

Column A	Column B
3. Garment Cover	C. Used to document and track guest laundry
4. Dry Cleaning	D. Washing method for suits and delicate items
5. Laundry Bag	E. Used to collect dirty guest laundry
6. Safety Pin	F. Fastens tags to clothes
7. Laundry Trolley	G. Transports laundry and stores clean clothes
8. Discrepancy Log	H. Used to record issues like missing or damaged items

Sentence Completion

1. The valet must record the on their collection card before picking up laundry.
2. If a guest has not filled out a form, the valet should it with essential details.
3. machines are used for heat-transfer labeling of clothes.
4. Guest laundry requests are recorded in the housekeeping control
5. During delivery, formal clothes are often protected using.....
6. When discrepancies occur, they must be..... to the supervisor immediately.
7. The helps attach labels to garments using plastic fasteners.



Points to Remember

- Gather all necessary tools before collecting laundry
- Ensure the laundry form is completely and correctly filled
- Separate laundry types, and ensure each item is clearly marked and recorded
- Use checklists to avoid missing, damaged, or extra items during collection, delivery and report to the supervisor when there is an issue
- Ensure proper hygiene and professionalism at all steps



1. Read the statements across the top. Put a check in a column 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 different tools and materials used in collecting guest laundry					
Describe the steps in receiving guest clothes					
Explain each section in a laundry form					
Identify potential discrepancies in laundry handling					
Describe the standard operating procedures for guest clothes laundry service					
Distinguish the forms of guest clothes laundry service					
Select and arrange appropriate tools					

My experience Knowledge, skills and attitudes	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.
for guest laundry collection					
Perform guest laundry pickup					
Complete and verify laundry forms					
Prepare the tools and equipment used to collect guest clothes					
Handle the discrepancies between laundry forms and guest clothes					
Demonstrate responsibility in preparing tools and materials for collecting guest laundry					
Pay attention to detail while collecting guest clothes					
Have integrity when checking guest clothes and return any valuable items found in guest clothes					

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					
Be helpful and maintain professionalism					
Exhibit punctuality, courtesy and respond attentively to guests					

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 2: ARRANGE GUEST CLOTHES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to arrange guest clothes. It covers identification of guest clothes, recording of guest clothes, and guest clothes tagging .

Self-Assessment: Unit 2

1. Look at the unit 2 illustration above and discuss the following:
 - 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 guest clothes types					
Describe guest clothes specifications					
Explain guest clothes tagging SOPs					
Describe the importance of					

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					
tagging/labelling guest clothes					
Describe the considerations for separating/sorting guest clothes					
Arrange guest clothes according to their types					
Check guest clothes specifications					
Count and record guest clothes against					
Tag/label guest clothes					
Separate/sort guest clothes					
Pay attention to details when tagging clothes					
Be honest while handling guest clothes					
Be precise in counting items					
Be responsible for all guest's laundry					
Report guest items found during sorting					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify guest clothes types	1. Arrange guest clothes according to their types	1. Pay attention to details when tagging clothes
2. Describe guest clothes specifications	2. Check guest clothes specifications	2. Be honest while handling guest clothes
3. Explain guest clothes tagging SOPs	3. Count and record guest clothes against	3. Be precise in counting items
4. Describe the importance of tagging/labelling guest clothes	4. Tag/label guest clothes	4. Be responsible for all guest's laundry
5. Describe the considerations for separating/sorting guest clothes	5. Separate/sort guest clothes	5. Report guest items found during sorting



Discovery activity:



Task 8:

Basing on your experience regarding guest clothes, read the following scenario and answer the questions that follow.

You are working as a laundry valet trainee at a hotel. Today, your supervisor assigns you to receive and record clothes from three different guests. Each guest has filled a laundry list, but some of the details are unclear or incomplete. You are expected to follow standard procedures for identification, discrepancy checking, recording, and tagging the clothes.

1. What are the main types of guest clothes typically received for laundry?
2. What is the purpose of a guest laundry list?
3. How do you confirm the guest's approval of the laundry details?
4. What is meant by discrepancies in guest laundry?
5. How do you verify the source of clothes received?
6. What guest cloth specifications must be recorded before laundry?
7. What are special guest requests in laundry services?
8. Where are special guest requests documented?
9. What is the purpose of tagging guest clothes?
10. What is the first step in the guest clothes tagging SOP?
11. How do you separate guest clothes before tagging?

Topic 2.1: Identification of guest clothes



Figure 3: Types of guests' outer wear



Activity 1: Problem Solving



Task 9:

Read the scenario below and answer the questions that follow

At X Hotel, multiple guests have submitted their laundry for cleaning. The laundry valet has already collected and delivered laundry bags from five different rooms to the laundry room. You are newly hired as a housekeeper in the laundry section, and your first assignment is to correctly identify and process the guest clothes before washing begins. You notice that some laundry bags lack complete tags, and not all forms have matching details with the clothing items received.

It is your responsibility to check the laundry information, check for discrepancies, and ensure all items are properly recorded and tagged before they are sorted for cleaning.

1. How will you begin the process of identifying the clothes from each guest?
2. What steps will you take if the laundry form is missing or incomplete?

3. How do you ensure the correct matching of clothes to the right guest?
4. What guest clothing details should be checked and recorded before washing?
5. How can you confirm the total number of clothes received from each guest?
6. What actions will you take if you find clothes without any labels?
7. How would you identify and handle clothes that have stains or damage not noted on the form?
8. If two similar items are found from different guests, what procedure should you follow to avoid mixing them up?

Key Facts 2.1: Identification of guest clothes

- **Identification of guest clothes types**

After collecting guest clothes, the valet will deliver the bags directly to the laundry room for further processing.

In the laundry room, the received laundry is checked for discrepancies, marked & recorded on the summary sheet as well as arranging them.

This activity of arrangement is better performed if the laundry attendant knows the types of guest clothes. They include:

- ✓ **Underwear clothes**

These are items of clothing worn beneath outer clothes, usually in direct contact with the skin primarily to provide comfort, support and hygiene. These are generally of two types, those that are worn to cover the torso & private parts and those that are worn to cover the legs. While males often wear boxer briefs or boxer shorts.

Items worn by both sexes include T-shirts, sleeveless shirts (also called singlets, tank tops, A-shirts, or vests), classic briefs, bikini briefs. Different styles of underwear are generally worn by females and males as follows:

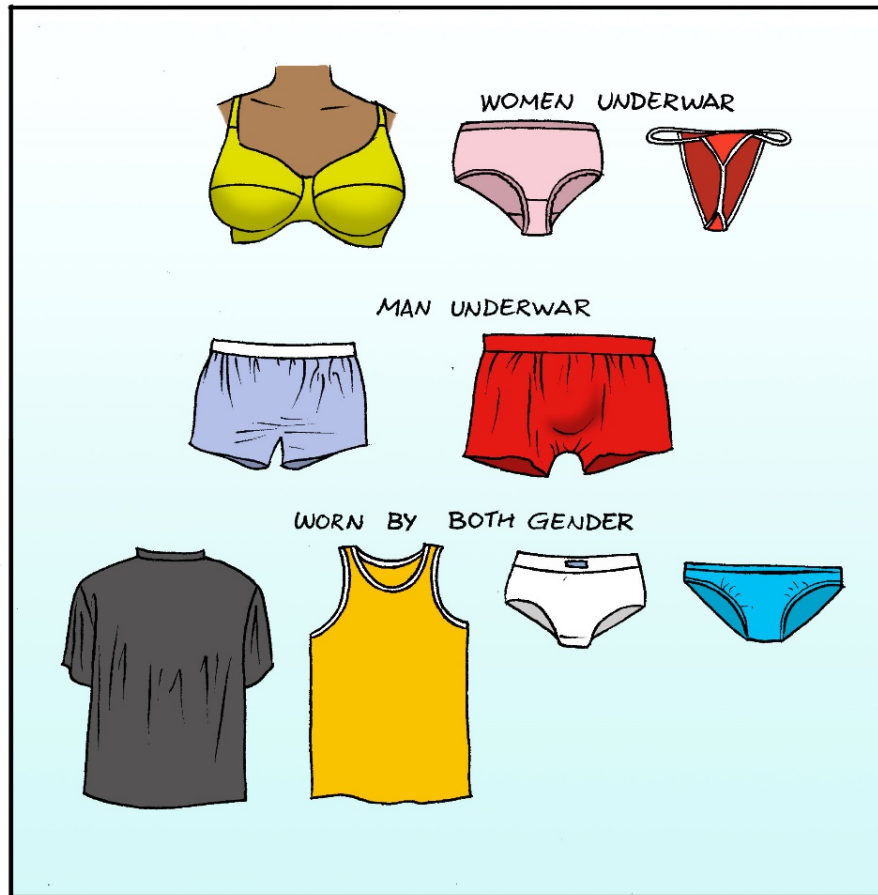


Figure 4: types of guests' under wear

These are personal, intimate garments worn beneath outer clothes. They are usually small, delicate, and require hygienic handling.

Types include:

- **Underpants / Panties:** Worn on the lower body for hygiene.
- **Bras:** Worn by women to support the bust, often made of delicate lace or cotton.
- **Boxers / Briefs:** Men's underwear options, vary in size and fabric.
- **Undershirts / Vests:** Worn under shirts to absorb sweat.
- **Socks / Stockings:** Worn on the feet or legs, often made of cotton, wool, or nylon.

Note: These items are typically washed separately with care and disinfected appropriately.

Male under wear

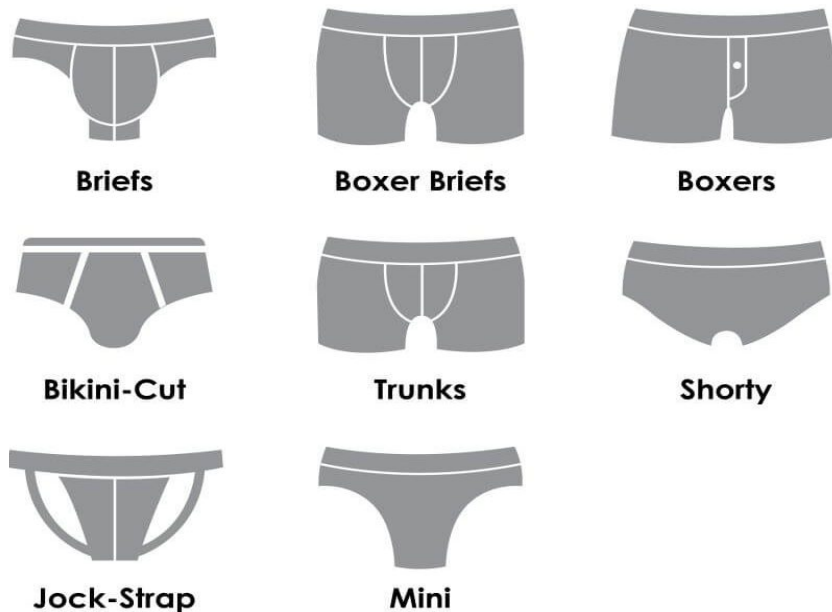


Figure 5: Men Underwear

Female under wear



Figure 6: Women's underwear

✓ Tops clothes

Tops refer to upper-body garments like shirts, t-shirts, blouses, and sweaters. These items can be made from a variety of fabrics, including cotton, silk, wool, or synthetic blends. It is important to inspect each item for special washing instructions, stains, or delicate materials that might need handwashing or dry cleaning.

⁸ <https://comostore.cc/types-of-men-underwear-which-type-is-best-for-you/>

⁹ <https://www.vectorstock.com/royalty-free-vectors/womens-underwear-types-vectors>

 Types include:

- **T-Shirts:** Casual tops made from cotton or cotton blends.
- **Shirts / Blouses:** Formal or semi-formal tops, may be delicate and require pressing. Blouses can range from casual to formal, often featuring embellishments or unique necklines. Shirts-from button-down shirts to polo shirts, these offer a wide range of options for formal and casual occasions.
- **Sweaters / Cardigans:** Knitwear used for warmth, often made of wool or acrylic. From cozy cardigans to stylish pullovers, these provide warmth and style.
- **Tank Tops / Camisoles:** Lightweight tops, sometimes worn as innerwear.
- **Hoodies / Sweatshirts:** Casual tops with thicker fabric, may have zippers or prints. Hoodies are casual, comfortable, and often sporty top with a hood.
- **Jackets & Coats:** Outerwear like blazers, denim jackets, and trench coats offer protection and style.

✓ **Clothes Bottoms:**

 Types include:

- **Jeans:** A versatile and popular choice for casual wear, available in various styles and washes.
- **Pants:** From chinos and dress pants to leggings, these offer a range of options for different occasions.
- **Skirts:** Mini, midi, and maxi skirts come in various materials and styles, suitable for both casual and formal events.
- **Dresses:** Whether it's a casual sundress or a formal gown, dresses are a versatile and stylish option.
- **Shorts:** A popular choice for warm weather, available in various lengths and styles.
- **Leggings:** A comfortable and versatile option for both casual and active wear.

✓ **Covers clothes**

“Covers clothes” is a general term used in hospitality and laundry settings to describe outerwear garments worn over other clothes. These include coats, jackets, suits, gowns, etc. They often require special handling due to their size, fabric type, or formal use.

Types include:

- **Jackets / Coats:** Heavy outerwear, often lined and sometimes water-resistant.
- **Dresses / Gowns:** Worn by women for casual or formal occasions, may include delicate designs or embellishments.
- **Suits / Blazers:** Formal wear, often made of wool or blends, structured and must be handled with care.
- **Scarves / Shawls** – Accessories used for warmth or style, made of wool, silk, or cotton.
- **Overalls / Coveralls** – Work-related clothing, often durable but may need spot-cleaning.
- Robes are loose-fitting outer garments typically worn for comfort, modesty, or during relaxation or after bathing. They are also known as bathrobes, dressing gowns, or house robes, depending on their use.

✓ **Checking guest information**

 **Laundry list** : The laundry list is a form provided by the hotel where the guest fills out details about the items they are sending for laundry.

- **Key items to check on the laundry list:**
 - Guest’s full name
 - Room number
 - Date of collection
 - Type of laundry service required e.g., washing, dry cleaning, express service
 - List of clothes and quantity
 - Special instructions e.g., delicate fabrics, stains to remove.



Guest approval: This involves confirming that the guest has reviewed and approved the laundry list and understands the services and prices.

○ **Steps to get guest approval:**

- Politely greet the guest and introduce the purpose of your visit (e.g., “I’m here to collect and verify your laundry list.”).
- If the guest has not filled the form, assist them to complete it properly.
- Review the list with the guest item by item.
- Ask the guest to confirm quantities and any special instructions.
- Request the guest to sign or initial the laundry form as confirmation.
- Explain the service type and estimated charges.
- Ensure the guest’s signature or confirmation is present.
- Thank the guest and proceed with laundry tagging and transport.



How to check the information

- Read through the entire list carefully and compare it with the actual clothing items received.
- Match quantities and item types to ensure what is on the list is what is in the bag.
- Identify unclear or missing information and clarify with the guest politely.
- Separate laundry types (e.g., dry cleaning vs. machine wash) based on the list.
- Use a checklist to cross-check key fields for accuracy before moving to approval.

✓ **Checking discrepancies**

Discrepancy checking in the guest laundry process involves identifying any mismatches or inconsistencies between the guest’s submitted laundry list and the actual clothing items provided before laundry processing begins



Discrepancy in numbers: This involves verifying that the number of clothing items physically received matches the number indicated on the guest's laundry list.

- Verify that the number of clothing items listed on the laundry form matches the actual number of items received.
- **Check for:**
 - Missing items (e.g., guest listed 4 trousers but only 3 were received)
 - Extra items not listed on the form
 - Duplicate entries
- **How to handle discrepancy in numbers:**
 - Politely notify the guest and seek clarification.
 - If the guest confirms there is a mistake, correct the list before signing.
 - Make a note of the correction on both the guest copy and hotel copy of the laundry form.



Discrepancy in price: Each laundry item has a specific charge. Price discrepancies occur when the amount written on the guest's laundry form doesn't match the hotel's official laundry price list.

- Ensure that the charges listed for each item or laundry service are accurate and match hotel pricing.
- Check for overcharges or items missing prices.
- **How to handle discrepancy in price:**
 - If the guest questions the pricing, refer to the official hotel laundry price list.
 - Adjust or explain the pricing before collecting clothes.
 - Note and report any unusual pricing issues to the supervisor.



Discrepancy in source of clothes

It is important to confirm that the clothes received actually belong to the guest and came from the correct room.

- Confirm that all items provided belong to the guest, not left by another person or room.

- Ensure that the items are from the guest room listed on the laundry form
- Check for unlabelled or untagged items.



How to handle discrepancy in source of clothes:

- If unsure, ask the guest to verify.
- Label each item correctly with the guest's name and room number.
- In case of mixed items, separate and clarify before processing.



Activity 2: Guided Practice



Task 10:

Refer to task 9, and perform the following task.

Visit your school housekeeping workshop, a laundry service business or the laundry room of a hotel in your community. Request the work in the laundry room to clean guest clothes.

1. Identify and categorize the clothes received,
2. Verify the laundry list and guest information,
3. Check for any discrepancies before tagging and sending for washing.



Activity 3: Application



Task 11:

Read the scenario below and answer the questions that follow

You are working in the laundry room of Moon Hotel. The laundry valet has delivered clothes from Guest Room 103 with an attached laundry list. Your task is to:

1. Identify the types of clothes received.
2. Cross-check the guest laundry form for all required details.
3. Verify if the number of items matches the list.

4. Check for discrepancies in numbers, price, or clothing ownership.
5. Report any issues

Provided tools and materials include:

- a. Laundry form
- b. Pen or stylus
- c. Hotel laundry price list
- d. Guest laundry bag with clothes
- e. Clothing tags
- f. Discrepancy report sheet

Topic 2.2: Recording guest clothes





Activity 1: Problem Solving



Task 12:

Read the scenario below and refer to it to answer the questions that follow

You have just started your shift in the laundry section at ZIP Hotel. Clothes have been collected from several guest rooms and brought into the laundry room. As part of your responsibility, you are required to record details of the guest clothes before washing begins. However, you notice that:

- a. Some clothing items do not have any tags.
- b. The fabric type and design of certain garments are not recorded.
- c. The number of clothes listed on the laundry form does not match the actual items received.
- d. A guest requested delicate handling for a specific item, but it was not noted.
- e. Clothes from different guests have not been separated properly, creating a mix-up risk.

You must now follow the standard procedure for recording guest clothes and tagging them correctly to avoid any confusion or damage during laundering.

Required:

1. How do you identify and record the fabric type, color, and design of guest clothes accurately?
2. What steps do you follow to verify and record the number of clothes received for laundry?
3. How should special laundry requests from guests be handled and recorded?
4. Why is it important to separate clothes by guest before tagging?
5. Describe the standard procedure (SOP) for tagging guest clothes.
6. What would you do if the guest laundry form is incomplete or unclear?
7. How can improper tagging affect the laundry process and service quality?
8. What methods can be used to prevent confusion between clothes from different guests?

Key Facts 2.2: Recording guest clothes

- **Introduction to recording guest clothes**

When guest clothes are received for laundry, it's essential to record specific details about each item. This ensures the right handling procedures are followed and helps maintain accuracy in sorting, cleaning, and returning garments.

Guest clothes specifications in laundry recording refer to the detailed features or characteristics of each garment that are important for proper laundry care, tracking, and returning. These specifications help the laundry staff know how to handle each item correctly and ensure high service standards.

- ✓ **Fabric type:** Fabric type refers to **the** material or textile composition of the garment. It tells what the cloth is made of—natural fibers, synthetic fibers, or a blend.

- **Examples of fabric types:**

- **Cotton:** breathable, washable, needs proper drying.
- **Wool** – shrink-prone, requires cold wash or dry cleaning.
- **Silk:** delicate, usually needs hand wash or dry cleaning.
- **Polyester:** durable and machine-washable.
- **Linen:** natural, wrinkles easily, may need special pressing.

- **Steps for recording fabric type and specifications**

- Guest Information: Note guest details (e.g., name, order number) for reference.
- Carefully inspect each piece of clothing brought in for laundry.
- Look for labels or tags that indicate the fabric type (e.g., cotton, wool, polyester).
- If the label is missing or unclear, visually assess the fabric for texture, weight, and sheen to identify the material (e.g., smooth and shiny may indicate silk or satin)
- Create a record for each item:
 - Record the material (e.g., cotton, linen, synthetic).

- Include any specific washing or drying requirements (e.g., hand wash, dry clean, gentle cycle).
 - Document any special instructions, such as “iron on low,” or if the item is delicate or prone to shrinking.
- ✓ **Fabric colour:** Fabric colour is the visible shade or hue of the garment, whether plain or multicolored.



Examples of colour:

- White/light: may need separate detergent or whitening agents.
- Dark (e.g., navy, black): washed with similar colors to avoid fading.
- Bright/colored (e.g., red, green): may bleed, requiring cold wash.
- Multicolored or printed: careful checking needed for colorfastness.



Steps for recording fabric color and specifications

- Visually inspect each piece of clothing to determine the exact color or pattern (e.g., solid, striped, floral).
 - Note the fabric colour: Pay attention to any variations in shade, such as faded areas or stains that could affect the final outcome.
 - Create a record for each item:
 - Fabric color: Record the precise color or pattern (e.g., navy blue, light gray, multicolored).
 - Pattern (if applicable): If the item has a pattern (e.g., striped, floral), note that as well.
 - Guest information: Record guest-specific details (e.g., name, order number) for easy identification and tracking.
 - Include any color-specific instructions like “wash with similar colors” to prevent color bleeding or fading.
- ✓ **Fabric design:** Fabric design refers to any specific patterns, decorations, or stitching details present on the garment.



Examples of fabric designs:

- Plain fabric: no special handling required.
- Printed fabric: watch for fading or color running.

- Embroidered/stitched patterns: needs gentle care.
- Lace or net: very delicate; usually requires hand wash or mesh bags.
- Pleats/folds: require proper pressing and folding post-wash.

Steps for recording fabric design and specifications

- Visually inspect the fabric for any patterns or designs (e.g., stripes, floral, checkered, geometric, solid).
- Take note of the design detail specifics, such as pattern type (e.g., floral, plaid), arrangement (e.g., all-over, accents), or any unique features (e.g., embroidery, applique).
- Create a record for each item:
 - Fabric design: Document the exact design (e.g., floral print, polka dots, checks, paisley, or solid).
 - Pattern arrangement: Note how the design is arranged (e.g., repeating pattern, scattered motifs, border design).
 - Color palette (Optional): If relevant, include the primary colors in the design (e.g., red floral print on white).

✓ **Recording guest clothes information**

Document guest details

Once the clothes are received in the laundry room, immediately record the guest's full name and room number (or guest ID). This ensures proper tracking of each laundry batch and prevents mix-ups.

- **Example:**
 - Guest Name:
 - Room No:.....

Number of clothes to be washed

Carefully inspect and count all items received. Categorize them based on clothing type and record the number of pieces under each category:

- **Use the following format:**
 - Shirts: _____
 - Pants: _____

- Dresses/Skirts: _____
- Jackets/Coats: _____
- Underwear/Socks: _____
- Towels/Linens: _____
- Others (e.g., scarves, uniforms): _____

Write down the total number of clothes received. This helps during sorting, washing, and especially when returning items to the guest.

- **Example:** Total items received: _____

Note: Mention any visible stains, damages, or delicate fabrics that may require special care.

- **Procedure for counting guest clothes**

- **Receive and sort:** When guest laundry bags are delivered to the laundry, the quantities of items in each bag are checked and compared to the quantities the guest has itemized.
- **Verify items:** Ensure all items are accounted for and match the guest's list, noting any discrepancies or missing items.
- **Record information:** Record the guest's name, room number, and any special instructions or requests related to the laundry service.
- **Assess stains:** Visually inspect items for stains, noting their color, appearance, location, and type (e.g., food, oil, ink, etc.).
- **Document and tag:** Document the number of items received, any identified stains, and the guest's information on a laundry slip or electronic system.
- **Weigh (If Applicable):** If the laundry facility uses scales, weigh the items to ensure proper machine capacity and prevent overloading.
- **Prepare for washing:** Sort the items according to fabric type, color, and stain type to ensure proper washing procedures.
- **Linen items:** For linen items, count them at the finishing stage (ironing, folding, and packaging).

- Record charges: Process documentation and forward charges for posting to guest accounts and internal departments.¹⁰

Laundry guest special request

Some guests may have special instructions for how their clothes should be handled. It's important to record these clearly and follow them strictly. Check for any special instructions the guest may have shared at drop-off, either verbally or via tags/stickers on the clothing. Record them clearly for the laundry team to follow.

○ **Common requests include:**

- "Use fragrance-free detergent (for allergies or skin sensitivity)"
- "Avoid fabric softener"
- "Separate white and colored clothes to prevent color bleeding"
- "Air dry instead of machine drying"
- "Use mild detergent only"
- "Do not iron this shirt"
- "Air dry this jacket"
- "Wash separately – delicate fabric"
- Any allergies or sensitivity notes

- **Example:** "Please air dry the silk blouse and do not iron the linen trousers."

Note: Before taking the laundry, repeat the list and special requests back to the guest for confirmation.

● **Guest clothes tagging**

Before taking the laundry, repeat the list and special requests back to the guest for confirmation. This ensures accuracy and builds trust in the service.

✓ **Guest clothes tagging**

This policy ensures that all guest laundry items are properly sorted, tagged, and identified with the corresponding room number. Sorting and marking involve separating garments by type and color to ensure they are washed

¹⁰ <https://www.coursehero.com/file/109705487/Module-43Linen-and-Guest-Clothes-for-Laundry-are-Received-Sorted-andpdf/>

appropriately, preventing damage or discoloration. It also includes identifying items that require special care and marking them clearly. This process is essential for maintaining high-quality laundry service and meeting guest expectations.



Standard operating procedures for sorting and marking /labelling guest laundry

- Empty the dirty clothing together with the list from one laundry bag.
- Count each item to acquire a total count, which needs to match the number filled by guests on the laundry list.
- Be sure the number of each item filled by the guest is matching your count.
- It often happens in some cases that the house count may not match with the guest count. You can not forward this laundry bag for the marking step.
- Return the whole bag to the guest unprocessed with a written note.
- The same procedure and record must also be maintained if any garment is found with defects before washing like damaged color, fade, and burn mark.
- Fix on marking tape through the Marking machine.
- Clip the attached laundry list on the board.
- Set the number keys to the code you want [Guest Room No.]
- Pair socks with thread.
- All socks are to be marked/tagged at the heel portion.
- The undershirt will be marked just right under the brand label.
- The entire handkerchief is to be marked at the bottom of one corner.
- The shirt is to be marked to put through button holes.
- When marking also note guest instructions, e.g. request for hand wash, hang to dry, searching¹¹.

¹¹ <https://setupmyhotel.com/hotel-sop-standard-operating-procedures/house-keeping-sop/sop-laundry-sorting-and-marking-guest-laundry/>

Steps for tagging guest clothes

Prevents mix-ups, misplacement, or damage by ensuring every guest's clothing is traceable throughout the laundry process. Follow the steps below:

- Use durable, waterproof tags or stickers designed for fabric.
- Each tag must include:
 - Guest Name
 - Room Number or Guest ID
 - Date and Time of Receipt
 - Batch or Ticket Number (if used)
- Attach tags securely to the inside label, buttonhole, or hem area (avoid damaging delicate fabrics).
- Use color-coded tags if applicable (e.g., red for special care, blue for standard wash).

Separation of guest clothes

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

This separation is mainly based on many factors including:

- Fabric specifications,
- Color
- Fabric and fiber type and
- Level of dirtiness

Steps for separation of guest clothes

The main purpose is to maintain hygiene, prevent color transfer, and ensure special care is provided as requested. Follow the steps below:

Step 1: Separate laundry by guest first

Step 2: Sort by color: whites, darks, and colors

Start by putting together a pile of clothes:

- **Whites:** Wash these separately to prevent staining from other colors.
- **Lights:** Wash these separately to prevent staining from darker colors.

- **Darks:** Wash these separately to prevent color bleeding onto lighter items.
- **Patterned:** For patterned items (florals, plaids, stripes, and so on), sort them based on the pattern's main colour.
- **Demin:** Separate denim into its own pile and washing denim clothes individually or with other dark pieces.

Step 3: Sort by fabric type: Delicates, cottons, woolens, synthetics

- **Cotton and Linen:** These are durable and can typically be washed at higher temperatures.
- **Synthetic materials:** Polyester, nylon, and acrylic require lower washing temperatures and a gentler cycle.
- **Delicate fabrics:** Wool and silk require special care, wash them separately or use a gentle wash program.
- **Denim and heavy fabrics:** Jeans and jackets can damage more delicate garments during washing, wash them separately or with similar heavy fabrics.
- **Towels:** Wash towels separately from other clothes to prevent lint and damage to finer fabrics.
- **Clothing with zippers and buttons:** Separate these from knits and lingerie to prevent damage.
- **Clothing that sheds lint:** Wash these separately from microfiber, corduroy, or other fabrics that attract lint.

Step 4: Cleaning method: Hand wash, machine wash, dry clean, etc.

Step 5: If guest has special requests (e.g., air dry, mild detergent), separate those items in a dedicated basket or bag.

Step 6: Separate stained and heavily soiled laundry

Note: Do not mix clothes from different guests under any circumstances.

Labelling process

Ensure every item can be matched back to the correct guest and instructions during every stage be it washing, drying, ironing, and return. Follow the steps below:

- Create a laundry intake log for each batch, recording:
 - Item type and count
 - Notes on visible stains, damages, or special requests
 - Matching tag ID
- Apply a batch number or QR/barcode label to the laundry bag or basket holding all items for a single guest.
- Place a summary label on the bag:
 - Guest Name & Room No.
 - Total Items
 - Tag/Batch ID
 - Special Instructions
- Double-check the labeling before proceeding to washing.

Note:

- The marker takes note of the fabric type before tagging and labelling.
- Delicate materials like silk, polyester, muslin, wool are not marked on the marking machine.
- They are hand tagged carefully so as not to damage the fabric.
- While marking on the machine, care must be taken to mark only on the inside seams of the garment (mark/tag on the double fold) so that it does not damage the fabric when removing the tape/tag while packaging.

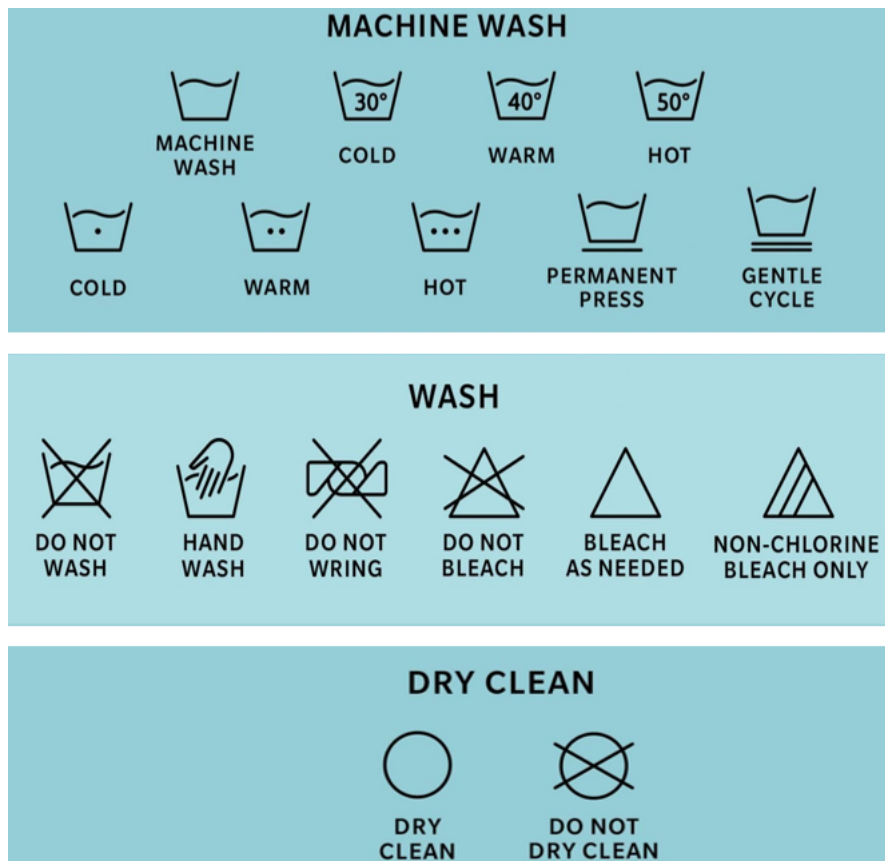
Guide to symbols of clothes care labels/tags

Because people do laundry all around the world, the industry has created a standard of five basic symbols that form a kind of universal language. To make it even easier, laundry symbols are always featured in the same order on a label as follows:

- Washtub (washing)

- Triangle (bleaching)
- Square (drying)
- Iron (ironing)
- Circle (dry cleaning)

Clothing manufacturers use washing symbols to help you extend the life of clothes.



12

Figure 7: Washing symbols

¹² <https://www.rd.com/article/laundry-symbols/>



Activity 2: Guided Practice



Task 13:

Read the scenario below and answer the questions that follow

You are working in the hotel laundry room. A housekeeping staff member brings down a bag of laundry for Mr. Nkwiro, staying in Room 312. Inside the bag are the following items:

- a. 3 white shirts
- b. 2 black trousers
- c. 1 red wool sweater (with a note: “Air dry only”)
- d. 1 silk scarf
- e. 2 pairs of socks
- f. 1 towel with visible stains
- g. 1 pair of jeans

Mr. Nkwiro has also requested that no fabric softener be used and that his clothes are handled gently. Following the guest clothes sorting and marking procedure, perform the guest clothes separation for Mr. Nkwiro laundry.



Activity 3: Application



Task 14:

Read the scenario below and answer the questions that follow

You are working in the hotel laundry department. You receive a laundry bag labeled Ms. Munyana – Room 218 from housekeeping. When you open the bag, you find the following items:

- a. 4 white cotton shirts
- b. 2 colored t-shirts (blue and red)
- c. 1 pair of jeans

- d. 1 silk blouse (tagged: “Dry clean only”)
- e. 2 towels
- f. 1 pair of black slacks with a coffee stain
- g. 1 wool sweater (note attached: “No machine drying”)

Ms. Munyana also left a note requesting that her white shirts be treated with stain remover on the collars, and that no fabric softener should be used due to allergies.

Required:

1. Record all guest and laundry information in the intake log.
2. Categorize and count each clothing type.
3. Identify and mark all items that require special care.
4. Properly tag each item with appropriate laundry tags.
5. Sort the clothes based on color, fabric type, and care instructions.
6. Label the laundry bag or basket appropriately.
7. Prepare the batch for processing and confirm all procedures are completed.



Formative Assessment

Choose the best answer from the options provided.

1. What is the first step when receiving guest laundry?
 - a. Start washing immediately
 - b. Check the guest’s room status
 - c. Count and verify items against the laundry list
 - d. Iron the clothes
2. Why should light and dark-colored clothes be separated before washing?
 - a. To make washing faster
 - b. To avoid damaging designs
 - c. To prevent color bleeding
 - d. To save detergent

3. Which of the following is **not** a common fabric type to identify during sorting?
 - a. Cotton
 - b. Nylon
 - c. Pebble
 - d. Silk
4. What should you do if a garment has no care label?
 - a. Wash it with everything else
 - b. Iron it first
 - c. Treat it as delicate and inform the supervisor
 - d. Discard it
5. Tags on guest laundry are mainly used to:
 - a. Decorate the clothes
 - b. Show laundry prices
 - c. Track items and avoid mix-ups
 - d. Add perfume

Write T for True or F for False.

6. You should always assume clothes are machine washable.
7. Dry clean only garments can be processed like other clothes.
8. Matching clothes to their care labels is part of proper laundry sorting.
9. You must report any extra items not listed by the guest.
10. Using laundry tags is optional in most hotels.
11. Match the laundry symbol with its meaning. Write the correct number.

	Symbol	Meaning
A		1. Wash in warm water
B		2. Machine wash
C		3. Dry clean
D		4. Bleaching allowed

Open ended questions

12. Why is it important to count and verify guest items during laundry collection?.
13. List two reasons why you must read garment care labels before washing.
14. What should you do if you notice a garment has a tear before washing?



Points to Remember

- Tag/label on seams not on visible surface
- Read carefully the cloth care labels
- Don't mix whites and colours



Self-Reflection

1. Read the statements across the top. Put a check in a column 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 guest clothes' types					
Describe guest clothes' specifications					
Explain guest clothes tagging SOPs					

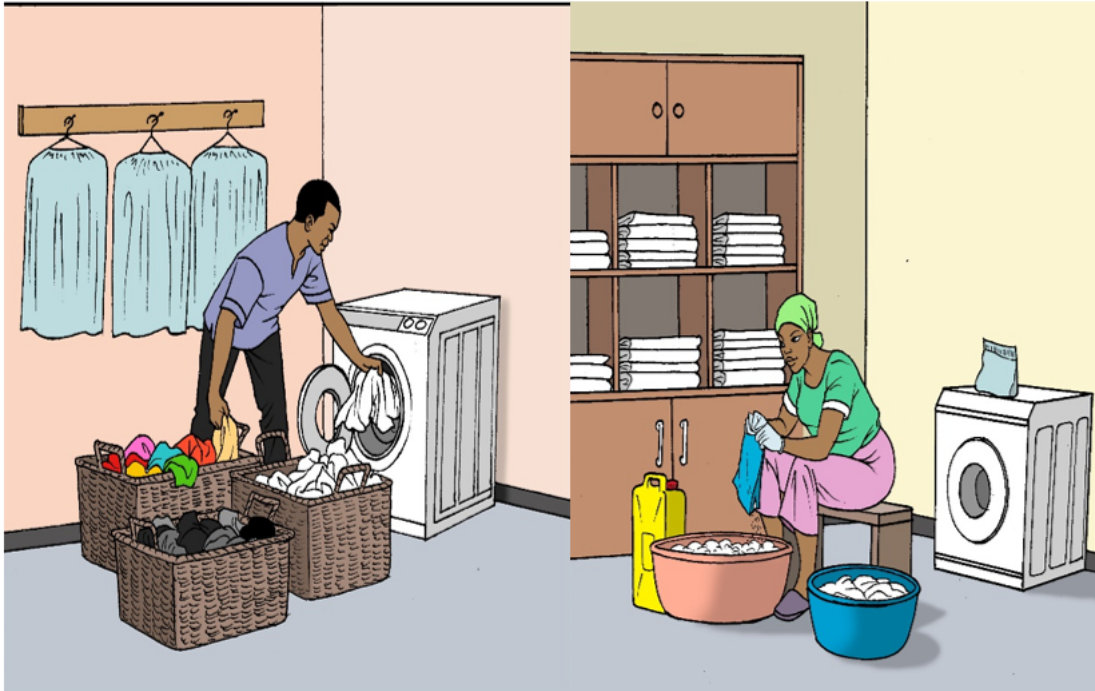
My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the importance of tagging/labelling guest clothes					
Describe the considerations for separating/sorting guest clothes					
Arrange guest clothes according to their types					
Check guest clothes specifications					
Count and record guest clothes against					
Tag/label guest clothes					
Separate/sort guest clothes					
Pay attention to details when tagging clothes					

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					
Be honest while handling guest clothes					
Be precise in counting items					
Be responsible for all guest's laundry					
Report guest items found during sorting					

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 3: WASH GUEST CLOTHES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to wash guest clothes. It covers the application of washing methods, carrying out ironing activities and delivering or storing guest clothes

Self-Assessment: Unit 3

1. Look at the unit 3 illustration above and discuss the following:
 - 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 laundry chemicals for washing clothes					
Describe manual method of washing clothes					
Describe automatic method washing clothes.					
Explain dry cleaning laundry method					

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					
Elaborate steaming method of ironing clothes					
Explain pressing method of ironing clothes					
Identify methods of folding guests' clothes					
Discuss methods of storing guests' clothes					
Select laundry chemicals for washing guest clothes					
Wash clothes using manual method					
Wash clothes using automatic method					
Dry-clean guest clothes.					
Iron clothes using steaming method					
Ironing clothes using pressing method					
Folding guests' clothes					

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					
Store guests' clothes					
Pay attention when loading washing machine					
Be selective when choosing drying tools and equipment					
Pay attention when ironing clothes					
Be organised when storing guests' clothes					
Be art maker when folding guests' clothes					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify laundry chemicals for washing clothes	1. Select laundry chemicals for washing guests' clothes	1. Pay attention when loading washing machine
2. Describe manual method of washing clothes	2. Wash clothes using manual method	2. Be selective when choosing drying tools and equipment

Knowledge	Skills	Attitudes
3. Describe automatic method washing clothes.	3. Wash clothes using automatic method	3. Pay attention when ironing clothes
4. Explain dry cleaning laundry method	4. Dry-clean guest clothes.	4. Be organised when storing guests' clothes
5. Elaborate steaming method of ironing clothes	5. Iron clothes using steaming method	5. Be art maker when folding guests' clothes
6. Explain pressing method of ironing clothes	6. Ironing clothes using pressing method	
7. Identify methods of folding guests' clothes	7. Folding guests' clothes	
8. Discuss methods of storing guests' clothes	8. Store guests' clothes	



Discovery activity:



Task 15:

Read and answer the following questions

1. Identify the types of laundry washing
2. What is the purpose of spot cleaning before washing clothes?
3. How can you identify and safely remove hard soil from delicate fabrics?
4. Why is hanging preferred for some garments rather than folding?
5. What should be included on the label when storing or delivering cleaned clothes?
6. Why is it important to weigh clothes before loading them into the washing machine?
7. Define dry cleaning
8. When should you use steaming instead of pressing during ironing?

Topic 3.1: Application of washing methods



Activity 1: Problem Solving



Task 16:

Read the scenario below and answer the questions that follow

Mr. Gakwaya, a laundry attendant at X hotel, was asked by laundry supervisor to wash all guest clothes that Ms Kariza finished to sort. These clothes include those to wash automatically, manually and those for dry cleaning. Moreover, the washed clothes should be ironed and delivered to their respective owners.

From the scenario above, answer the following questions

1. What should Mr. Gakwaya do if he discovers that some delicate clothes sorted for machine washing are actually labeled “hand wash only”?
2. What action should be taken if a guest’s item meant for dry cleaning accidentally gets placed in the automatic washer?
3. How can you tell if hard soil is fully removed before rinsing?
4. If there’s not enough space in the machine, how can Mr. Gakwaya prioritize which clothes to wash first without delaying the delivery?
5. What should he do if one of the manual washing items has a hard stain that isn’t responding to regular cleaning methods?
6. If the dry cleaning machine is temporarily out of service, how should Mr. Gakwaya manage the guest clothes that require dry cleaning?

Key facts 3.1: Application of washing methods

- **Select laundry chemicals for washing clothes**

✓ Introduction

The selection and proper use of laundry chemicals play a critical role in achieving high-quality cleaning results in any professional laundry operation. Partnering with a reputable supplier who provides both effective products and thorough

staff training is essential. When the right chemicals are not used, stains may remain on linen, leading to re-washing, increased operational costs, and reduced fabric lifespan. Incorrect dosing; whether too little or too much can result in damaged linen and negative feedback from guests. Understanding how to correctly use these chemicals ensures not only cleanliness and hygiene but also guest satisfaction

✓ **Types of laundry chemicals¹³**

 **Detergents.** These are the main laundry cleaning agents to get rid of dust, dirt, oil, and, stains which are made of synthetic surfactant, chelating agents, enzymes, fragrances, and optical brighteners. and are different forms;

- **Powder Detergents:** Effective for general washing and stain removal.
- **Liquid Detergents:** Good for pre-treating stains and dissolving easily in water.

 **Detergent boosters** are used together with laundry detergents to improve stain removal. The uses of these boosters also enhance the cleaning performance of laundry detergent at the same time conditioning the water for optimal results.

 **Neutralizers** remove residual alkali and mineral deposits in the water. Neutralizers' also known as souring agents are responsible for controlling the PH of the linen to cut down possible skin irritation. By removing the high mineral deposits in the water, neutralizers prevent the linen from turning yellowish or grayish.

 **Bleaches**-These are laundry cleaning aids used to remove stubborn stains not removed during the wash cycle, brighten and whiten fabrics. Laundry chemicals like bleaches or de-stainers turn the soil into soluble particles that are then eliminated by laundry detergents. Laundry bleaches are available in two types: chlorine and oxygen.

- **Chlorine** bleach is primarily used for white linens as a brightening agent. It can also be used to disinfect fabrics while oxygen bleach is or commonly

¹³ <https://washiq.net/different-types-laundry-chemicals/>

known as “color safe” bleach is gentle and safe for use on almost all washable fabrics.

 **Fabric softeners** are added to the final rinse to make the fabrics fluffier and softer. Fabric softeners reduce the wrinkles on fabrics, thus making ironing easier are in form of;

- **Liquid Softeners:** Added during the rinse cycle to soften fabrics and reduce static.
- **Dryer Sheets:** Used in the dryer to provide softness and fragrance.

 **Enzyme presoaks** are for heavily stained or soiled fabrics. Presoaks are used for soaking linens before washing. Also, when added to wash water, presoaks enhance the cleaning performance of laundry detergents.

 **Starches and fabric finish** these laundry aids are used in the final rise to make the fabrics more soil resistant.

 **Deodorizers.** These are pproducts designed to eliminate Odors from **fabrics**, often used in commercial laundry.

 **pH adjusters.** These are Chemicals used to balance the pH of the wash water, optimizing detergent performance.

 **Laundry sanitizers.** These are products that kill bacteria and viruses, ensuring hygienic cleaning ¹⁴.

✓ **Precautions while selecting laundry chemicals**

 Compatibility

- **Fabric Types:** Always check that the chemical is suitable for the specific types of fabrics being cleaned (e.g., cotton, silk, synthetic). Using incompatible chemicals can lead to discoloration, weakening of fibres, or irreversible damage.
- **Color fastness:** Test for colourfastness’, particularly with coloured fabrics, to prevent bleeding or fading.

¹⁴ <https://washiq.net/different-types-laundry-chemicals/>

Safety Data Sheets (SDS)

- **Hazard identification:** Review the SDS for each chemical to understand its hazards, including flammability, toxicity, and health risks.
- **Handling instructions:** Follow recommended handling **procedures** to ensure safe usage, including personal protective equipment (PPE) requirements.

Environmental impact

- **Eco-friendly options:** Opt for biodegradable and environmentally **friendly** products to reduce the ecological footprint.
- **Water safety:** Ensure that the chemicals do not harm aquatic life when washed down drains.

Skin sensitivity

- **Hypoallergenic choices:** For laundry services that handle guest items, consider hypoallergenic detergents and softeners to prevent skin irritations in sensitive individuals.
- **Fragrance-free products:** Offer fragrance-free options for guests who may be sensitive to strong scents.

Concentration levels

- **Dilution ratios:** Always adhere to the manufacturer's recommended dilution ratios to avoid over-concentration, which can lead to residue buildup on fabrics and machines.
- **Cost efficiency:** Using the correct concentration can also be more cost-effective, reducing waste and saving money.

Storage conditions

- **Temperature control:** Store chemicals in a cool, dry place to prevent degradation or reactions that can occur with heat or moisture.
- **Child safety:** Ensure that all chemicals are stored out of reach of children and pets to prevent accidental ingestion or exposure.

Proper labelling,

- **Clear identification:** All chemical containers should be clearly labelled with the name, concentration, and hazard warnings to prevent misuse or accidental mixing.
- **Date of purchase:** Include the date of purchase or expiry to ensure chemicals are used within their effective lifespan.

Testing

- **Patch tests:** Conduct patch tests on a small, inconspicuous area of the fabric before applying a new chemical to the entire garment. This helps identify any adverse reactions.
- **Trial runs:** For new products, consider trial runs on non-critical items to evaluate performance and safety.

Regulatory compliance

- **Local regulations:** Ensure that all selected products comply with local, state, and federal regulations regarding safety and environmental impact.
- **Labelling regulations:** Check that the products meet labelling **standards** as required by law, including ingredient disclosure.

Training and education

- **Staff training:** Provide training for staff on the proper use and handling of laundry chemicals, including emergency procedures in case of spills or accidents.
- **Continuous education:** Stay updated on new products and best practices in laundry chemical usage to enhance safety and efficiency.

• **Methods of washing clothes.**

Washing clothes is a key step in maintaining hygiene and fabric quality, especially in hospitality and professional laundry settings. There are several methods used to clean different types of garments, each suited to specific fabrics, soil levels, and care requirements. The main methods include manual washing, automatic washing, and dry cleaning.

✓ **Manual washing.**

Manual washing refers to the process of cleaning clothes by hand, typically using water, detergent, and physical effort. This method is often used for delicate fabrics or small loads that may not require a washing machine.



Figure 8: manual washing method

 **Spot cleaning:** Spot cleaning focuses on treating small, specific stains before or instead of washing the entire garment.

- **Common stains:** Ink, food, sweat marks, makeup, and grease.
- **Steps:**
 - Identify the stain.
 - Apply a suitable stain remover or detergent.
 - Gently rub the area with a soft brush or cloth.
 - Rinse or blot to remove residue.

Tip: Always test stain removers on a hidden area of the fabric to avoid damage.

- **Removing hard soil:** Hard soil refers to deeply embedded dirt, mud, or stains that are difficult to remove through normal washing.
- **Steps:**
 - Shake or brush off loose dirt.
 - Soak the garment in warm water with detergent for 15–30 minutes.

- Use a soft brush or hand scrubbing to loosen the soil.
- Rinse thoroughly with clean water.

Note: Use appropriate water temperature and detergent based on the fabric type to avoid shrinking or damage.

Process for manual washing¹⁵

Step 1. Preparation

- Gather Laundry: Collect all items that need washing.
- Sort Laundry:
 - By Colour: Separate whites, darks, and colours to prevent colour bleeding.
 - By Fabric Type: Group delicate fabrics separately from heavier ones.
 - By Soil Level: Separate heavily soiled items from lightly soiled ones.

Step 2: Pre-treat stains:

- Using a stain remover beforehand makes it easier to wash out.
- Apply the stain removing methods directly over the mark on clothes

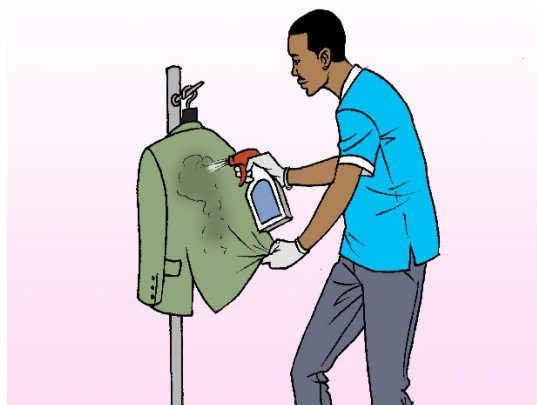


Figure 9: Stain treating

- First begin by scraping solids with a dull butter knife or fingers or else brush it lightly with a toothbrush to work the cleaner deeper into the fabric.

¹⁵ <https://www.hgtv.com/lifestyle/clean-and-organize/how-to-hand-wash-clothes>

- Treat the stain with a commercial stain remover, dish soap, or a heavy-duty laundry detergent. Allow this to penetrate the stain for five to fifteen minutes

Step 3. Fill a basin or sink

- Choose a Container: Use a wash basin, sink, or bathtub, depending on the size of the load.
- Add Water: Fill the container with lukewarm or cold water, depending on the fabric care labels.

Step 4. Add detergent

- Choose the Right Detergent: Use a detergent suitable for hand washing, preferably gentle and low-sussing.
- Measure and Add: Follow the manufacturer's instructions for the correct amount of detergent based on the water volume.

Step 5. Mix water and detergent

- Stir the Water: Use your hand or a stick to mix the detergent into the water until it dissolves completely.

Step 6. Submerge clothes for 10- 30 minutes

- Add Clothes: Place the sorted clothes into the soapy water, ensuring they are fully submerged.
- Avoid Overcrowding: Do not overload the basin; wash in batches if necessary.

Step 7. Wash the clothes

- Agitate Gently: Use your hands to gently agitate the clothes, allowing the soapy water to penetrate the fabric.
- Focus on Stains: For stained areas, gently rub the fabric against itself or use a soft brush to treat the stains specifically.

Step 8. Rinse the clothes

- Drain Soapy Water: Carefully drain the soapy water from the basin.
- Rinse with Clean Water: Refill the basin with clean water and submerge the clothes again.

- Agitate Again: Gently agitate the clothes in the clean water to remove detergent residue.
- Repeat Rinsing: You may need to change the water and rinse multiple times until the water runs clear.

Step 9. Remove excess water

- Gently Squeeze: Do not wring out the clothes, as this can cause damage. Instead, gently squeeze the fabric to remove excess water.
- Use a Towel: For delicate items, you can lay the garment flat on a clean, dry towel, roll it up, and press to absorb more water.

Step 10. Dry the clothes

- Air Dry: Hang the clothes on a clothesline or drying rack, or lay them flat on a clean surface to dry.
- Avoid Direct Sunlight: To prevent fading, dry clothes in a shaded area or indoors if possible.

✓ Types of fabrics suitable for manual washing¹⁶

-  Delicate Fabrics: Silk, lace, and chiffon that require gentle handling.
-  Wool: Hand washing helps maintain the shape and texture without shrinking.
-  Rayon: Sensitive to water and may lose shape; hand washing is safer.
-  Items with Embellishments: Beaded or sequined garments that may get damaged in machines.

✓ Best practices for manual washing

-  Read Care Labels: Always check the care labels on garments for specific washing instructions.
-  Use Cold or Lukewarm Water: Hot water can shrink or damage delicate fabrics.
-  Test Detergents: If using a new detergent, test it on a small, inconspicuous area first.

¹⁶ https://poundfabrics.co.uk/blogs/sewing-resources/washing-instructions-for-different-types-of-fabric?srltid=AfmBOoqS_VsDyFgIJjAXRC4bWjYpXC-awCR_5HH6IW7tqb6pnhGiX-w0

✚ Avoid Over-Washing: Limit manual washing to prevent wear and tear on fabrics.

✓ **Symbols for clothes drying and meaning**

Even though the dryer might speed up the drying process but avoid putting clothes in the dryer unless the care tag says it's safe. Otherwise, the clothes may get damaged or shrink. Before drying any clothes, it is necessary to check drying information from its tag/label.

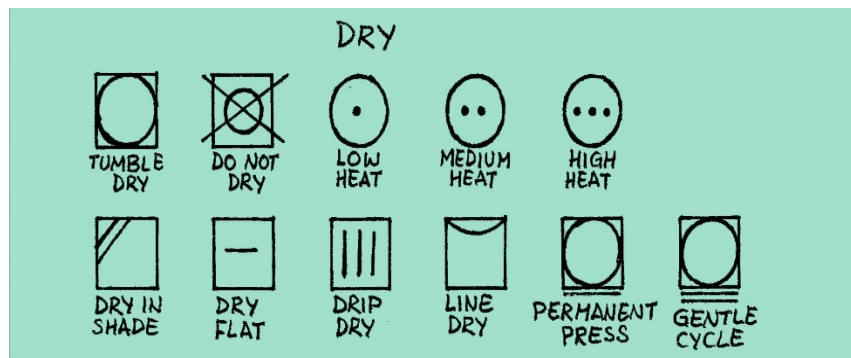


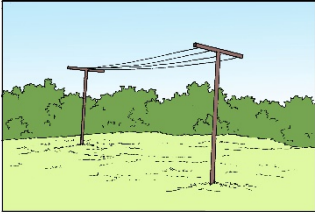
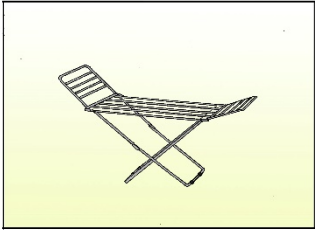
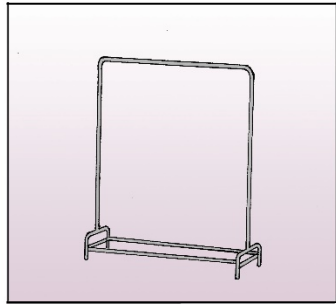
Figure 10: Clothes drying symbols

- ✚ **Tumble drying** is simply drying washed clothes using a dryer.
- ✚ **Do not dry or do not tumble dry** means that the clothes should not be dried in a dryer
- ✚ **Low heat, medium heat or high heat:** means to dry clothes in the dryer and select the indicated heat setting or cycle.
- ✚ **Dry in shade** means drying clothes in the shade, away from direct sunlight. This method is recommended for clothes that are sensitive to sunlight and can be damaged by prolonged direct sun exposure.
- ✚ **Dry flat** means clothes of this type are delicate thus need to be laid flat when drying to avoid stretch or distort
- ✚ **Drip flat** means a cloth can be hung up to dry immediately after washing with few or no wrinkles and will retain its shape without the need for ironing or additional drying methods.
- ✚ **Line dry** means hanging clothes on a clothesline indoors or outdoors to dry naturally by the ambient temperature and the air. No dryer or laid flat.

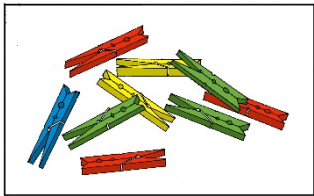
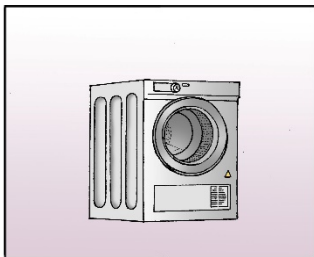
✚ **Permanent press** means that the dryer should be set in permanent press to prevent wrinkles when drying those clothes.

✚ **Gentle cycle** also known as delicate cycle means on the dryer must be set with this cycle because the clothes are made from sensitive and weaker fabrics.¹⁷

✓ **Laundry tools and equipment used in drying process**

Item name	Image	Description
Clothesline		This is one of the most traditional ways to dry clothes. Clothes are hung on the clothesline in open space for natural drying from dry-air.
Drying Rack or Drying Stand		These are the best tools to dry in an enclosed space or in upper floors in case of a multi-storey building with small space that cannot accommodate clothesline.
Hanging rail and cloth hanger		This works as a drying rack however a cloth hanger to be functional.

¹⁷ <https://tide.com/en-us/how-to-wash-clothes/how-to-do-laundry/how-to-read-laundry-symbols>

Clothes pegs		These are used for securing clothes in same position on clothesline or drying rack in case of winds to avoid falling.
Dryer		This is a powered laundry appliance that is used to remove moisture from a load of clothing, bedding and other textiles, usually after they are washed in the washing machine

✓ **Drying methods**

🌈 **Natural drying.** In case of natural drying, clothes should be flip over after 1–2 hours so the other side can dry too. Moreover, a fan can be turned on to speed up the drying process in the enclosed environment.

🌈 **Artificial drying.** For artificial drying, a dryer is used. With this, it strictly recommended to follow any specific instructions like temperature or drying limitations.

- **Automatic washing**

Automatic washing also known as washing machine is the process of washing clothes using an electronic machine designed to launder clothing using water (laundry machine, clothes washer, washer, or simply wash). With this method, the clothes are washed by the machine based on settings made.

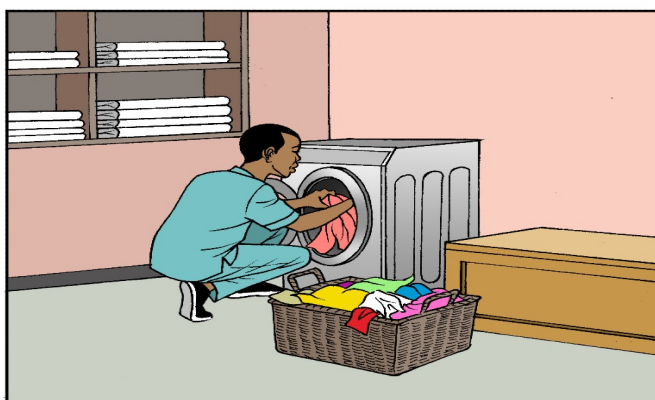


Figure 11: Machine washing method

✓ **Process for automatic washing**

Most clothes are machine washable, but always check the tag for further instructions. Some clothes might shrink if you use warm or hot water to wash. Some might be able to handle bleach and some might not. And some garments can't be washed in a machine, such as certain silks and delicate. Always check the label carefully.

Step 1. Preparation

 **Weigh the laundry:** Clothes should be weighed before being placed into the washing machine so that machine can operate at maximum capacity.

 **Pre-treat stains:** Some stains like oil and grease need special treatment before you can put the garment into the wash. As most of the washing machine cannot remove hard stains, so they have to be treated before by using different stain removers and following stain removing methods as seen in manual/hand washing.

 **Prepare the load:**

- First prepare your clothes by zipping up all zippers and unbutton all buttons
- Turning all pockets inside out.
- Unrolling cuffs and turning all fade-susceptible clothing inside out
- Pile weighed laundry based on maximum capacity and clothes volume

Step 2. Load the washing machine

 **Open the Lid or Door:** Depending on whether you have a top-loading or front-loading machine.

 **Add water:** Adding water to the washing machine may seem like a straightforward task, but it's somehow trick as it depends on water level setting which also goes with the quantity of laundry to be washed (laundry load).

- Small or Low Water Level Setting. This is for small to medium- sized laundry loads

- Medium water level setting. This water level setting is used for average sized laundry loads and is the commonly used setting.
- Large or High-water level settings. This setting is designed for larger or bulkier loads

Load clothes:



Figure 12: Loading clothes

- Place items loosely in the drum, ensuring not to overload it. Leave some space for the clothes to move freely.
- For front-loaders, make sure items are evenly distributed to maintain balance during the spin cycle.

Step 3. Add detergent and other chemicals

-  Choose the Right Detergent: Use a detergent suitable for automatic washing machines, preferably low-sussing.
-  Measure the Detergent: Follow the manufacturer's instructions for the correct amount based on load size and soil level.
-  Add Detergent:
 - For front-loading machines, pour the detergent into the designated dispenser.
 - For top-loading machines, add detergent directly into the drum before loading clothes or in the designated compartment.
-  Optional additives:
 - Add fabric softener or stain removers if desired, following the machine's guidelines.

Step 4. Select the wash cycle

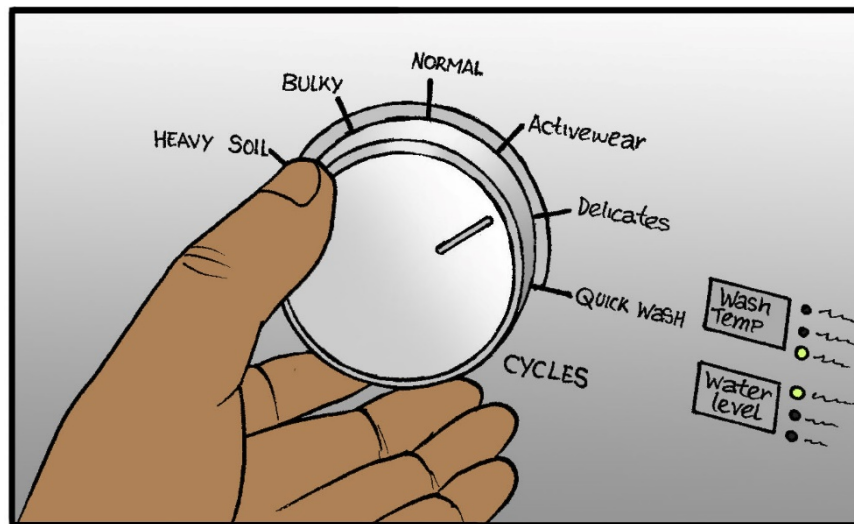


Figure 13: Setting washing cycle

✚ Power On the Machine: Turn on the washing machine.

✚ Select the Wash Cycle:

- Choose the appropriate cycle based on fabric type (e.g., delicate, normal, heavy-duty, special) and soil level.
- Adjust settings for temperature (cold, warm, hot) if applicable.

✚ Additional Options: Select any additional options, such as extra rinse cycles, spin speed, or time-saving features.

Step 5. Start the wash cycle

✚ Close the Lid or Door: Ensure its securely closed to prevent leaks and ensure safety.

✚ Start the Machine: Press the start button to begin the wash cycle.

✓ Machine washing process

✚ Agitation: The machine will fill with water, and the drum will start to rotate, agitating the clothes and mixing them with detergent.

✚ Rinsing: After the wash cycle, the machine will drain the soapy water and refill with clean water to rinse the clothes.

✚ Spinning: The machine will spin the clothes at high speed to remove excess water, reducing drying time.

- ✓ **Completion of the Cycle**
 -  End Notification: The machine will signal (with a beep or light) that the wash cycle has completed.
 -  Open the Lid or Door: Carefully open the lid or door once the machine has stopped spinning.
- ✓ **Removing Clothes**
 -  Unload the Machine: Take out the clothes promptly to prevent wrinkles and mildew.
 -  Check for Remaining Items: Ensure no small items (like socks) are left in the drum.
- ✓ **Drying the Clothes**
 -  Drying Options:
 - Tumble Dry: Place clothes in a dryer according to fabric care labels.
 - Air Dry: Hang clothes on a drying rack or clothesline, if preferred.
 - Use Dryer Sheets: If using a dryer, consider adding dryer sheets for softness and static reduction.
- ✓ **Post-Wash Care**
 -  Clean the Machine: Wipe down the drum and door, and clean the detergent dispenser if needed to prevent residue buildup.
 -  Leave Door Open: Keep the door ajar to allow the interior to dry and prevent mold growth.
- **Dry cleaning**

Dry cleaning is a cleaning process that uses chemical solvents instead of water to remove dirt and stains from fabrics. This method is particularly suitable for delicate fabrics that may be damaged by traditional washing methods.

✓ **Dry cleaning symbols on clothes care label**

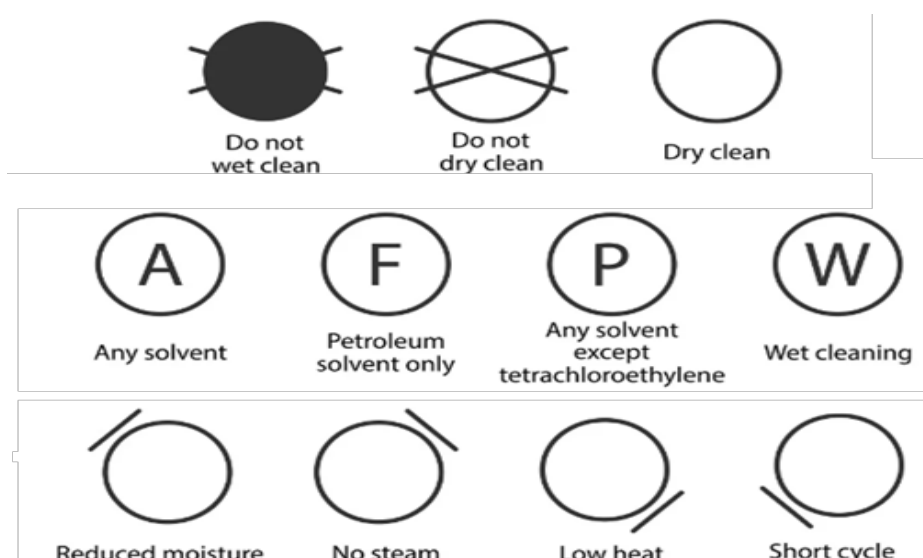
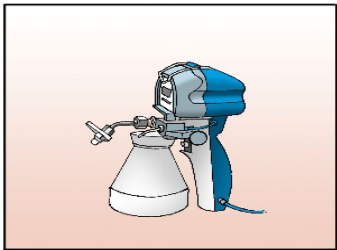
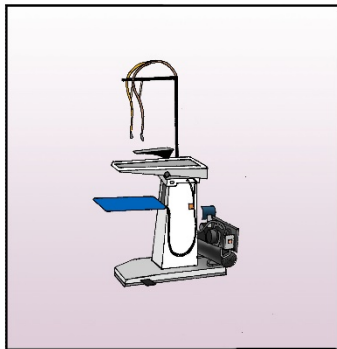
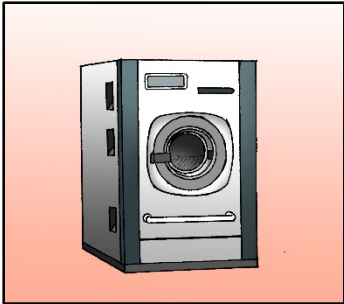


Figure 14: Dry cleaning symbols

✓ **Materials, tools and equipment used in dry cleaning**

Item	Image	Description
Spot gun		Used to remove stains on clothing, textiles using a combination of chemical, vacuum, steam or high-pressure water sprays.
Spotting table		It is used to remove all types of stains and dirt from clothes, even the most stubborn ones, making them ideal for dry cleaners, the garment industry, hotel laundries and restaurants.

Dry-cleaning machine		It is a motor-driven washer/extractor/dryer that holds clothes or fabrics in a rotating, perforated stainless-steel basket. It uses solvents such as liquid CO ₂ , perchloroethylene (perc), or hydrocarbon-based fluids to clean garments.
Steamer		This uses steam to sanitize, refresh, and deodorize clothes as well as wrinkles removal.

✓ **Dry cleaning process**

Step 1: Inspection: This helps determine the appropriate cleaning method and any special care needed.

- ✚ **Initial Check:** Each garment is inspected for stains, fabric type, and any damage.
- ✚ **Documentation:** Any special instructions or concerns are noted, and the garment is tagged for identification.

Step 2: Tagging: this is to ensure that garments can be tracked throughout the cleaning process.

- ✚ **Identification Tags:** A unique identification tag is attached to each item, ensuring it can be tracked throughout the cleaning process.
- ✚ **Customer Information:** The tag may also include customer details for easy retrieval.

Step 3: Pre-Treatment: Stains are pre-treated with specific solvents.

- ✚ **Stain Identification:** Stains are assessed to determine the best treatment method.

- ✚ **Application of Solvents:** Specific solvents or stain removers are applied directly to the stains to break them down before the main cleaning process.

Step 4: Loading the Machine

- ✚ **Machine Preparation:** The dry-cleaning machine is prepared for the cleaning cycle.
- ✚ **Garment Loading:** Clothes are loaded into the machine, ensuring they are not overcrowded to allow for proper cleaning.

Step 5: Post Treatment

- ✚ All garments are reviewed for remaining stains.
- ✚ The stains are treated with steam, water, or a vacuum to remove the remaining traces. However, dry cleaning cannot always remove all stains.

Step 6: Drying: The machine then goes through a drying cycle

- ✚ **Evaporation Process:** The machine enters a drying phase where warm air circulates to evaporate the solvent from the garments.
- ✚ **Solvent Recovery:** The evaporated solvent is often collected and recycled back into the system for future use¹⁸.

✓ **Types of fabrics suitable for dry cleaning**

- ✚ **Silk:** Delicate and prone to water damage; dry cleaning prevents shrinking and fading.
- ✚ **Wool:** Natural fibers that can shrink and lose shape when washed with water.
- ✚ **Linen:** While it can be washed, it often benefits from dry cleaning to avoid wrinkles and maintain its structure.
- ✚ **Rayon:** Can be sensitive to water and may lose its shape or colour.
- ✚ **Suits and Formal Wear:** Often made from mixed fabrics that require special care to maintain their appearance.

✓ **Best practices for dry cleaning**

- ✚ **Read care labels:** Always check the care labels on garments to see if dry cleaning is recommended.

¹⁸ <https://www.rinse.com/blog/care/what-is-dry-cleaning-and-steps/>

-  Pre-treat stains: Inform the dry cleaner about any specific stains or areas of concern for targeted treatment.
-  Avoid over-dry cleaning: Frequent dry cleaning can wear out fabrics; limit dry cleaning to when necessary.
-  Choose reputable cleaners: Select a reliable dry-cleaning service with good reviews to ensure quality care for your garments.



Activity 2: Guided Practice



Task 17:

You are a new laundry attendant undergoing training. Your supervisor has provided you with sample garments to help you practice different washing techniques. You will manually wash a shirt with visible soil, use the automatic machine for mixed cotton clothes, and identify a silk blouse that needs dry cleaning. The goal is to learn how to choose the correct washing method based on fabric and stains.



Activity 3: Application



Task 18:

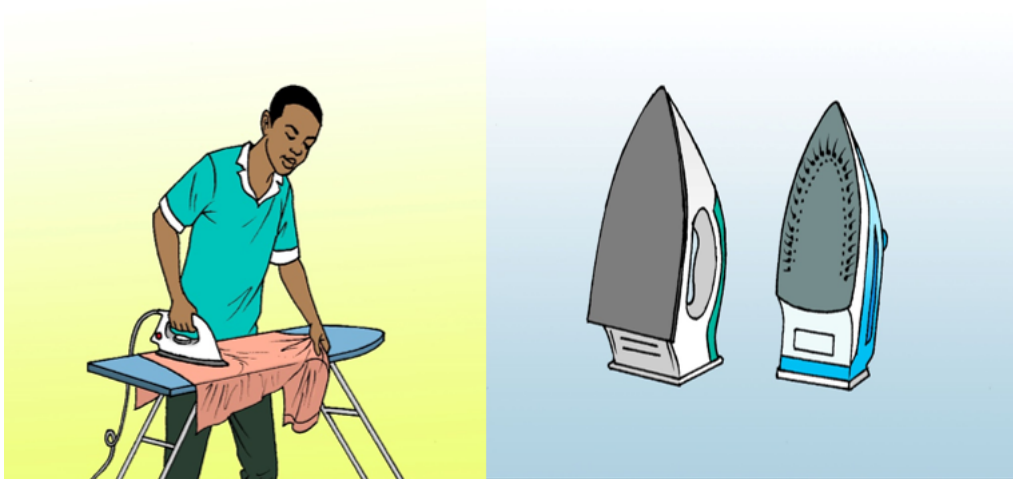
Read the instructions below and perform the given task:

You are on duty at the hotel laundry department. Ms. Uwase, a guest in Room 305, sent down a laundry bag containing:

- 2 cotton shirts (slightly dirty),
- 1 pair of jeans with soil at the knee,
- 1 silk dress labeled "dry clean only".

You are required to choose and apply the correct washing methods, ensure all garments are clean and undamaged.

Topic 3.2: Carrying out ironing activities



Activity 1: Problem Solving



Task 19:

Read the scenario below and answer the questions that follow:

Cyiza is preparing your outfit for a formal event, but several of her garments are wrinkled or creased. Each piece is made from a different fabric and requires specific care based on its material and labeled instructions. She needs to ensure all the items are properly ironed or pressed without damaging any of them, even those that suggest special handling like dry-cleaning or steaming. With limited time before the event, Cyiza has come to you for advice on how to treat each of her garments appropriately. Advise her by answering the following questions:

1. How can Cyiza effectively remove wrinkles from a cotton dress that has been packed in a suitcase?
2. What is the best way to get rid of light wrinkles from a silk blouse labeled “dry clean only”?
3. How can she smooth out slight wrinkles from wool suit pants that were hung in the closet?

4. What is a safe method to remove creases from a polyester blazer that is not heavily wrinkled?

Key facts 3.2: Carrying out ironing activities

- **Steaming**

- ✓ **Steaming in laundry** refers to the process of using steam to remove wrinkles, freshen, and sanitize fabrics and garments. Unlike traditional washing or ironing, steaming utilizes the power of hot steam to relax fabric fibres, making it an effective method for garment care.

- ✓ **Steaming equipment**

Garment steaming is a quick, gentle way to remove wrinkles from all kinds of clothes. Steamers work by heating water until it becomes steam. The steam is then applied to the garment through a nozzle, relaxing the fabric's fibers and eliminating wrinkles. In this article, we'll explain how to use and care for a clothes steamer.



19

Figure 15: handheld steam

¹⁹ <https://www.ebay.com.au/itm/315812480631>

 **Steam Iron:** A traditional iron that uses steam to help remove wrinkles.



20

Figure 16: Steam Iron

It has Features, **Water Reservoir** which holds water for steam generation, **Soleplate:** The flat surface that presses against the fabric, **Steam Burst** which Releases a burst of steam for stubborn wrinkles.

 **Steam Press**

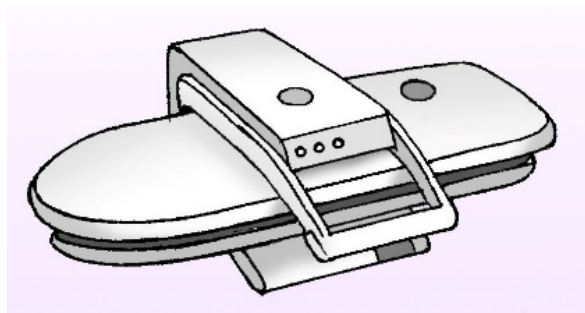


Figure 17: Steam press

It has a larger appliance that combines ironing and steaming it **Features**

- **Flat Pressing Surface:** Similar to an ironing board but with a heated top plate.
- **Steam Injection:** Releases steam while pressing the fabric.

✓ **Steps for Laundry Steaming**

 **Gather Your Supplies:**

- Handheld garment steamer or steam iron

²⁰ <https://www.indiamart.com/proddetail/steam-irons-12922036797.html>

- Hanger for the garment
- Water (distilled water is recommended for steamers)
- A clean cloth (optional)

 Prepare the Garment:

- Hang the garment on a sturdy hanger to allow gravity to help with the steaming process.
- Check the care label for any specific instructions regarding steaming.

 **Fill the Steamer:** Fill the water reservoir of the steamer with water. Ensure it's not overfilled to avoid spills.

 **Heat the Steamer:** Plug in the steamer and turn it on. Allow it to heat up for a few minutes until steam begins to flow.

 **Test the Steamer:** Before steaming the garment, test the steam on a small, inconspicuous area to ensure it won't damage the fabric.

 Steam the Garment:

- Hold the steamer upright, about 6-12 inches away from the fabric.
- Start at the top of the garment and work your way down, moving the steamer in a downward motion.
- Gently pull the fabric taut with one hand while steaming with the other to help release wrinkles.

 **Use a Cloth for Delicate Fabrics:** For delicate fabrics (like silk), place a clean cloth between the steamer and the fabric to protect it from direct steam.

 **Check for Wrinkles:** After steaming, inspect the garment for any remaining wrinkles. If needed, go over those areas again with the steamer.

 **Let the Garment Cool:** Allow the garment to hang for a few minutes after steaming to let it cool and dry for 5-10.

 **Store or Wear the Garment:** Once cooled, you can either wear the garment or store it properly²¹.

²¹ <https://www.wikihow.com/Use-a-Clothes-Steamer>

- **Pressing/ironing guest clothes**

It refers to the process of using heat and pressure to remove wrinkles and creases from fabrics, giving garments a smooth and polished appearance. This technique is commonly used in laundering to enhance the overall look of clothing and textiles.



Figure 18: Ironing guest clothes

- ✓ **Ironing symbols on clothes care label**

Fabrics has different ironing requirements, so it is crucial to choose one appropriate for the garment as seen shown on clothes care labels. The ironing care label symbol is represented by an iron.

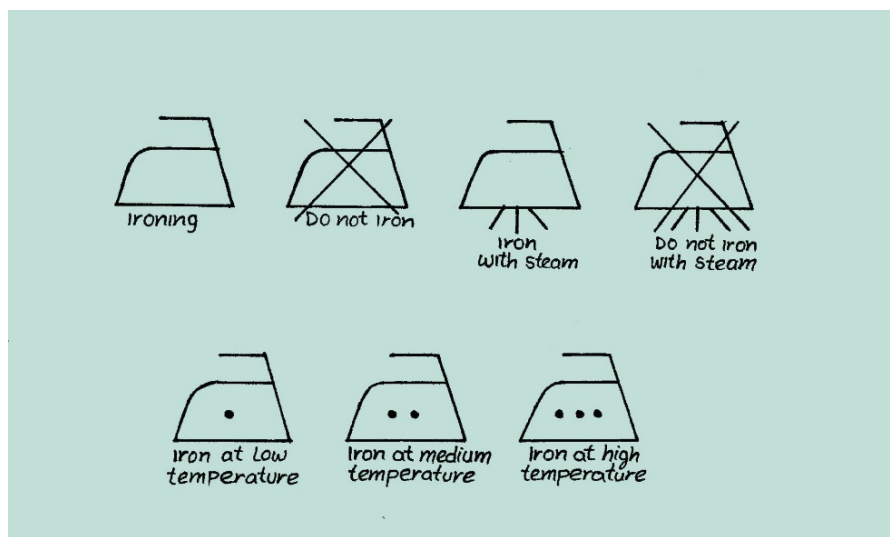


Figure 19: Ironing symbols

✓ **Instructions for ironing/pressing**

Ironing and steaming are activities associated with different hazards, mostly burns as the exposed heat, electricity and pressure thus it is important to consider the following:

-  Set up the ironing area with a stable board and a clean iron.
-  Ensure there is enough light in the room
-  Check the tag before ironing
-  Always check the electric cable of the iron/steamer to ensure it is insulated
-  Set/Adjust the iron at the right temperature according to the fabric type.
-  Use proper tools for ironing
-  Avoid touching the hot iron surface directly with your hands
-  Never drop-down iron box
-  Disconnect the electric cable after ironing/steaming (Always turn off the iron or press machine when not in use)
-  Avoid water to not come into contact with the internal mechanism/electric circuit of the iron/steamer

✓ **Steps for Pressing/ironing**

-  **Step 1: Garment Inspection:** Check the tag to ensure appropriate ironing settings
-  **Step 2: Set the iron/press:** Fill the iron reservoir/tank with water (in case of iron with steam) and set the iron/press on the right temperature based on type of the fabric.
-  **Step 3: Organize the cloth:** Lay the cloth on the ironing board and flatten the surfaces.
-  **Step 4: Perform the actual act:** Start ironing by moving the iron box on the surface of the clothes in different directions. Turn the fabric over and iron the right side (Iron in sections, starting with collars, cuffs, sleeves, and moving to the body and bottom of the garment)
-  **Step 5: Perform post-ironing finishing:** Hang or fold the garment immediately after ironing



Activity 2: Guided Practice



Task 20:

Read the scenario below and perform the given task:

You are a new laundry attendant at a hotel laundry room. Today, your supervisor has assigned her to iron guest clothes using both steaming and pressing methods. You are given a batch of garments, including a cotton shirt, a silk blouse, and a wool sweater. Select the correct temperature, apply steaming gently, and press garments correctly as per fabric labels



Activity 3: Application



Task 21:

Read the scenario below and perform the given task:

You are on duty in the hotel laundry department. A guest has sent down several items for pressing and steaming. These include 3 white cotton shirts, 2 silk blouses, and 1 wool coat. You must iron these clothes, following the correct procedures based on their fabric type, and prepare them for delivery within 1 hour. All garments must be returned wrinkle-free, clean, and in excellent condition.

Topic 3.3: Delivering or storing guest clothes



Activity 1: Problem Solving



Task 22:

Read the scenario below and answer the questions that follow

In the laundry of X hotel, they had different types of cleaned and ironed clothes from three guests staying in hotel rooms. After ironing, these clothes were hung on hangers based on their types irrespective of their owners. Mr. Kalisa, a laundry attendant who came for the afternoon shift was asked by the laundry supervisor to fold the foldable ones and arrange all clothes so that they can be delivered to their respective owners.

1. What could happen if Mr. Kalisa does not correctly re-identify and sort the clothes by guest before folding and delivery?
2. What issues might arise if Mr. Kalisa folds delicate or easily wrinkled clothes improperly?
3. What might be the result if folded clothes are not stored neatly or protected before delivery? Could this lead to wrinkles or damage?
4. What problems could occur if Mr. Kalisa is delayed in organizing the clothes and delivering them to the guests' rooms in a timely manner?
5. If clothes are not labeled or tracked properly after being sorted, how could this lead to lost or misplaced garments?
6. What complications could occur if clothes are delivered to the wrong room due to a lack of verification or tracking?
7. How might guests react if their clothes arrive wrinkled, late, or mixed up with others', and how could this affect the hotel's reputation?
8. If Mr. Kalisa does not organize the folded and hung clothes efficiently, how could this create confusion or make delivery more difficult?
9. What challenges could arise if there is no proper record of which clothes belong to which guest during sorting, folding, and delivery?

Key facts 3.3: Storing and delivering guest clothes

- **Introduction**

After performing the laundry services requested by the guest, the clothes are neatly arranged (folded, hung and packed) so that the laundry valet can deliver the laundry promptly to the guest room in a clean and tidy condition.

- ✓ **Storing guest clothes:** It is a process of temporary keeping of guests' cleaned clothes safe, and organized after the laundry process. Clothes are stored in a designated area to prevent contamination, loss, or damage before they are returned to the guest.
- ✓ **Standard procedures for packing of guest laundry:**
 -  Fetch the fresh laundry from a pigeonhole with the Laundry copy list.
 -  Tick every item to ensure the number of pieces is correct.
 -  Remove marking tags from the fabric.
 -  Pair the socks.
 -  Insert underwear in plastic bags first. Placing socks and handkerchiefs on top.
 -  Shirts are packed in a separate bag and are placed on top of the laundry item.
 -  Every laundered hanging garment is placed according to Room No.
 -  Label each hanging item with a hanger.
 -  Room nos. is written on one laundry bag²².
- ✓ **Folding clothes:** is the process of neatly organizing and arranging clean clothes after they have been washed and dried. Proper folding helps minimize wrinkles, saves space, and keeps garments looking tidy.
-  **What clothes should you fold**
 - Stretchy materials such as Lycra and jersey are best folded to prevent stretching.
 - Most knitwear should also be folded to keep their shape.

²² <https://setupmyhotel.com/hotel-sop-standard-operating-procedures/house-keeping-sop/sop-laundry-packing-and-delivery-of-guest-laundry/>

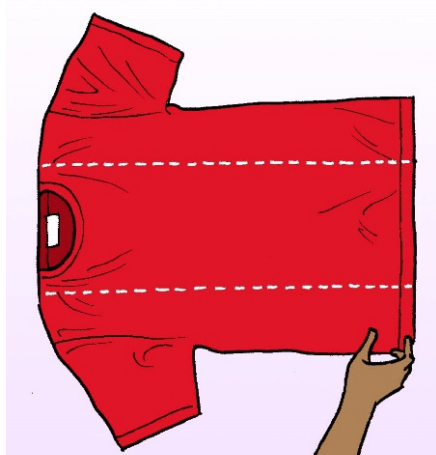
- Jeans, cords, leather leggings, cargo pants and denim skirts are thick enough so that folding won't cause wrinkles.
- Heavy, embellished evening gowns should be loosely folded, wrapped in tissue paper and stored in a box.
- T-shirts and sports gear are usually made from materials which don't crease easily, so folding is fine²³.



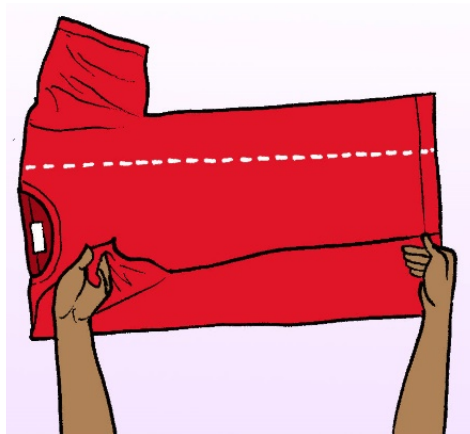
Manual folding techniques:

Manual folding refers to the traditional method of folding clothes by hand, ensuring they are neatly organized and wrinkle-free

- **Folding Shirts (Short-Sleeve)**
 - While folding, apply firm pressure divide the shirt or tee into three parts

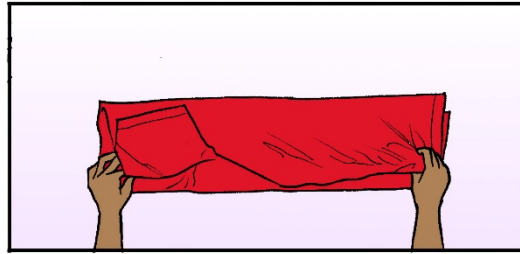
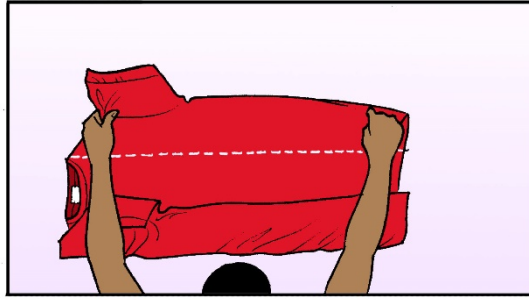


- Fold one side toward the center,

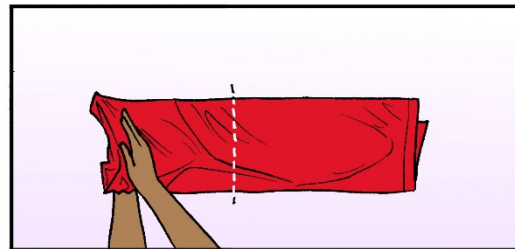


²³ <https://www.littleaussie.com.au/post/how-to-fold-clothes>

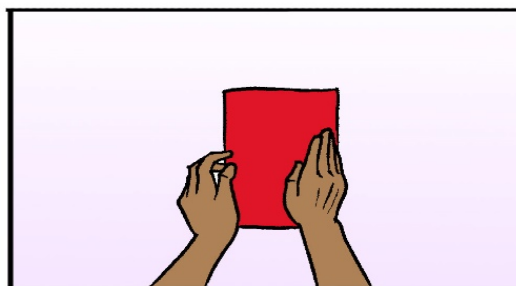
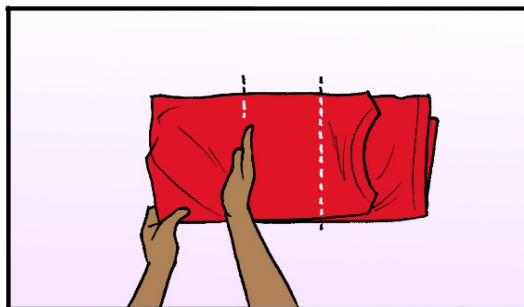
- Fold the other side the same way.



- Fold in half lengthwise — and leave. Little gap at the edge.

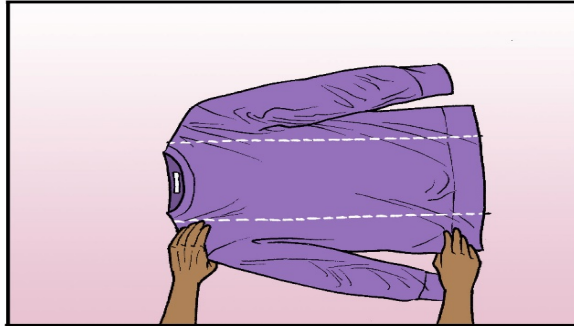


- Fold in half or thirds.

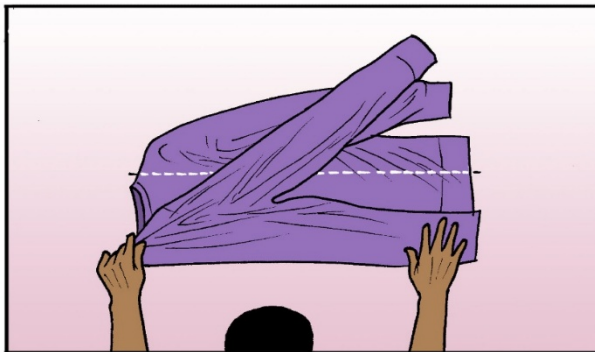


- **Folding Sweaters and Shirts (Long-Sleeve)**

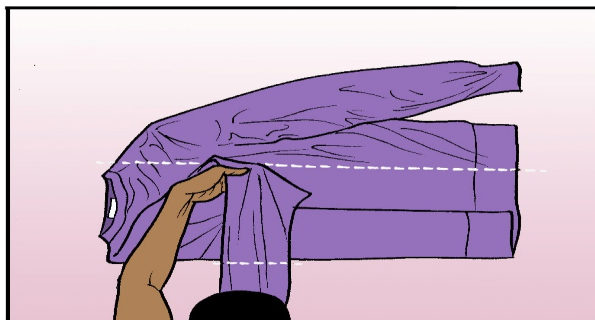
- Divide the cloth into three parts



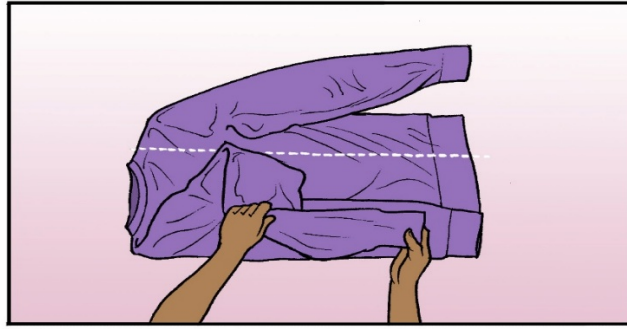
- Fold one side toward the center.



- Fold the sleeve to fit within the rectangle's width.



- Fold the sleeve back flush with the edge of the rectangle.

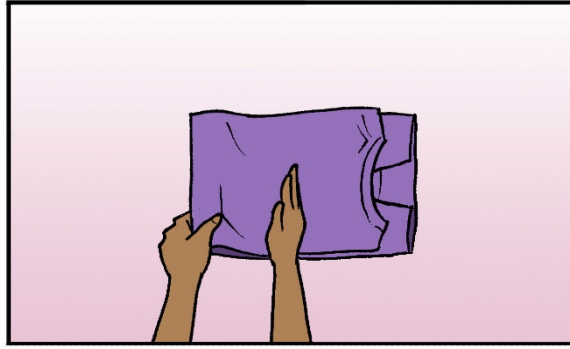


- Fold the other side the same way.

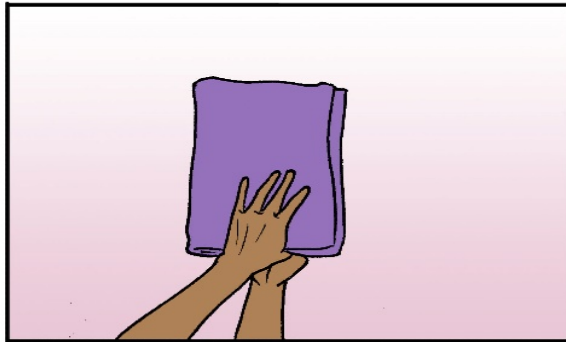


- Fold in half lengthwise and do not forget the gap at the edge.



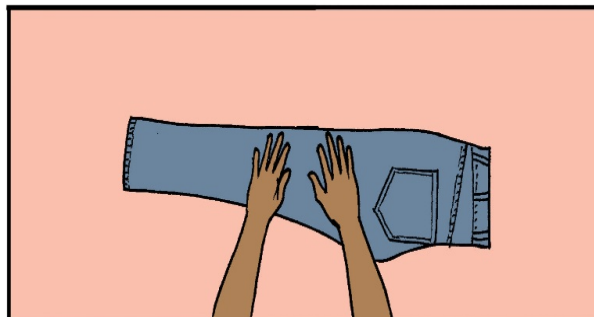
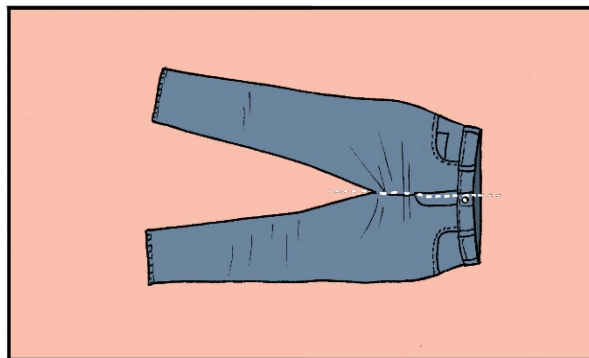


- Fold in half or thirds.

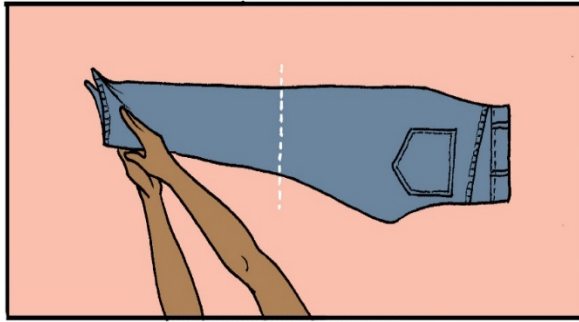


- **Folding Pants and Shorts**

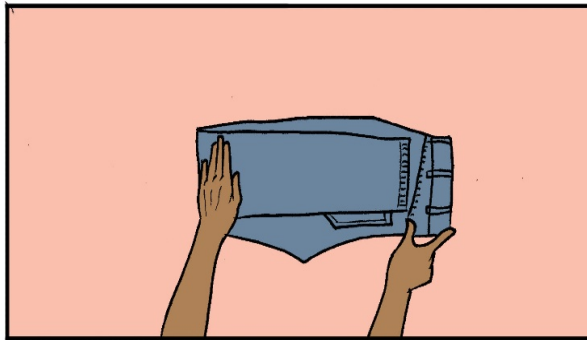
- Fold to lay legs together so back pockets are seen



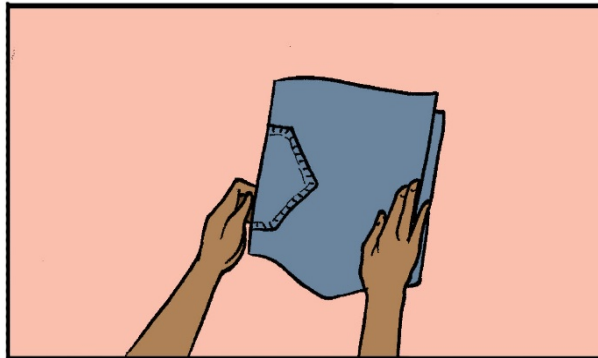
- Fold legs in half



- Fold the legs upward toward the waistband — and leave a gap at the edge



- Fold in half or thirds.



- **Dress Shirts:**

- Button the top button and lay the shirt face down.
- Fold the sleeves inward, following the shirt's seams.
- Fold the bottom of the shirt up to the collar.
- Fold in half or into thirds.

- **Towels:**
 - Lay the towel flat.
 - Fold in half lengthwise.
 - Fold in half again, then fold into thirds or quarters, depending on size.
- **Fold Socks:**
 - Lay one sock on top of the other.
 - Fold the toes up to the openings.
 - Roll from the toes to the openings or simply stack them²⁴.
- ✓ **Automatic folding:** it refers to machines or devices that can fold clothes automatically after they have been washed and dried. These systems typically use advanced robotics, sensors, and algorithms to identify, sort, and fold various types of garments and has two lanes i.e. single lane and multi lane
- **Hanging clothes**
 - ✓ **What clothes should you hang**
 -  Delicate materials that are prone to wrinkling such as silk, rayon, satin and velvet are best stored on hangers.
 -  Always place blouses on hangers with a solid grip such as velvet slimline hangers.
 -  For trousers and pants use hangers with clips and hang from the waist. This prevents a crease from the bar of a hanger.
 -  Hang dresses unless they're heavily embellished (and too heavy).
 -  Jackets and blazers should go on a curved wooden hanger which can carry extra weight and will keep the shape.
 -  Skirts should be hung at the waist with clipped hangers.

²⁴ <https://www.wikihow.com/Fold-Clothes>

✓ **Storage of guest clothes**

These tools help organize, protect, and store guest clothes either before or after service:



Figure 20: wardrobe

 Storage tools and equipment

- **Reusable Laundry Bags** – Used to collect and store guest laundry.
- **Garment Covers / Suit Bags** – Protect stored or cleaned clothes.
- **Plastic Wrap / Film** – Keeps cleaned garments dust-free and fresh.
- **Folding Boards** – Ensure neatly folded clothes for compact storage.
- **Tissue Paper / Fabric Sheets** – Prevent wrinkles and protect delicate items.
- **Tagging Gun + Packaging Tags/Labels** – Label clothes for correct storage.
- **Branded Ribbons / Seals (optional)** – Used for special presentation/storage.
- **Inventory/Tracking Sheets** – Used to log items during storage.
- **Hotel Laundry Management Software** – Tracks items in storage and service process.

²⁵ <https://www.littleaussie.com.au/post/how-to-hang-fold-clothes>

- ✓ **Delivery of guest clothes:** It is the final step of the laundry service where the cleaned and stored clothes are returned to the guest, either by direct handover or placement in their room. Timely and neat delivery is crucial for a positive guest experience.

 Tools and equipment delivery of guest clothes

These items are used during the transportation and handover of clothing to guests:

- **Rolling Laundry Carts / Trolleys** – Move clothes to/from guest rooms.
- **Portable Garment Racks with Wheels** – Deliver hanging clothes without creasing.
- **Room Service Notification Cards / Digital Logs** – Inform guests of delivery.
- **Barcode/RFID Scanners (optional)** – Track delivery progress and accuracy.
- **Handheld Steamers / Irons** – Final touch-up before delivering to guests.
- **Delivery Uniforms or Gloves** – Ensure professional and hygienic delivery.

✓ **Standard procedures for delivery of guest laundry:**

-  Place all ready packages and hanging garments in the queue according to the sequence of floors from top to bottom.
-  Count the number of packages and hangers-on trolleys.
-  The total number of packages and hangers should match the delivery record.
-  The valet is counting all packages and hanging items on every floor pantry.
-  Before starting delivery assure nothing is missing.
-  Check the number on the room door to ensure you are not entering the wrong room.
-  Check the door to see if there is a DND sign on the door.
-  Place the DND information card under the door with the date and time.
-  Enter the room (If the guest allows it only). Put all hanging items into the wardrobe and the package can be placed on the luggage shelf.

-  Leave the room thanking the guest and wishing him a pleasant stay.
-  Close the door for the guest.
-  Don't stay in the room for too long.
-  In case there is no guest in the room, look for a room attendant to open the room²⁶.



Activity 2: Guided Practice



Task 23

Read the scenario below and perform the given task:

You are a hospitality assistant in a luxury guesthouse. A guest has just checked in after a long journey and their clothes have been freshly laundered by the in-house service. Your job is to carefully store their garments in the guest room wardrobe, ensuring everything is folded or hung appropriately, with a personal touch that shows care and hospitality.

Required:

1. Select four clothes, a long sleeve shirt, a short sleeve tee-shirt, a trouser and a jacket.
2. Perform manual folding techniques for those clothes
3. Demonstrate the appropriate cloth storing

²⁶ <https://setupmyhotel.com/hotel-sop-standard-operating-procedures/house-keeping-sop/sop-laundry-packing-and-delivery-of-guest-laundry/>



Activity 3: Application



Task 24:

Read the scenario below and perform the given task:

You work in a guesthouse or hotel laundry department. A guest's laundry has just been completed, and it is your responsibility to package, organize, and deliver the clean clothes to their room. The garments must be folded or hung appropriately, presented with care, and delivered professionally.

Required:

Arrange and deliver the guest clothes following the standard operating procedures.



Formative Assessment

Choose the correct answer.

1. What is the first step in automatic washing?
 - a. Applying detergent
 - b. Loading the clothes
 - c. Weighing the laundry
 - d. Hanging the clothes
2. Which washing method is used for delicate garments or those with stubborn stains in a small area?
 - a. Automatic washing
 - b. Spot cleaning
 - c. Pressing
 - d. Steaming
3. What is the main purpose of steaming during ironing?
 - a. Drying clothes quickly
 - b. Adding scent

- c. Removing wrinkles
- d. Bleaching clothes

Answer: c) Removing wrinkles

4. Which of the following applies to dry cleaning?
 - a. Uses only water
 - b. Uses steam and detergent
 - c. Uses a chemical solvent instead of water
 - d. Uses hot pressing
5. After ironing, clothes are usually delivered to guests by:
 - a. Throwing them on the bed
 - b. Rolling them up
 - c. Folding or hanging properly
 - d. Placing them in laundry baskets

Write T for True or F for False.

6. Dry cleaning uses water and strong detergent.
7. Steaming is a method of removing wrinkles without pressing hard.
8. Clothes should be weighed before automatic washing to avoid overloading the machine.
9. Spot cleaning is only used on brand-new clothes.
10. Pressing can damage delicate garments if not done correctly.
11. Match **the washing activity with its description.**

No.	Activity	Description
1	Spot cleaning	A. Clothes are hung for delivery
2	Pressing	B. Pressure is applied with a hot iron
3	Steaming	C. A small stained area is cleaned
4	Hanging	D. Garment is treated using moisture without contact

Short Answer questions

15. Explain two differences between manual and automatic washing.

16. List two benefits of using steaming in ironing.

17. Why is it important to fold or hang clothes properly after laundry?



Points to Remember

- Never use expired chemicals.
- Use always correct PPE when handling chemicals to avoid burns and injuries can be caused by that chemical
- Always close laundry products, containers, box, and bottles after use
- Never dry on clothesline with rust
- Read and follow instructions with close attention to “caution”, “warning”, “poison”, statement. Read laundry product labels as they have safety information. This will help you to prevent accident.
- Avoid overloading the washer to avoid damaging the fabrics of your linens and uniforms, also consistent overloading can bend the washer's frame or damage the motor.



Self-Reflection

1. Read the statements across the top. Put a check in a column 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 chemicals for washing clothes					
Describe manual method of washing clothes					

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 automatic method washing clothes.					
Explain dry cleaning laundry method					
Elaborate steaming method of ironing clothes					
Explain pressing method of ironing clothes					
Identify methods of folding guests' clothes					
Discuss methods of storing guests' clothes					
Select laundry chemicals for washing guest clothes					
Wash clothes using manual method					
Wash clothes using automatic method					
Dry-clean guest clothes.					
Iron clothes using steaming method					

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					
Ironing clothes using pressing method					
Folding guests' clothes					
Store guests' clothes					
Pay attention when loading washing machine					
Be selective when choosing drying tools and equipment					
Pay attention when ironing clothes					
Be organised when storing guests' clothes					
Be art maker when folding guests' clothes					

2. Fill in the table above 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.

Integrated assessment

Read the integrated situation below and perform the tasks required:

A new hotel X located in Southern province, Huye District, hosted a group of four guests from America on 20th January 2024. On 23rd January 2024, the guests who were occupying room 200 and 205 requested the hotel management to do their laundry services. Unfortunately, the hotel did not have qualified personnel who is able to clean guest clothes. The hotel recognized you that you have knowledge and skills about laundry services. The hotel management decided to hire you as a new valet attendant in housekeeping department, you are requested to wash all the given clothes considering that some of them are very stained and need much attention. This activity will be done within six (3) hours

Resources

Tools	Valet trolley, Iron box, ironing board, spraying bottles, buckets, dust bin, hangers valet tray, hanging rail, hand brush, fluffing brush, tagging machine, laundry basket
Equipment	Washing machine, steaming machine, pressing machine, dry cleaning machine, steamer.
Materials/ Consumables	Pens, laundry products, laundry list, gloves, labelling cards, register.

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