



Republic of Rwanda
Ministry of Education



HKOHL001

HANDLING HOTEL LINEN AND UNIFORM

handle hotel linen and uniform

Competence

RQF Level: Short course

Learning Hours



.....

Credits:

Sector: Hospitality and Tourism

Trade: Housekeeping Operations

Module Type: Specific module

Curriculum: HOTHKO0001- Industrial Based Training

Copyright: © Rwanda TVET Board, 2022

Issue Date: November, 2022

Purpose statement	This module describes knowledge, skills and attitudes required to manage linen and uniform. By the end of the module, learners will be able to identify linen and uniforms, and distribute linen and uniforms.			
Delivery modality	Training delivery	100%	Assessment	Total 100%
	Practical work	100%	Formative assessment	50%
			Summative Assessment	50%

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Select laundry tools, equipment and products	1.1. Laundry tools are properly selected according to the activity to be done
	1.2. Laundry equipment are appropriately selected according to the activity to be done
	1.3. Laundry products are correctly selected as per activity to be done
2. Apply washing techniques	2.1. Linen and uniforms are properly assembled according to their types
	2.2. Linen and uniforms are correctly recorded according to the laundry recording standards
	2.3. Linen and uniform are appropriately sorted according to the standards operating procedures (SOPs).
	2.4. Linen and Uniform are correctly washed according to the SOPs
3. Apply laundry finishing services techniques	3.1. Drying techniques are appropriately applied according to the types of fabrics
	3.2. Pressing techniques are carefully applied according to the types of linen
	3.3. Folding techniques properly applied as per types of linen
4. Apply storage procedures	4.1. Storage facilities are appropriately selected according what have to be stored
	4.2. Storage methods are carefully applied as per laundry storing procedures
	4.3. Linen and uniform storage is monitored according to laundry storage

Course content

Learning outcomes

At the end of the module the learner will be able to:

1. Select laundry tools, equipment and products
2. Apply washing techniques
3. Apply laundry finishing services techniques
4. Apply storage procedures

1. Learning outcome 1: Select laundry tools, equipment and products

Learning hours:

Indicative content

- **Select Laundry tools**
 - ✓ Identify different laundry tools used in washing process
 - ✓ Discover the activity to be done that need tools
 - ✓ Fill the requisition form according to the standards
 - ✓ Collect needed tools
- **Select Laundry equipment**
 - ✓ Identify different laundry equipment used in washing process
 - ✓ Discover the activity to be done that need particular equipment
 - ✓ Address to the person in charge the equipment that need to be used
- **Select Laundry product**
 - ✓ Identify different laundry products used in washing process
 - ✓ Discover the activity to be done and the products that much the activity
 - ✓ Fill the requisition form according to the standards
 - ✓ Collect needed products

Resources required for the learning outcome

Equipment	Washing machine, drying machine, calendar machine, steam pressing machine
Materials	Laundry liquid soap, laundry powder soap, softener, laundry Stain removers, laundry rust remover, starches (powder and spray), bleach (powder and liquid)
Tools	Spray bottle, PPE , basket, measuring jug, hangers, hanging rails, shelves, pegs holder, pegs basin
Facilitation techniques	• Demonstration and simulation • Practical exercise • Trainer guided
Formative assessment methods	• Performance assessment

Learning outcome 2: Wash hotel linen and staff uniform	Learning hours:
Indicative content	
• Assembling Hotel Linen and staff uniforms ✓ Identify where the hotel linen to wash come from ✓ Follow all techniques for hotel linen collecting process ✓ Apply appropriately the receiving techniques for guest clothes and staff uniform • Recording of linen and uniforms ✓ Rerecord accordingly hotel linen respecting all rules and regulation ✓ Record staff uniform respecting the key element to consider ✓ Record guest clothes • Sorting of linen and uniform ✓ Separate room bed linen to bathroom linen ✓ Separate linen with different types of stains ✓ Separate linen according their fabrics ✓ Separate uniform and guest clothes accordingly • Applying of washing techniques ✓ Spot wash linen with different stains (rust, oil and inch) ✓ Hand wash linen that never go in washing machine ✓ Wash different hotel linen using the washing machine ✓ Wash guest clothes and staff uniform with the machine	
Resources required for the indicative content	
Equipment	Washing machine, drying machine, calendar machine, steam pressing machine
Materials	Laundry liquid soap, laundry powder soap, softener, laundry Stain removers, laundry rust

	remover, starches (powder and spray), bleach (powder and liquid)
Tools	Spray bottle, PPE , basket, measuring jug, hangers, hanging rails, shelves, pegs holder, pegs basin
Facilitation techniques	• Demonstration and simulation • Practical exercises • individual • Trainer guided
Formative assessment methods	• Performance assessment

Learning outcome 3: Performing of laundry finishing services	Learning hours:
Indicative content	
• Drying hotel linen and staff uniform ✓ Select the drying technique to be used according to the types of fabrics of linen ✓ Use the drying machine accordingly ✓ Use correctly the techniques of drying by sun in the way that it cannot damage the fabric • Ironing hotel linen and staff uniform ✓ Make a good selection of ironing (pressing or steaming) techniques according to the types of linen ✓ Prepare all needed facilities used in ironing process ✓ Iron different types of linen and clothes with different fabric and with different pressing equipment and tool • Folding linen and staff uniform ✓ Fold different types of guest clothes ✓ Fold different restaurant linen ✓ Fold different room linen	
Resources required for the indicative content	
Equipment	Washing machine, drying machine, calendar machine, steam pressing machine
Materials	Laundry liquid soap, laundry powder soap, softener, laundry Stain removers, laundry rust remover, starches (powder and spray), bleach (powder and liquid)

Tools	Spray bottle, PPE , basket, measuring jug, hangers, hanging rails, shelves, pegs holder, pegs basin
Facilitation techniques	• Demonstration and simulation • Practical exercise • Individual activity • Trainer guided • Problem solving
Formative assessment methods	• Performance assessment • Product based assessment

Learning outcome 3: Performing laundry storing activity	Learning hours:
Indicative content	
• Select storage facilities • Identify different storage facilities • Identify different storage areas or locations according to what have to be stored • Selection of storage facilities ✓ Identify different storage areas or locations according to what have to be stored ✓ Select facilities used to store hotel linen ✓ Select facilities used to store staff uniform • Storing of different hotel linen and staff uniform ✓ Check the cleanliness of the storage facility before using it. ✓ Apply techniques for storing clean staff uniform, guest clothes and hotel linen ✓ Label the stored linen or shelve to facilitate distribution and control • Monitoring of Linen and uniform storage ✓ Check the arrangement of laundry linen ✓ Check the cleanliness of the laundry store ✓ Follow up on the correct and proper arrangement linen in laundry store	

Resources required for the indicative content

Equipment	Washing machine, drying machine, calendar machine, steam pressing machine
Materials	Laundry liquid soap, laundry powder soap, softener, laundry Stain removers, laundry rust remover, starches (powder and spray), bleach (powder and liquid)
Tools	Spray bottle, PPE , basket, measuring jug, hangers, hanging rails, shelves, pegs holder, pegs basin
Facilitation techniques	• Demonstration and simulation • Practical exercise • Trainer guided • Problem solving
Formative assessment methods	• Performance assessment • Product based assessment

Integrated/Summative assessment (For specific module)

Integrated situation

Amahoro hotel located in Kigali is a very busy hotel in June of every year. In May they start organizing themselves and this year you have been appointed as a laundry manager. Your main responsibility is to organize laundry store and mostly wash all bathroom linen that have rust, staff uniform that have stain of food and table clothes that have ink stain on it. You have to do everything within 8 hours. All tools, equipment products that you may need to use are available in housekeeping store and bathroom linen are in pantry at fourth floor.

Resources

Tools	Laundry log book, Hangers, Hanging rails, Measuring jug, labeling gun, Bucket, laundry plastic trolley, marking stickers.
Equipment	Washing machine, dryer machine, laundry trolley Calendar machine, steam pressing machine and shelves.
Materials/ Consumables	Files, Pen, Labels Laundry detergent, Softener, Bleaches, inch remover, rust remover and stain remover

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
Learning outcome 1: Select laundry tools, equipment and products (20%)	1.1 Laundry tools are well selected according to activities to be done	Bucket is well selected			0.5
		Measuring jug is well selected			1
		Labeling gun is well selected			1
		Laundry log book is well selected			1
		Bucket is well selected			0.5
		Hanging rails are well selected			1
		Laundry plastic trollies are selected			1
		Hanging rails are selected			0.5
		Hangers are well selected			0.5
	1.2 Laundry Equipment are well select according to their	Washing machine is well selected			1

	usage	Drying machine is well selected			1
		Pressing machine is well selected			1
		Steamer machine is well selected			1
		Shelves are well selected			1
	1.3 Laundry products are well selected according linen to be washed	Laundry powder detergents are well selected			1
		Whitening is well selected			1
		Laundry liquid detergent is well selected			2
		Stain removers are well selected			1
		Rust remover is well selected			1
		Ink remover is well selected			1
		Softener is well selected			1
Learning outcome 2: Apply washing techniques (30%)	2.1 Linen and uniform are well assembled according to the standards	Bed linen are well collected			1
		Bathroom linen are well collected			1
		Staff uniform are well assembled			1
		Napkins are assembled			1
		Table clothes are assembled			1
	2.2 Linen and uniform are well recorded according to the standards.	Uniform for receptionist are well recorded			0.5
		Uniform for F&B staff are well recorded			0.5
		Uniform for kitchen			0.5

		staff are well recorded			
		Uniform for room attendants are well recorded			0.5
		Uniform for laundry attendants are well recorded			0.5
		Uniform for public area attendants are well recorded			0.5
		Napkins are well recorded			0.5
		Bedroom linen are well recorded			0.5
	2.3 linen and uniform are well sorted according to the standards	White linen are sorted			0.5
		Stained linen are sorted			0.5
		Linen with heavy fabrics are sorted			0.5
		Colored linen are sorted			0.5
	2.4 linen and uniform are well washed according to the standards	Bed sheet are well washed			0.5
		Duvet covers are well washed			3
		Towels are well washed			3
		Napkins are well washed			2
		Table clothes are washed			3
		Uniforms are well washed			3
Learning outcome 3: apply laundry finishing service techniques 30%	3.1 drying techniques well applied as per standards	Bed room Linen are well dried			3
		Restaurant linen are well dried			3
		Bathroom linen are well dried			3
		Staff uniforms are well dried			3
	3.2 Pressing techniques are well applied according to the standards	Flat linen are well pressed			3
		Shirts are well ironed			3
		Suites are well steam pressed			3
	3.3 Folding techniques are	Flat linen are well			3

	well applied as par standards.	folded				
		Shirts are folded			3	
		T-shirt are folded			3	
		Trousers are well folded			3	
		Skirts are well folded			3	
Learning outcome 4: apply laundry finishing service techniques 20%	4.1 Storage facilities are well selected according to the standards	Shelves are well selected			0.5	
		Hangers are well selected			0.5	
		Hanging rays are well selected			0.5	
		Marking gun is well selected			0,5	
		Marking stickers are well selected			0.5	
	4.2 Storage techniques are well applied according to the standards	Storing bed sheets techniques are well applied			1	
		Techniques for storing towels are applied			1	
		Techniques for storing uniforms are applied			1	
		Techniques for storing table clothes are applied			1	
		Shelves labeling techniques is applied			2	
		Separation of linen technique in applied			1	
	4.3 linen and Uniform storage is monitored according to the standards.	The cleanliness of the store is well maintained			2	
		Structure of accessing the store is well clarified			2	
		The arrangement of the store is well maintained			2	
		Techniques of recording of outgoing is well applied			2	
		Techniques of recording the incoming linen is well applied			2	
	Total marks		100			
	Percentage Weightage		100%			
	Minimum Passing line % (Aggregate): 70%					

References:

1. <https://www.artofmanliness.com/style/accessories/complete-guide-mens-belts/>
 2. <https://en.wikipedia.org/wiki/leather>
-