



RQF LEVEL 3



FOHLU301 FRONT OFFICE AND HOUSEKEEPING OPERATIONS

Handling Linen and Uniform

TRAINEE MANUAL



FRONT OFFICE AND HOUSEKEEPING OPERATIONS



AUTHOR'S NOTE PAGE (COPYRIGHT)

The competent development body of this manual is Rwanda TVET Board ©, reproduced with permission.

All rights reserved.

1. This work has been produced initially with the Rwanda TVET Board, with the support from European Union through UBUKERARUGENDO IMBERE.
2. This work is copyright, but permission is given to all the Administrative and Academic Staff of the RTB and TVET Schools to make copies by photocopying or other duplicating processes for use at their own workplaces.
3. This permission does not extend to making of copies for use outside the immediate environment for which they are made, nor making copies for hire or resale to third parties.
4. The views expressed in this version of the work does represent the views of RTB Senior Management.
5. RTB owns the copyright to the trainee and trainer's manuals. The providers of training may reproduce these guidelines in part or in full for bona fide study or in-company/workplace training purposes only. Acknowledgment of RTB copyright must be included on any reproductions. Any other use of the manuals must be referred to the RTB.



© Rwanda TVET Board

Copies available from:

- HQs: Rwanda TVET Board-RTB
- Web: www.rtb.gov.rw

KIGALI-RWANDA

Original published version: February 2023.

FOREWORD

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises.

The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant. These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset.

I would like to express my sincere appreciation to the authors, industry experts, and educators who have contributed to the creation of these TVET training manuals. Their dedication and expertise have ensured that the manuals are of the highest quality and relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the dynamic world of hospitality and tourism, and to unlock your potential in this exciting industry. By investing in your education and acquiring the skills offered in these manuals, you are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

Director General/ RTB

ACKNOWLEDGEMENTS

Rwanda TVET Board (RTB) would like to recognize all parties who contributed actively to the preparation of the Trainer's and Trainee's manuals for this Hospitality and Tourism Level 3 TVET Curriculum.

We wish to extend our thanks to various organizations such as the European Union through UBUKERARUGENDO IMBERE Project for the valuable financial and technical support throughout the project. We would also wish to acknowledge the Food and Beverage Operations experts for their huge contribution in this project, as well as French Press Ltd and its entire production team that technically conducted the whole assignment.



Under European Union funding

Under UBUKERARUGENDO IMBERE supervision and involvement



Under Rwanda TVET Board (RTB) guiding policies and directives

COORDINATION TEAM

Rwamasirabo Aimable

Ntahontuye Felix

Production Team

Authoring, Review and Facilitation

Eric Shema

Egide Nsabyimana

Denys Uwimpuhwe

Gahungu Faradji

Conception, Adaptation, Review and Editing

Gihoza Ngoga Pacifique

Sebagabo Jean de Dieu

Rukazamihigo Samson

Formatting, Graphics and infographics

Albert Ngarambe

Asoka Niyonsaba Jean Claude

Technical Support

French Press Ltd.

ACRONYMS

RTB:	Rwanda TVET Board
RD:	Room Division
PPE:	Personal Protective Equipment
RTQF:	Rwanda TVET Qualification Framework
TVET:	Technical and Vocational Education and Training
OPL:	On Premises Laundry

TABLE OF CONTENTS

Author’s Note Page (Copyright)	i
Foreword.....	ii
ACKNOWLEDGEMENTS	iv
COORDINATION TEAM	v
ACRONYMS	vi
TABLE OF CONTENTS.....	vii
UNIT 1: DESCRIPTION OF LAUNDRY TOOLS, EQUIPMENT AND PRODUCTS.....	3
Topic 1.1: Description of different laundry tools	6
Topic 1.2: Description of Laundry Equipment.....	13
Topic 1.3. Description of Laundry products	18
UNIT 2: APPLY WASHING TECHNIQUES.....	26
Topic 2.1: Assembling linens and uniforms.....	29
Topic 2. 2: Recording of linen and uniform	37
Topic 2.3: Sorting of linens and uniforms	39
Topic 2.4: Washing techniques	44
UNIT 3: APPLY LAUNDRY FINISHING SERVICES TECHNIQUES.....	51
Topic 3.1: Application of drying techniques.....	55
Topic 3.2: Pressing techniques.....	57
Topic 3.3: Application of folding Linen and uniform techniques	63
UNIT 4: APPLY STORAGE PROCEDURES.....	67
Topic 4.1: Identification of storage facilities	70
Topic 4.2: Application of Storage methods.....	73
Topic 4.3: Monitor linen and uniform storages.....	76
.....	81

INTRODUCTION

Welcome to the training manual for the front office and housekeeping operations sector, specifically focused on the trade of handling linen and uniform. This manual, titled "handling linen and uniform" is designed to provide comprehensive training for individuals seeking to enter or improve their skills in the industry.

The manual is structured into four units, each of which covers a critical aspect of handling linen and uniform skills. These units include description of laundry tools, equipment and products, apply washing techniques, apply laundry finishing services techniques, apply storage procedures

This manual is not a typical textbook-style approach to learning, but rather an interactive learning experience. It comprises of discovery activities that allow learners to explore and discover concepts, problem-solving activities that require learners to think critically and come up with solutions, guided practice activities that provide step-by-step instructions, and application activities that encourage learners to apply their newly acquired knowledge in real-life scenarios.

Additionally, the manual includes assessment activities, which provide learners with feedback on their progress and help them identify areas where they need to improve.

By the end of this manual, learners will have gained a comprehensive understanding skills of handling linen and uniform operations, and be equipped with the necessary skills to provide excellent customer service in any hospitality setting. Let's get started

Units:

Unit 1: Description of laundry tools, equipment and products

Unit 2: Apply washing techniques

Unit 3: Apply laundry finishing services techniques

Unit 3: Apply storage procedures

UNIT 1: DESCRIPTION OF LAUNDRY TOOLS, EQUIPMENT AND PRODUCTS



Figure 1: Description of laundry tools, equipment and products

Unit summary:

This unit is intended for a trainee in Level 3 TVET Certificate III, where trainee acquires skills, Knowledge and attitudes required to Describe laundry tools, equipment and Products. At the end of this unit, learners will be able to differentiate laundry tools, equipment and products used in laundry operations.

Self-Assessment: Unit 1

1. Look at the illustration. What is happening? What do you think this learning outcome will be about?
2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
Different tools in washing process					
Different tools in drying process					
Different tools in finishing					
Categories of different laundry equipment					
Description of dry-cleaning equipment used in Laundry					
Pressing and steaming laundry equipment					
Select types of laundry products					
Identify form of Laundry Products					

Table 1. Self-Assessment: Unit 1

Key Competencies:

Knowledge	Skills	Attitudes
1. Identify different tools used in washing process	1. Categorize laundry equipment	1. Carefully for selecting laundry products
2. Identify different tools used in drying process	2. Classify Pressing and steaming as a laundry equipment	2. Punctuality during performing laundry activities
3. Determine different tools in finishing	3. Select types of laundry products	3. Practical for categorizing laundry equipment

Discovery activity



Task:

Look at the illustration and answer the following questions

- What is happening?
- Name the images from the illustration
- What do you think this learning outcome will be about?

Topic 1.1: Description of different laundry tools



Activity 1: Problem Solving



Task: Match column A with column B. Use each letter only once and write it in the provided blank space.

Blank space	Column A (laundry tools and equipment)	column B(Usage)
	1. Ironing board	a) This One of the most traditional ways to dry your fabrics
	2. Basins	b) It is a flat padded cloth-covered surface on which clothes are ironed
	3. Clothesline	c) used to collect dry linens and clothes from the guest room and hotel department
	4. Trolley	d) Used for Soaking and hand washing

Key Facts 1.1

- **Laundry tools**
 - ✓ **Different tools used in washing process**

Introduction

Laundry can be defined as one of the housekeeping sections in charge of cleaning and ironing different hotel linen, clothing items and other washable articles¹.

Laundry has two types which are the following such as:

- 🗺️ **A commercial or off-premises laundry:** refers to laundering activities performed outside the establishment.
- 🗺️ **An on-site or on-premises laundry:** refers to laundering activities carried on within the establishment by staff employed by the hotel

When you do your laundry, you wash your dirty clothes, as well as any towels, sheets, and other linens that could use a wash too. A laundry room is the place in an apartment building, business, or dormitory where there are washers and dryers. Sometimes people send their laundry out to a commercial laundry, where they pay someone else to wash their things.

Here is table below describing the laundry tools and equipment used in washing process

LAUNDRY TOOLS AND EQUIPMENT		USAGE
Washing machine		Use water, detergents to clean linen and clothes

1

<https://www.google.com/search?q=picture+of+a++clothesline&tbm=isch&ved=2ahUKEwjDyczvn5z8AhXPcCChEi-CEwQ2->

<p>Basins</p>		<p>Used for Soaking and hand washing</p>
<p>Spotting gun</p>		<p>Used in stain removing</p>
<p>Brushes</p>		<p>Used to remove hard stains</p>
<p>Laundry bags</p>		<p>Used to collect linens and clothes to be cleaned</p>
<p>Bucket</p>		<p>Used for Soaking and hand washing Chemicals</p>
<p>Weighing scale</p>		<p>Used to measure weight of linens to be washed</p>

Measuring jugs		Used to measure the quantity of laundry products
Tagging gun		Used for tagging /labelling guest clothes
Laundry trollies		This trolley used to collect dry linens and clothes from the guest room and hotel department
		This trolley used to collect linen from the washing machine.

✓ **Laundry tools used in drying process**

Here is table below describing the laundry tools used in drying process

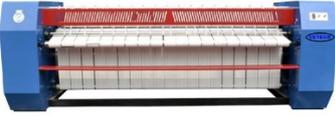
LAUNDRY TOOLS		USAGE
Clothesline		This One of the most traditional ways to dry your fabrics is by simply hanging them over the clothesline.

<p>Drying Rack or Drying Stand</p>		<p>Clothes drying racks are the best tools to dry</p>
<p>Pegs</p>		<p>It is a short pin or bolt, typically tapered at one end, that is used for securing something in place, hanging things on, or marking a position.</p>
<p>Hanging rails</p>		<p>Used for hanging clothes</p>

✓ **Laundry tools used in finishing process**

Here is table below describing the laundry tools used in drying process

<p>LAUNDRY TOOLS AND EQUIPMENT</p>		<p>USAGE</p>
<p>Ironing board</p>		<p>It is a flat padded cloth-covered surface on which clothes are ironed</p>
<p>Spraying bottles</p>		<p>It is used to spray water on the cloth while ironing</p>
<p>Iron box /electrical hand iron</p>		<p>Tools used to iron clothes and small linens</p>

Calendar machine/flat ironer		Big machine used to iron flat and large linen
Steam pressing machine		Used for pressing cotton and other hard fabrics
Sleeve pressing		It is a small-scale ironing board for pressing sleeves, especially a narrow board that fits inside a coat sleeve.
Hangers		Used for hanging clothes and other linens.



Activity 2: Guided Practice



Task:

1. With your trainer guidance in your small groups, work together to answer the following questions.

In the school training workshop, each group has to identify at least 4 laundry tools used for each of the below laundry processes.

- a) Washing process
- b) Drying process
- c) Finishing process



Activity 3: Application



Task: Visit the nearest hotel and observe the laundry tools and equipment. Take note of the washing and drying process, and then prepare a report describing what you have seen. (Work in your respective groups)

Topic 1.2: Description of Laundry Equipment



Activity 1: Problem Solving



Task:

1. In pair, reflect and write answers to the following questions:
 - a) What are the categories of laundry equipment?
 - b) List down the laundry equipment used for finishing
 - c) What are manual equipment used in washing process?

Key Facts 1.2

- **Laundry equipment**

- ✓ Categories of laundry equipment

Laundry equipment are categories into two parts

- ✚ **Mechanical equipment:** Is typically any machine powered by electricity and includes components that are part of the electrical distribution system. AIS does apply to mechanical equipment.²

Examples of mechanical equipment in laundry area

- Washing machine
- Hydro extractor
- Dryers
- Pressing equipment

²https://www.google.com/search?q=picture+of+a+laundry+trolley&tbm=isch&ved=2ahUKEwiYr82u_pv8AhXpkycCHYVfA5gQ2-



✚ **Manual equipment:** Manual equipment are the ones which are used by one's own hands rather than electricity, petrol or gas thereby the energy of the worker affects the standards of cleanliness required from the equipment as well as the knowledge of the worker.

Examples of manual equipment in laundry area



✓ **Dry-cleaning equipment used in laundry**

Dry Cleaning is a simple process that cleans clothing without the use of water. However, despite its name, the process is not completely dry. Fluids are used in the dry-cleaning process.

Specific examples of dry-cleaning equipment used in laundry



Dry cleaning still involves liquid, but clothes are instead soaked in a water-free liquid solvent.

- ✚ Cash Register or a POS System The cash register or the Point of Sale (POS) system should be one of the first purchases you make for your dry-cleaning business.
- ✚ Computer with Business Software
- ✚ Rotating Coat Rack
- ✚ Washers and Dryers
- ✚ Identifying laundry pressing and steaming equipment
- ✚ Hydroextractors/ Spin Dryer. Separate spin dryers of a small capacity may also be installed.
- ✚ Tumble Dryer. Dryers are machines that dry laundry by tumbling it slowly in a perforated
- ✚ Calendar/Roller Press/Flatwork Ironers.

✓ Pressing and steaming laundry equipment

Pressing equipment is a laundry equipment which is used for ironing the cleaned garments. Calendar is one of pressing equipment which used only for ironing the flat linens.

E.g., Bed sheets

Calendar



Steam press/ Steam pressing machine: machine use hot air for pressing cotton and other hard fabrics

Steam pressing machine

Hand Steamer



Safety instructions for handling laundry equipment and tools

- Never under load and overload the machine washer
- Do not leave the door open after unloading and before loading the next batch
- Never leave hot laundry in the drier at the end of working day (this can cause fire hazard)
- Never use iron box on wet clothes
- Use proper water setting on the washer
- Use proper time setting on the washer
- Use proper temperature setting on the washer or drier
- Turn the machine off at the wall at the end of the day
- Never put a lot of detergent (it can turn off the washer)
- Daily clean the machine washer at the end of washing work
- Store hot iron when it is cool
- Never use any faulty equipment
- Do electrical check before use

- Never switch on the washer with empty washing water
- Keep laundry tools in appropriate storage
- Ensure there is enough current installation

Activity 2: Guided Practice



Task: In your small groups, work together to answer the following questions.

In the school training workshop, each group will present and identify at least 2 laundry equipment for each of the following laundry processes. If you need any help, please ask your trainee.

- a) Washing section
- b) Drying section
- c) Finishing process



Activity 3: Application



Task: Read scenario and answer the following questions

In Best View Hotel, there are visitors who are interested in introducing an on-premise laundry in their hotel within the next six months. However, they have limited knowledge about laundry operations and equipment. They are particularly interested in understanding the functionality of the housekeeping department, especially the laundry section. Fortunately, you have been selected to show and explain the laundry equipment available in their workplace

1. What laundry equipment are in laundry area?
2. What are equipment you don't have at your hotel's laundry? can you suggest them to buy if yes or no justify your answer
3. Try to give the safety instructions to follow when handling laundry equipment so that to sustain that on premise laundry?

Topic 1.3. Description of Laundry products

Activity 1: Problem Solving



Task: Circle the best answer(s)

Which is type of laundry product among the followings

- a) Glass cleaner
- b) Air freshener
- c) Vim
- d) Detergent
- e) Disinfectant

Key Facts 1.3

- **Types of laundry products**

Introduction

Laundry products are detergents for cleaning fabrics. The products can be distinguished on the basis of their function, e.g., all-purpose or light-duty detergents. All-purpose detergents are suitable for all washable fabrics, while light-duty detergents are designed for lightly soiled items and delicate fabrics. Many detergents are concentrated and are available in much smaller packages, as less detergent is needed for the same cleaning process.³

Laundry detergents are available as powders/granules, liquids (including single unit dose liquid laundry detergent packets), tablets, gels, sticks, aerosol sprays and pump sprays.

³ <https://sewguide.com/detergents-and-cleaning-products/>

Exposure to substances in laundry products can occur through:

 **Laundry Detergent:** Laundry detergent, or washing powder, is a type of detergent (cleaning agent) used for cleaning laundry. Laundry detergent is manufactured in powder and liquid form.

✓ **How do detergents Work?**

Detergents are added to your washing machine because water alone cannot remove all dirt and stains.

 **Oxygen Bleach.** (Or all-fabric): Oxygen bleach provides the detergent with an all-fabric bleaching action for stain and soil removal. Oxygen bleach-es are available in both a dry and liquid form.

 **Disinfectant:** It's an additive that's specially formulated to kill germs on your clothes and in your laundry machine.

 **Baking Soda:** Baking soda helps regulate the pH level in the washer water by keeping it from being too acidic or alkaline.

 **Alkaline agent:** An alkaline condition in a cleansing solution is useful to give negative charges to the soils and the substrates.

 **Distilled white vinegar:** It has many uses as a fabric softener, odor remover, and stain remover in the laundry room. it cleans your clothes with vinegar, put 1/2 cup distilled white vinegar in your washing machine's detergent compartment. You don't need to add any other detergents.

✓ **Form of laundry products**

 **Liquid form:** liquid form can detergents or soap as a laundry product which used to make a linens and other garment clean, is a hit with many households. They're easy to use, effective and they come in a huge range of options.

Liquid soap



- ✚ **Powder form:** Powder form can soap or detergent which is a popular choice as it's one of the cheapest options. It usually comes in a cardboard or tin box that is easily recyclable, too. It is used in laundry for cleaning the dirt linens.

Powder soap



- ✚ **Solid bar form:** It is another form of laundry product which mostly used in rural area when cleaning their home clothes.



The most popular cleaning detergent is Jike

Safety instructions for handling laundry chemicals are:

- Never mix detergent, chemicals with other laundry products, to do so may cause a chemical reaction which may give off toxic gas and may harm your health.
- Always close laundry products, containers, box, and bottles after use
- Never smoking, eating or drinking when handling chemicals
- Use always correct PPE when handling chemicals to avoid burns and injuries can be caused by that chemical
 - ❖ Safety goggles or face masks
 - ❖ The correct protective gloves

❖ Protective clothing and footwear

- Clean up product spills immediately
- Wash your hands and any item used to dispense or measure laundry detergent after use
- 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.
- Never use containers of empty detergent to store other materials
- Consider the nature of cloth before using stain removers
- Never use expired chemicals.



Activity 2: Guided Practice



Task:

Miss Muziranenge works at Shema's Dry Cleaning, where one of her duties is to clean and make clothes neat. However, she lacks skills in describing and explaining the use of laundry cleaning agents when visitors ask about it. She has approached you, considering you a well-skilled and knowledgeable person in laundry operations, to help her improve her ability to explain the use of cleaning agents to visitors.

With your trainer guidance You are requested to provide help to her with the procedures of using laundry cleaning agents, focus on

- a) Types of laundry products
- b) Forms of laundry product
- c) Safety instructions for handling laundry chemicals



Activity 3: Application



Task: Visit the X Hotel and learn about the laundry products they use. Upon your return, write a report identifying the laundry products and their specific uses that you observed being used.



Formative Assessment

1. Match column A with column B. Use each letter only once and write it in the provided blank space.

Blank space	Column A (laundry tools and equipment)	column B(Usage)
	1. Ironing board	a. This One of the most traditional ways to dry your fabrics
	2. Basins	b. It is a flat padded cloth-covered surface on which clothes are ironed
	3. Clothesline	c. used to collect dry linens and clothes from the guest room and hotel department
	4. Trolley	d. Used for Soaking and hand washing

2. By using clear examples explain the categories of laundry equipment
3. What are the types of laundry products?



Points to Remember

Always consider the following point when you're in laundry area

Respect the safety instructions for handling laundry chemicals and equipment, mainly are:

- ✓ Use always correct PPE when handling chemicals to avoid burns and injuries can be caused by that chemical
- ✓ Never smoking, eating or drinking when handling chemicals
- ✓ Always close laundry products, containers, box, and bottles after use
- ✓ 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.
- ✓ Never use containers of empty detergent to store other materials
- ✓ Never under load and overload the laundry machines
- ✓ Never leave hot laundry in the drier at the end of working day (this can cause fire hazard)



Self-Reflection

1) Re-take the self-assessment you did at the beginning of the unit.

Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
Operate different tools in washing process					
Operate Different tools in drying process					
Operate different tools in finishing					
Categories of different laundry equipment					
Different dry-cleaning equipment used in Laundry					
Classifying the pressing and steaming laundry equipment					
Different types of laundry products					
Identify form of Laundry Products					

Table 3. Self-reflection for Unit one

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

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

UNIT 2: APPLY WASHING TECHNIQUES



Figure 2. Apply washing techniques

Unit summary:

This unit is intended for a trainee in Level 3 TVET Certificate III, where trainee acquires skills, Knowledge and attitudes required to Describe laundry tools, equipment and Products. At the end of this unit, learners will be able to assemble, recording and sorting linens and uniforms while applying washing techniques in laundry area.

Self-Assessment: Unit 2

1. Look at the illustration. What is happening? What do you think this learning outcome will be about?
2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
Differentiate hotel linens					
Identify source of hotel linens					
Apply Receiving and collecting techniques					
Process for counting linen and uniform					
Record linens and uniforms					
Identify types of linens and uniform fabrics					
Sort linen and uniform by color and degree soilage					
Follow Steps of spot cleaning in washing techniques					
Load washing machine techniques					

Table 4. Self-Assessment: Unit 2

Key Competencies:

Knowledge	Skills	Attitudes
1. Differentiate hotel linen	1. Receiving and collection techniques	1. Carefulness
2. Describe source of hotel uniform	2. Recording linens and uniform	2. Practical
3. Differentiate the types of linen and uniform fabrics	3. Sort linen and uniform by color and degree of soilage	3. Promptness
4. Explain steps of spot cleaning in washing techniques	4. Load washing machine techniques	4. Consciousness
	5. Counting linen and uniform	5. 5. Being responsible

Table 5. Key Competencies

Discovery activity

Task:

Look at the illustration and answer the following questions

- What is happening?
- Names the images from the illustration
- What do you think this learning outcome will be about?

Topic 2.1: Assembling linens and uniforms



Activity 1: Problem Solving



Task: Read careful and work on the following questions

1. By using examples differentiate hotel linens from uniforms
2. List down atleast 4 bath linens
3. Why is it important to wear uniform in the company?

Key Facts 2.1

- **Assembling linens and uniforms**

Introduction

Hotel Linen and uniform in house-keeping department is the second large expense. Hotel Linen is expensive to replace, and if it is well maintained, correctly laundered, and properly stored its life can be extended. Soiled, worn or creased linen leave a bad impression of the cleaning standard of the hotel. Efficient Hotel linen and laundry management ensure that the large volume of soiled linens and uniforms are washed, and treated so as to look, neat smell fresh, and feel crisp that they are disbursed at the right time at right place. Hotel linens and uniform are kept in linen and uniform.

- ✓ **Different hotel linens**

Linens are fabric household goods intended for daily use, such as bedding, tablecloths, and towels. Hotel linens are classified into three main types which are



Bed linens

Bed Linen includes

- Bed Sheets
- Pillows and Pillow Cases,

- Blankets
- Duvets & Quilts
- Mattress Protectors.

Bed sheets



Mattress protector



Pillow case



Blanket



Duvet



Pillow protector



Night frill



 **Bath Linen includes:**

- ✓ **Bath Sheets:** These are extra-large bath towels provided in VIP rooms in luxury hotels providing world class service
- ✓ **Face Towels:** It is almost exclusively made of terry cloth or Turkish toweling
- ✓ **Bath Towels:** There is a lot variation in bath-towel sizes. But most of the hotel White ones are preferred.
- ✓ **Hand Towels:** These, like face towels, are made of Turkish toweling. They are smaller than face towels and are provided both in guest bathrooms and cloakrooms.
- ✓ **Wash Cloths:** This are made of soft terry cloth and used by guest for scrubbing their face and body clean while taking a bath.
- ✓ **Bath Mats:** These are also made of Turkish toweling but the material tends to be much heavier.

Hand towel



Face towel



Bath towel



Bathmat



 **Table linens includes:**

Table Linen in hotel used on the table are referred to as table linen or napery. Table linen includes table cloths, napkins, slip cloths, and underlays.

- ✓ **Table Cloth:** Fabric considered for table linen should be able to resist stains and to retain their color and shape even after frequent laundering. The table cloth should sufficiently large to hang 9 inches below the table edge and fabric should be hemmed of four sides.
- ✓ **Napkins:** These are usually made up of 100% cotton or linen as they need to be absorbent.
- ✓ Also, it should be possible to starch them so as to allow them to be folded into fancy shapes.
- ✓ **Slip Cloth:** These are place above the table cloth to achieve a contrasting effect and hence it is normally colour.
- ✓ **Underlays:** Baize or any other felted material is suitable for these.
- ✓ **Skirts/Frills/Runners:** Drapability is an important requirement in these fabrics. Satins made of synthetic fibre are used as they are durable.
- ✓ **Waiter's Cloth:** These are the types of linen in hotel which contains 100% cotton casement is prefer fabrics.

Wipes



✓ Source of hotel uniforms

In a hotel, the **uniforms for the staff** are very important, since they contribute to provide the professional image to be promoted.

Each hotel uniforms made with the hotel management preference and choice due to the needed design so that to make difference look to others.

Of course, you can't tell a book by the cover, but the cover influences the readers' first impression. The same happens for hotels, where **the first impact is essential**, to justify the trust the guests put on the hotel when they booked it.

Different hotel Staff uniforms

Before making **hotel uniforms**, it's necessary to distinguish hotel department basing on clothes, because **receptionists** cannot wear the same **professional wear** of **waiters**. More than carrying out different tasks, some of which have a direct relationship with customers while others don't have it, the different professional figures employed in a hotel have different needs.

Banally, **chambermaids** have to wear more comfortable and less bulky uniforms than **doorkeepers**, for obvious reasons: they clean the rooms, so their uniforms have to be practical and comfortable and make their movements easier. We know that such

information can appear superfluous, but it happens often that those who **order the professional wear** for hotels undervalue this aspect.

Here below are pictures showing different hotel uniforms.

Housekeeping uniform



Kitchen *uniform*



Ront office uniform



Food and Beverage service



The following are some points that should be kept under consideration while selecting a uniform.

- 📌 Fabrics play an important role in the look, and the comfort offered by the uniform. The perfect fabric for a uniform should be densely woven, well-tailored with fine stitches and should be abrasion and crease-resistant, and should offer a stylish look as well.
- 📌 Perfect fit and style have a great impact on the apparel. The right style for a jacket, trousers, or skirts can enhance and modernize the corporate uniform's look.

- ✚ The right color should be applied to the uniform that is in keeping with both the brand and the job of the staff member. In hotels and restaurants, the waiters are usually dressed in dark colors while the attending staff and more specifically, females are commonly dressed in brighter colors.

Here's the full list – of the most important reasons why it's necessary to adopt uniforms in a hotel environment.

- ✚ Staff uniforms are also an important representation of discipline. When workers and managers are in the same or complementary attire, they appear more strongly connected and will stand out in the crowd.
- ✚ Wearing a uniform in a hotel also amplifies integrity. This set of individuals adheres to certain or specific codes of conduct and duty.
- ✚ It creates a free promotion for the company outside the workplace. The uniforms can be said to convert the workers and staff members into mobile brand ambassadors.
- ✚ Many scientific studies have revealed that a bunch of people having some sort of similarity in their clothing, behavior, or some other, maybe, are more likely to allure the audience, as people will take them as a unit.
- ✚ If there is an expectation that uniformed staff, provide uniform protocols to deal with most situations that might occur in a hotel environment.
- ✚ Uniforms designed **for specific departments or job roles can be depicted by the**

✓ **Receive hotel linens and uniform techniques**

- ✚ Check uniform pockets for pens, pencils, bottle opener, coins, crock screws etc. and remove them.
- ✚ Remove and place inappropriate items in the laundry receptacle e.g., used equipment/needles.
- ✚ Remove employee name badge and any promotional buttons.
- ✚ Remove food scraps, cutleries, wine cork and broken glass and chine ware pieces from linens before sending it for washing.
- ✚ Without checking, the uniforms are not supposed to give the soiled line to Laundry.

-  If the laundry is ON site, the staff member will deliver the bags directly to the laundry for processing
-  If the laundry is OFF site, linens will be delivered to a central point within the hotel such as the linen room or housekeeping office to await collection by the laundry driver.



Activity 2: Guided Practice



Task: In small groups read the situation below and work on the questions that follow in your respective groups.

Miss Caroline is assigned by her supervisor at the hotel to assemble dirt hotel linens and uniforms by receiving and collecting them, she has requested you to assist her in those tasks,

- a) Which support will you give her for receiving hotel uniform?
- b) Which tools to carry the linens?
- c) If the laundry is Off site, where linens will be delivered?
- d) Why is it important to check when collecting and receiving hotel linens and uniforms?



Activity 3: Application



Task: 1) Read carefully the following scenario and and answer the following uestions

In your respective groups from Activity 2, work together from the school workshop to apply techniques for collecting and receiving linens and uniforms from traning hotel to laundry area as a school workshop as well.

- a) What are linen types have you collected?
- b) Which specific technique have you applied during collecting hotel linens and uniforms?
- c) Why is it important to use different uniforms colors?

Topic 2. 2: Recording of linen and uniform



Activity 1: Problem Solving



Task: 1. Read and work on the questions below:

- a. What are the processes used in counting linens and uniforms?
- b. What are the techniques of recording linen?
- c. Share ideas with the rest of the class.
- d. Refer to Key Facts and have self-verify of responses

Key Facts 2.2

- **Recording of linens and uniforms**

- ✓ Process for counting linens and uniforms

Introduction

Departments concerned must be intimated at least one day in advance. All linen must be counted on the same day or at least the similar type linen is counted at a time (Room Linen is separated from F & B Linen), so as to prevent 'borrowing' to make up deficiencies. A convenient time is chosen when all linen movement can be halted without causing too much of a problem with the operations.

- ✚ Make physical count and records in laundry or dry-cleaning list for any laundry and dry-cleaning service
- ✚ All items are segregated and grouped including discards
- ✚ Counting of items in circulation and in-store is separately done and added together.
- ✚ Discards are stamped "condemned "and kept aside.
- ✚ Counted total should tally with the last inventory figures plus issues received after that.
- ✚ Inventory must be conducted in the presence of the housekeeper, Accounts clerk and auditor.

- ✚ Stocktaking is conducted on three separate days, each for Uniforms, Room linen and Restaurant linen.
- ✚ Physical counting is done after every three months and is also known as quarterly inventory
- ✓ **Techniques for recording linens and uniform**
 - ✚ Linen staff must record stock ordering.
 - ✚ Inventory management.
 - ✚ Linen staff whose responsibilities includes Collection of guest laundry coordinate this with the housekeeping staff to ensure that none of the guest laundry is missing.
 - ✚ Record daily staff uniform and guest laundry (in and out).
 - ✚ Record Monthly linen stock take.
 - ✚ Guest laundry posting for charging



Activity 2: Guided Practice



Task: In small groups, participate in a school training workshop to demonstrate the process of counting linens and uniforms, while also adhering to the techniques of recording them. Each group will then share their work with the rest of the class, allowing for clarification or assistance from the trainer if needed.



Activity 3: Application



Task: 1. In your respective groups from the Problem – Guided practice.

- a. Each group works together and follow the processes and guidelines to count linens and uniform.
- b. Each group records the linens and uniforms they have counted according to the recording techniques

Topic 2.3: Sorting of linens and uniforms



Activity 1: Problem Solving



Task: 1. Read and work on the questions below:

- a. What are the types of linen fabrics?
- b. How do you sort dirt linens and uniforms?
- c. What are activities to be done for perfecting sorting activity?

Key Facts 2.3

• Sorting of linens and uniforms techniques

✓ Types of linens and uniforms fabrics

There are more types of linen than you might think. Some are classified on the construction other by fiber content, these four construction varieties represent the common linen fabrics for use, and each have their own characteristics and benefits.

Fabrics are defined as the clothing material, which is made by weaving or knitting threads and is obtained from the yarn. They are made from tiny thread-like fibres. These fibers are twisted to make a yarn.

The following are types of linens and uniforms fabrics:

 **Damask linen:** Damask linen is a standard fabric for ornate tablecloths, since this fabric offers the strength of linen with the subtle beauty of something a lot more delicate.

 **Closely-woven linen:** Close-weaved linen is often called sheeting linen, and is popular for both apparel and bedding since it is remarkably soft.

 **Loose weave linen:** This type of linen isn't quite as durable as other types, though it is highly absorbent. It comes in many varieties, and is sometimes blended with cotton for garments.

- ✚ **Plain weave linen:** Plain weave has a natural checkered pattern and is readily absorbent, which is why you'll find it used a lot for reusable napkins.
- ✚ **Fiber Content:** Most institutional table linens are composed of 100% cotton, 100% polyester, or a blend of cotton and polyester.
- ✚ **Cotton:** provides an absorbent product that is susceptible to water-based stains. But, if the product is white, the cotton product can be laundered in hot water and bleached to remove most stains. If the product is dyed. All cotton may create a color fastness issue. The loss of color, especially for dark and intense colors can cause problems in mixing and displaying table linens that have been laundered more than others. This is due to the fact that with repeated laundering the cotton product tends to experience progressive color loss. Also, all cotton table linens have a tendency to shrink unless they are finished for shrinkage control.
- ✚ **Polyester:** by virtue of the polyester fiber and its performance characteristics, polyester table linens will be durable and may provide longer serviceability than all cotton. Table linens of 100% polyester provide the linen manager with a product that will retain its original color over the average life span of the product. Polyester is a thermoplastic fiber and therefore it can be heating set during manufacturing. This can create a product that is dimensionally stable, which will also have excellent resiliency properties, i.e., the product will resist wrinkles if correctly processed. Processing polyester will require the laundry manager to take into account the heat sensitivity of the fiber and lower the temperature of both the washing and drying operations.
- ✚ **Cotton/polyester blends:** are an alternative to the 100% cotton product, which may shrink and experience color loss or the polyester product, which may have an objectionable hand. The percentage of each fiber within the blend will determine the extent of color fastness, dimensional stability and durability of the finished product. The higher the percentage of cotton the more similar the product will perform as cotton. The higher the percentage of polyester the more like polyester the product will perform. The most common blend found in institutional linens is 50/50 cotton/polyester. A cotton/polyester blended, table linen may experience

some color loss and have an increased tendency to pill or collect lint on the surface of the product.

Sorting consideration

- Sort the linen and clothes by color
- Sort the linen and clothes by degree of staining /soiling
- Sort the linen and clothes by type of fabric and fibers
- Sort the linen and clothes by washing chemicals /stain remover

✓ **Sort linen and uniform by color and degree soilage**

Sorting is an act of separating soiled linens which done in pre washing process

Activities while sorting

-  Wear gloves when handling soiled linen
-  Identification of the type of fabric and fibres, color, degree of soiling, type of dirty, washing techniques and their size
-  Check for the stains and damages
-  Emptying pockets and shake
-  Separating and opening the clothes
-  Removal of foreign items, labelling, counting

✓ **Sort by Color**

Once the hand wash and dry clean only clothes are separated, sort the remaining washable laundry by color. Whites, pastels, light gray, and white background prints will go in one pile. Dark colored clothes–black, red, navy, brown, dark gray–go in another pile.

Thing to be focused on while sorting-stained linen

-  Stained linen has to be given separately to the laundry for hard treatment.
-  Heavily stained/ soiled linen requires strong detergents.
-  More time required during the washing process.

- ✚ Look for greasy / oil-stained cloths.
- ✚ Special cleaning treatment required according to the type of stains.
- ✚ Sorting the colors, however you will probably need to be more selective in your sorting, you will need to have bins to separate items of like colors.
- ✚ Check all the soiled linen, which is received from different outlets for stains and tears.
- ✚ Torn linen has to be given for mending and then for washing.
- ✚ Sort uniforms according to department and then sort by.
 - Uniforms for dry cleaning
 - Uniforms for washing
- ✚ Place sorted laundry in the correct labeled / colored laundry bin for further handling.

Sorting must be done before when the following activities are going to be performed

- Washing
- Dry cleaning
- Pressing

Importance of sorting

- We do sort for smooth laundry operation
- We do sort in terms of management like electricity saving.
- We do sort to avoid any damage can happen during washing like in case of color bleeding of clothes

Refences: <https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/249-sort-linens.html>



Activity 2: Guided Practice



Task: In small groups, read the scenario below out loud and work on the questions.

Mr. Frank, the housekeeping manager of a hotel, is currently unable to perform his duties due to illness. As a result, he has selected you to work on his behalf. Your task is to sort the hotel linens and uniforms appropriately. If you require any clarification or assistance, please don't hesitate to ask your trainer.

- a. What will you consider when sorting dirty linens
- b. At when will you do sorting?
- c. How sorting linens is going to help you in operation?
- d. Each group present what you worked on to the rest of the class.
- e. Give each other feedback.



Activity 3: Application



Task: Read careful the bellow scenario and answer the asked questions:

At Uruyanjye Dry Cleaning, there is a heavy workload of washing bed sheets, pillowcases, and bath towels that will be used for an in-house retreat for IPRC Musanze's staff over the course of two days. They wish to temporarily assign you the task of washing and ironing the linens. However, before you begin, they would like you to respond to the following questions in order to ensure that you perform well and meet their expectations

1. Show the linen types available at workplace?
2. How will you sort linens?
3. Why stained linens are sorted before washing?

Topic 2.4: Washing techniques



Activity 1: Problem Solving



Task: 1. Consider all the things that may put spots in hotel linens and how you would handle them, reflect and write answers to the following questions:

- a. Which techniques do you think can be used to clean spots in hotel linens and uniforms?
- b. What can you do if the stains are still there after washing the linen?

Refer to key facts to verify your answers

Key Facts 2.4

- **Washing techniques**
 - ✓ **Steps in spot cleaning in washing machine**

Introduction

Stains are unavoidable, everyday issue for hoteliers and laundry managers. Especially cosmetic staining (lipstick, blush, mascara, etc.) but there are ways to minimize their impact on your linen supply, tackling these laundry issues can save the hotel considerably on replenishment costs

Here are different techniques to clean spots in your linens:

- **Stained items should be washed as soon as possible.**

The initial step in the laundering process is called the “flush.” For tough stains, the flush should be done at low temperature. This should allow the water to saturate the fibers and begin the process of soil removal, while minimizing the setting of stains due to high temperatures.

 **Spot-treat bad stains before washing.**

Using a mild spot treatment can help you get ahead of truly stubborn stains. Do not apply bleach directly to any stained items, as this could badly damage your products. Be sure to consult with your chemical supplier to find the best spot treatment for your linens.

 **Do not overload washers.**

An overloaded washer will dramatically inhibit cleaning results. In the case of pigment-related stains, no amount of spot treatment or detergent can make up for the reduction in mechanical action and water flow needed to properly clean the linen. Our laundry experts recommend that loads should be at 80% of your machine's rated capacity.

 **Do not dry the item if the stain is still present after washing**

If stains are not removed after washing, it is highly recommended to set these stained items aside for further treatment and rewashing. Heat from the dryer tends to set stains, making them harder or impossible to fully remove.

✓ **Loading Washing machine techniques**

There are different techniques of loading the washing machine to avoid damaging the machine or the linens you are washing, here are step by step techniques of loading the washing machine

 **Avoid potential laundry mishaps**

Before loading the machine, check the pockets of all clothing (especially those in children's garments). Inspecting the clothing saves the items inside pockets from water damage while protecting the garments and your washer.

Next, prep garments to go in the washer. Zip up all zippers, fasten hooks, tie drawstrings, unroll cuffs, and turn pockets inside out. To lessen fading, turn dark clothing, such as jeans,

inside out. Lastly, unbutton all buttons. The agitation of the wash cycle can cause buttons to tear buttonholes.

Be sure to read the care labels on clothing items for proper washing instructions. Most clothing will have specific laundry treatments listed on the tags.

Follow proper loading order

Check the loading instructions on your washing machine's lid before putting in clothes. If instructions are not available, the most common loading order is detergent, laundry items, and water. Once it's loaded, start the machine immediately.

Using the correct loading order prevents excessive suds and minimizes the risk of fabric damage that can happen when full-strength detergents sit on clothing. If a detergent dispenser is available (as in most front-loading machines), use it; the dispenser is designed to release detergent at the appropriate point in the cycle.

Avoid overloading the washing machine

Garments packed too tightly end up wrinkled and only partially clean. Putting too many items in the machine leaves less room for water, so water circulation decreases, which limits effective cleaning.

Clothes should be distributed evenly and loosely inside the machine. Even a large load of laundry should not fill the washer tub more than three-quarters full. For a front-load washing machine, pile clothes up high, but don't cram them past the last row of holes at the front (the row closest to the door). For a conventional top-loader, don't load clothes above the agitator.

A too-heavy load can damage fabrics as they rub against the agitator. "Walking" washing machines that shift out of position and noisily go off-balance during spin cycles are usually caused by overloading. Consistent overloading can bend the washer's frame or damage the motor, which will eventually require repair or replacement.

Add detergent precisely

Unless the instructions that come with your washing machine direct otherwise, add detergent before loading your dirty laundry. Keep the amount of detergent below the fill line printed on the cup, and don't add more detergent than recommended. This is particularly important if you're using a concentrated detergent or a high-efficiency washing machine, which uses less water than older machines.

Extra detergent creates extra suds during the wash cycle, carrying soils, odors, and bacteria higher up inside the tub. This leaves a residue that can affect your next load of clothes by fading colors, attracting more dirt, and making clothes look dingy. Residue buildup can also lead to the growth of bacteria and odors, so be sure to use only the amount of detergent you need for the best clean.

References: <https://tide.com/en-us/how-to-wash-clothes/washing-machine-101/how-to-use-a-washing-machine>



Activity 2: Guided Practice



Task: 1. With your trainer guidance in small groups read and perform on the questions below:

In a school workshop

- a) What should you avoid while spot-cleaning hotel linens and uniforms?
- b) How do you load the washing machine?



Activity 3: Application



Task: In your small groups, engage in a guided practice activity where you work together to clean spots on different types of linens. During this activity, make sure to respect the spot cleaning techniques that you have learned. Once the activity is completed, prepare a report

Refer to the Key Facts for guidance.

 **Formative Assessment**

1) Tick the correct answer :

The following are linens and uniforms fabrics expect:

- a) Damask linen
 - b) Closely-woven linen.
 - c) Loose weave linen.
 - d) Skirt linen
- 2) Why is it advisable to wear gloves while sorting linens?
 - 3) What are the techniques of recording linen?
 - 4) What are the types of linen fabrics?
 - 5) Why stained linens are sorted separately?

 **Points to Remember**

- Stained linen has to be given separately to the laundry for hard treatment.
- Physical counting of linens and uniforms is done after every three months and is also known as quarterly inventory
- Check uniform pockets for pens, pencils, bottle opener, coins, crotch screws etc. and remove them.
- 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) Re-take the self-assessment you did at the beginning of the unit.

Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
Differentiate hotel linens					
Identify source of hotel linens					
Apply Receiving and collecting techniques					
Process for counting linen and uniform					
Record linens and uniforms					
Identify types of linens and uniform fabrics					

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					
Sort linen and uniform by color and degree soilage					
Follow Steps of spot cleaning in washing techniques					
Load washing machine techniques					

1) *Fill in the table below and share results with the trainer for further guidance.*

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

UNIT 3: APPLY LAUNDRY FINISHING SERVICES TECHNIQUES

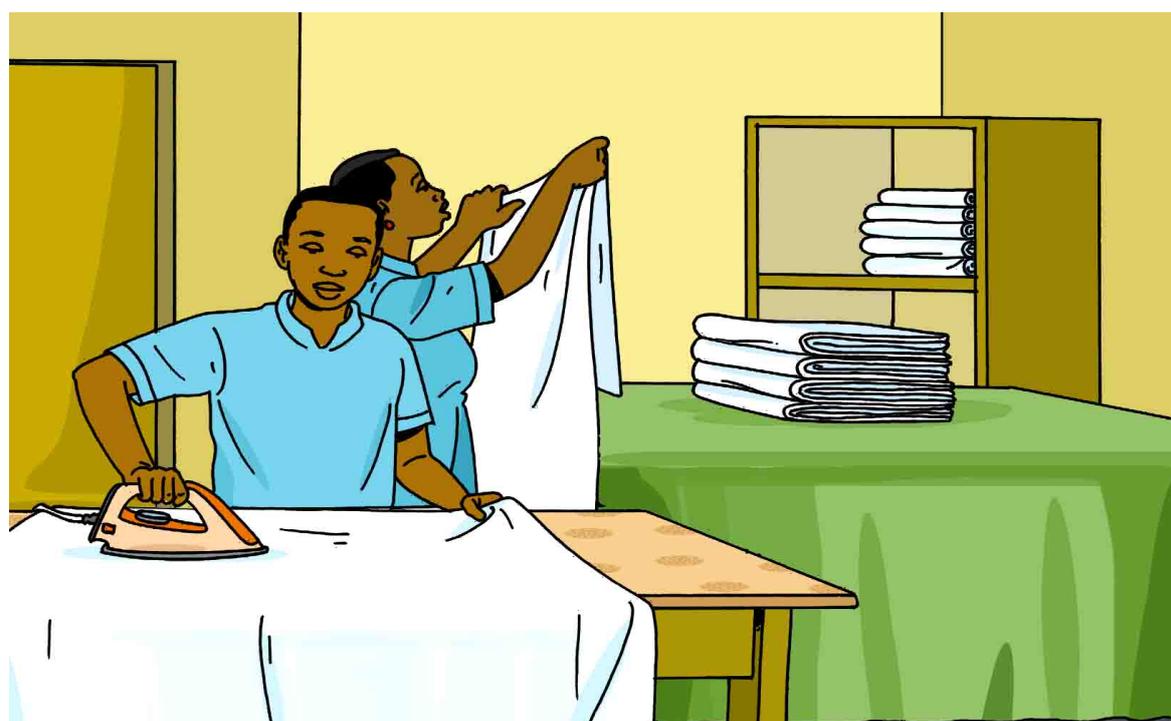


Figure 4. Apply laundry finishing services techniques

Unit summary:

This module is intended for a trainee in Level 3 TVET Certificate III, and It will help the trainee to acquire skills, knowledge 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. This person may work in hotels, inns, motels, apartments, resorts, and barracks, etc.

Self-Assessment: unit 3

1.) Look at the illustration. What is happening?

- a) What do you see in figure 3?
- b) What is the linen attendant doing?
- c) What do you think this learning outcome will be about?

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
Apply Techniques of drying linen					
Select types of pressing equipment					

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					
Apply techniques of pressing different linen and uniform					
Apply techniques of folding different hotel linen					
Technique of folding different types of uniform or guest linen					

Table 6. Self-Assessment: unit 3

Key Competencies:

Knowledge	Skills	Attitudes
1. Techniques of drying linen	1. Knowing how to fold different hotel linen	1. Taking responsibility
2. Types of pressing equipment	2. Technique of folding different types of uniform or guest linen	2. Organizational commitment
3. Techniques of pressing different linen and uniform	3. Differentiate types of linen and uniforms	3. Being proactive

Discovery activity



Task

Look at the illustration above and answer the following questions

- What this image stands for?
- Discuss on what you see with your partner
- Which information does it give?
- What are the techniques of drying linen are being used?

Topic 3.1: Application of drying techniques



Activity 1: Problem Solving



Task: Read careful and work on the below questions

1. What do you think about drying linen?
2. What are techniques can be used in drying when linen and uniform?
3. Why do we advised to dry linens using air dry rather than drying machine?

Key Facts 3.1

- **Drying techniques**

- ✓ **Techniques of drying linen**

-  **Hang on clothesline to air dry:**

To completely air-dry linens, you can set up a clothesline to hang your garments on. This usually works the best outdoors, but you can also set one up inside of your home if you want to. Just tie a length of clothesline, a type of strong twine, to two sturdy points in your yard or home. Then, use clothespins to attach your linen to the line and wait for them to dry.

- Air drying can take anywhere from a couple of hours to a few days, depending on the thickness of your linen.
 - Hanging wet linen on clothes hangers will give your garments creases, so you should use clothespins instead.

-  **Dry in a machine dryer for 5 minutes, then let air dry to speed drying up:**

If you don't want to wait for your linens to air dry completely, you can put them in your dryer and set the tumble setting to "low." Wait 5 minutes, then take your linen out and air dry them on a clothesline. You should never fully dry your linen in a machine dryer, because it will be too hot and damage your garments.

 **Iron your linens while they are still damp to get wrinkles out:** If your linens dried with wrinkles in them, you can iron them flat. Put your iron on a medium-hot setting and press your linen on both sides. Linen does not typically need to be ironed unless it has been stored incorrectly.

References: <https://sondeflor.com/blogs/all-about-linen/how-to-dry-linen>



Activity 2: Guided Practice



Task:

In your school training workshop, any volunteer who understand well what I thought, step forward and show the class how to dry linens by applying different techniques therefore remember to use gestures any clarification or help ask your trainer.



Activity 3: Application



Task: Visit nearest standard hotel to observe and learn all related drying process, in your return through a report demonstrate various techniques used to dry linens and uniforms from a visited hotel

Topic 3.2: Pressing techniques



Activity 1: Problem Solving



Task: In pair ,brainstorm and answer the following questions

1. What are equipment and tools you can use to press the clothes?
2. Why is pressing important?
3. State the techniques that can be used in pressing linens

Key Facts 3.2

- **Pressing techniques**

- ✓ **Types of pressing equipment**

Pressing linen requires high temperature and much moisture. Press on the wrong side to prevent shine, or use a cloth for right-side pressing. Press until the fabric is completely dry.

Calendar: Big machine used to iron flat and large linen



- ✓ **Tools for profession pressing**

- ✚ **Steam pressing (steam iron):** Tools used to iron clothes and small linens. A steam iron is the best way to give your clothes a professionally pressed look and feel from the comfort of your home.



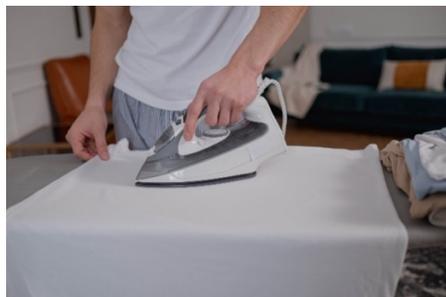
✚ **Sleeve board:** the sleeve board is a slim and tapered ironing board used for pressing small and narrow pieces such as sleeves, pant legs and children's wear.



✚ **Ironing board:** Ironing boards are essential equipment for convenient ironing and steaming of clothing as they offer a stable surface that can safely absorb heat while pressing out wrinkles.



✚ **Pressing cloth:** A pressing cloth is a piece of fabric or other material that you place between the iron and the fabric you're pressing. The pressing cloth protects your fabric from the iron and vice versa.



✚ **Pressing table:** Is a table made in wood or metal used to iron clothes



✓ **Techniques of pressing linens**

- ✚ At least five or ten minutes before ironing linen clothes, give them a spray of plain cool water to dampen them. Linen is nearly impossible to iron unless it is damp
- ✚ If your ironing board cover is wearing thin or has heavy staining, use an old terry cloth towel under the linen. This will pad the surface, protect any buttons on the garment, and give you a clean finish.
- ✚ Keep the iron moving constantly and smoothly to prevent scorching. Staying too long in one spot can burn the cloth.
- ✚ As you iron, gently stretch the garment to square corners and even edges. While the fabric is damp and hot, you can reshape crumpled areas.
- ✚ Press linen clothes on the wrong side or use a pressing cloth to prevent shiny spots. This is particularly important with darker colors.

Ironing techniques according to type of clothes (shirt, pants/trousers, skirts, dresses)

Types of pressing/ ironing

- ✚ **Dry ironing:** Iron the cloth using dry iron
- ✚ **Steam ironing:** Iron the cloth with an iron that emits steam produced by from water to facilitate pressing and ironing

Difference between Pressing and Ironing

Pressing and ironing are two different motions. When you press fabric, you're putting the iron down on it and picking it up without moving it. In contrast, ironing is when you sweep the iron over the surface of the fabric. The difference is when you move the iron; to press, you move it in the air, and to iron, you move it on the fabric.

Ironing is what you do for finished clothes to remove wrinkles. To iron, you move the iron back and forth over the top of your garment to push out the wrinkles.

Difference between ironing and steaming:

Ironing the cloth	Steaming the cloth
✓ Pressing the cloth with or without steam to remove wrinkles and creasing.	✓ Removing wrinkles from the cloth without pressing, using hot air
✓ The cloth is laid on the ironing board when ironing	✓ The cloth is hung while steaming
✓ We use electrical hand iron	✓ We use hand steamer

Tips/instructions for pressin/ironing:

- Check the tag before ironing
- Do not iron dry clothes
- Set the iron at the right temperature
- Use proper tools for ironing
- Learn how to use dry or steam ironing
- Do not iron wet cloth
- Never drop down iron box
- Disconnect the cable after ironing
- Check overtime the cable attached to iron
- Ensure there is efficient and sufficient electrical installation
- Ensure there is enough light in the room

Ironing procedures (shirts)

- Check the tag
- Fill the iron reservoir(Tank)
- Set the iron on the right temperatue setting
- Organize your cloth

- Place aluminium foil on the ironing board
- (Or buy sliver ironing board to cover that task)
- Spray starch on the wrong side
- (1 table spoon of cornstach mixed in 2 caps of water,put in spray bottle)
- Start ironing
- Turn the fabric over and iron the right side
- Hang or fold the gament immediately after ironing

Importance of pressing/ironing the clothes and linens

- Iron is perfect in killing germs
- We iron to remove wrinkles from the washed garments
- Ironing also boosts the quality and guarantee a longer in lifespan
- Ironing eliminates shrinkage from the clothes cleaning.
- Ironing makes clothes looking fresher than before



Activity 2: Guided Practice



Task:

Ishema Ryacu Dry Cleaning business is currently experiencing a heavy workload and is in need of temporary assistance in the pressing department. They would like to offer you the opportunity to press 100 bed sheets, 30 sets of trousers with their respective shirts, and 30 bath towels within an 8-hour timeframe. However, before being assigned this task, you are required to answer the following questions. This will help the business determine if you are capable of performing the task efficiently and within the given time constraints. If you have any questions or need clarification, don't hesitate to ask your trainer for assistance.

- a) Specifically show a pressing type you will use during this task
- b) What are pressing techniques you will use?
- c) Convince the business by determining the list of tips to follow in process of performing this task
- d) Show the rapid process of pressing a shirt



Activity 3: Application



Task: Visit the nearest standard hotel to observe and learn the various processes involved in pressing linens and other garments. Upon your return, prepare a report that identifies and applies different techniques used in the pressing of these items

Topic 3.3: Application of folding Linen and uniform techniques



Activity 1: Problem Solving



Task: In pair read and perform the task below

1. What does folding means?
2. Why is folding important?
3. Explain the techniques that can be used when folding and hanging linens
4. Have a look at **Key 3.1** and ask more clarifications *to your trainer*

Key Facts 3.3

- **Folding linens and uniforms**

Folding: is an act of lay one part over another part like bent it into flatter or more compact shape you want in order to make it easier in carrying or storing at appropriate place.⁴

The following are techniques for folding hotel linens and uniforms.

- ✓ **Towel Bar Folding Method**

-  Fold linen lengthwise to half their width.

-  Fold into thirds to stack.

- ✓ **Wear-Reducing Towel Folding Method**

-  Fold linen in half with short ends together.

-  Fold in half again, short ends together.

-  Fold in half a final time for storage. If a more compact shape suits your storage space better, fold the towel in thirds instead of in half on the last fold.

⁴ https://www.youtube.com/watch?v=yFbeYz3nQ_c

✓ **Hanging linens and uniforms**

Consider the following while storing /hanging linens and uniforms appropriately

- ✚ If you are storing the linens for a long time, consider slipping a sheet of acid-free paper between linens to avoid discoloration
- ✚ Putting linen fabric in contact with cedar, plastic or cardboard will cause it to yellow and also may weaken the fabric.
- ✚ Avoid hanging your clothes in a place with humidity or odor



Activity 2: Guided Practice



Task: Any volunteer who understood well the appropriate techniques to fold hotel linens and uniforms, use your school and show your classmate how to apply those techniques in forlding any clarification or help ask your trainer.



Activity 3: Application



Task: In a workshop of x hotel you visit,in your respective groups participate in applying different methods of folding and hanging hotel linens and uniforms,in your returning back make a report of what you have perfomed and seen as well



Formative Assessment

1. What are the techniques that can be used when folding and hanging linens
2. Why do we advised to dry linens using air dry rather than drying machine?
3. Describe the equipment and tools you can use to press the clothes?
4. Differentiate pressing from steaming clothes
5. Answer by true of false

The following are drying techniques

- a) Dry in a machine dryer
 - b) Hang on clotheslines to air dry
 - c) Iron your linens
 - d) Steaming your linens
 - e) Folding your linens
6. Why is pressing important?



Points to Remember

- Linens should be hung because repeated folding in the same spot can weaken the fibers
- To appropriately press linens you must first spray plain cold water to dampen the cloth
- The best way to dry linens is to naturally air dry them



Self-Reflection

- 2) Re-take the self-assessment you did at the beginning of the unit.

Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
Apply Techniques of drying linen					
Select types of pressing equipment					
Apply Techniques of pressing different linen and uniform					
Apply Techniques of folding different hotel linen					
Apply Technique of folding different types of uniform or guest linen					

Table 8. Self-reflection for Unit 3

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

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

UNIT 4: APPLY STORAGE PROCEDURES



Figure 5. Apply storage procedures

Unit summary:

This module is intended for a trainee in Level 3 TVET Certificate III, where trainee acquires skills, knowledge 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. This person may work in hotels, inns, motels, apartments, resorts, and barracks, etc.

Self-Assessment: Unit 3

1. Look at the illustration.
 - a) What image are you looking?
 - b) What does this image informing you?
2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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 storage facilities					
Identify storage methods					
Apply storing procedures					
Apply Issuing procedures					

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					
Monitoring linen and uniform in storage and Stock cycle					
Monitor Stock levels techniques					

Key Competencies:

Knowledge	Skills	Attitudes
1. Issuing procedures	1. Storing methods	1. Hardworking
2. Monitor linen and uniform storage and Stock cycle	2. Storing Procedures	2. Self-Arrangement
3. Identify needed storage facilities	3. Apply stock levels monitoring technique	3. Focus

Discovery activity



Tasks: Study the pictures above with your group members and then answer the following questions

1. What do you see?
2. What do you think about the image?
3. What tools used for storing linen and uniform?

Topic 4.1: Identification of storage facilities



Activity 1: Problem Solving



Task: 1. Read this statement and answer the questions below

Most hotels strive to maintain their facilities, amenities, and linens to enhance guest satisfaction and sustain smooth hotel operations. As an expert in housekeeping, you have been given the opportunity to organize the linen and uniform area of X Hotel in Kigali. Your task is to arrange and put everything in its designated place within the area

- a) What storage facilities would you use?
- b) What storage methods would you respect?

Key Facts 4.1

- **Storage facilities**

Introduction

Linen storage facilities in hotels are very necessary as hotel linen in housekeeping department is the second large expense. Hotel linen is expensive to replace, and if it is well maintained, correctly laundered, and properly stored its life can be extended. Soiled, worn or creased linen leave a bad impression of the cleaning standard of the hotel.

Hotel Linen room can be classified into two main divisions:

- ✓ **Centralized Hotel linen room:** In this system linen from all floors are collected and sorted in one central area. The linen room supervisor has a complete control over the linen room. All linens issued and receipts go out from here.
- ✓ **Decentralized Hotel linen room:** In this system all the floor individually maintains its own stock of linen as necessary. These are replenished from the main linen room. The linens are kept in floor pantries and the floor supervisor are responsible for maintaining of linen.

A Storage facility for linens and hotel uniforms must have different characteristics to make it suitable for storing linens and uniforms, so of them are:

- ✚ **Location:** The hotel linens room must be such as to facilitate the easy flow of linens to and from the laundry. In case of commercial laundry is being used the linen room should be accessible from the receipt and dispatch from the back entrance of the hotel.
- ✚ **Space:** The total space allocated for the linen room will depend on the size of the hotel and activities to be carried out in the linen room.
- ✚ **Entrance:** A common entrance and exit point is ideal for security reason.
- ✚ **Floors and walls:** The floors must be sturdy enough to bear the load of heavy trollies moving across it. Tiles should be avoided as they tend to chip. Walls should be of materials that can be easily cleaned frequently.
- ✚ **Lighting and ventilation:** Though most of the linen rooms are meant for storage, enough ventilation is important to prevent bad odor.
- ✚ **Storage:** Linen storage shelves should be designed for maximum utilization of space. The shelves are also needed to be sturdy and firmly fix as the weight they bear may be considerable.



✓ **Storage methods**

- ✚ While in storage, linen must be kept free from dust. It is inevitable that where linen is handled, dust and fluff will be present. Therefore, all fresh linen should be stored under cover.
- ✚ Cupboards must be slatted sliding doors.

-  Linens that are not in frequent use, such as mattress protectors, curtains, and blankets, may be stored covered with a dust-sheets.
-  The linen stock should be rotated in order of 'First-in, first-out' basis.
-  While placing fresh linen on shelves, especially the heavier ones, it should be ensured that the fold faces outwards.
-  Heavier linen should be placed on lower shelves.
-  Smaller linens such as face towels and serviettes are placed in bundles.

Cited: https://www.google.com/search?q=linen+room&client=firefox-b-d&sxsrf=AJOqlzVA9JUbdqDbLu7Dak8_IA33PrkFfg:1674313862566&source=lnms&tbm=isch&sa=X&ved=2ahUKEwj7_5SY-dj8AhUK7rsIHxsKCLQQ_AUoAXoECAEQAw&biw=1366&bih=616&dpr=1#imgrc=Tnjh01PuDb7w-M



Activity 2: Guided Practice

Read the following scenario and answer the given questions

Mr. Eric has been hired as a new housekeeping supervisor by a Virunga hotel in Musanze district and the hotel manager tells him to make sure that all hotel linens and uniforms should be always look neat and properly stored, you as an expert assistant him in his beginning in order to perform well a job any clarification or help ask your trainer.

- a) Which standards should you suggest him to check that their storage facilities possess?
- b) What are methods he should use when storing hotel linens?
- c) Why is proper ventilation a necessity in storage facilities?

Activity 3: Application



Task: In a study visit at x hotel observe and learn how linens and uniforms are stored in the appropriate facilities. And then through a report show all the things you learned from the hotel.

Topic 4.2: Application of Storage methods



Activity 2: Problem Solving



Task:

Read the scenario below and work on the questions below:

Miss. Ruth is given a task executive housekeeper of issuing all linens that are needed in the hotel, what are procedures she must follows?

Key Facts 4.2

- **Storage methods**

- ✓ **Storing procedures**

Hospitality venues generate large amounts of soiled linen which need to be processed daily in a commercial laundry environment. The investment in linen forms a large part of these business' operating costs. Therefore, it makes sense to ensure linen is stored and handled correctly to minimize replacement costs, here are some of the procedures you must follow to ensure that your linens and uniforms are stored appropriately.

- ✓ **Reduce handling:** In order to reduce contamination of linen and maintain hygiene standards, handling of linen should be kept to a minimum. Storing linen in assigned areas which are easily accessible to staff and labelled is vitally important, such areas may include linen closets, or on trolleys using an impress system which eliminates double handling.
1. **Cover:** When storing linen, it is important to ensure that dust or other contaminants are not able to soil it. If it is on a trolley without doors, use a cover. If it is stored in a cupboard, ensure the door is kept closed when the cupboard is not in use.
 2. When transporting, such as between buildings where pathways are not undercover, it is important to cover the clean linens with a trolley cover.

3. Regular cleaning of the storage area with a good quality disinfectant also ensures that linen remains in a clean environment. This may be a cupboard or the linen trolley itself. No soiled linen should be placed in the linen cupboard, and no food or beverages should be consumed where there is a risk of contamination.
4. Labelling: Labelling storage areas ensures all linen has a place to be stored and makes it easier for managing inventory and replacing linens. It also helps to reduce handling.
5. Stock rotation: Ensure that stock is being rotated regularly, from back to front, and bottom to top.
6. Ensure there is a 'rag out register' to ensure that you keep track of retired linens and to give visibility on what needs to be ordered as replacements.
7. Handy tip: linen should be stored at a maximum 2 piles deep to maximize stock rotation, making it easier to ensure that the stock is rotated regularly. The rotation pattern should be standardized so all staff follow the same procedure. For example, pull back pile forward, flip the pile upside-down.

You should avoid doing the following things while storing linen:

1. Handle clean linen with dirty hands, which can contaminate the linen before storage. Wash hands first with disinfectant.
2. Don't transport linen in a trolley that is not fit for purpose.
3. Stacking linens too high will cause issues during transport such as linen falling. Impaired vision can cause collision with people or objects. Trolleys should always be pulled rather than pushed to avoid blind spot collisions. When manually towing multiple carts, no more than two should be towed at once.
4. Don't allow staff to store linen into a non-designated area such as patient rooms or a counter top. This ensures that all linen can be found and reduces lost linen and therefore costly replacements.

Issuing procedures

- 1) In case of a new employee, uniforms are issued against a specific authorization letter received from the Personal Department.

- 2) For regular employees ensure that they have arrived at the stipulated time.
- 3) Check uniforms for damages.
- 4) Issue fresh uniforms strictly on a one-to-one basis ensuring the uniform is of the correct size and name if the uniform is specially tailored for a person.



Activity 3: Guided Practice



Task: Miss Vanessa is asked by the housekeeping supervisor to store hotel linens from the restaurant and bar, bedrooms and gymnastic rooms and spa according to the storing standard procedures, what procedures should Miss Vanessa follow? any clarification or help ask your trainer

Miss Vanessa has been tasked by the housekeeping supervisor to store hotel linens from the restaurant and bar, bedrooms, and gymnasium rooms and spa according to the standard storing procedures. Here are the procedures Miss Vanessa should follow.



Activity 3: Application

1.  **Task:** Form groups and work together to store hotel linens and uniforms from the hotel, Issue the linens from the storage facilities.
 - a) Respect the storage procedures
 - b) Follow all the linen issuing procedures

Topic 4.3: Monitor linen and uniform storages



Activity 1: Problem Solving



Task: In your respective group answer the following questions

1. How can you monitor linen and uniforms storages?
2. What are the techniques used to monitor stock levels?

Key facts 4.3

Linens and uniform storage monitoring

✓ Monitoring of linen and uniform storage and stock cycle

- ✚ Anyone handling clean linen should perform hand hygiene immediately prior to prevent contamination of linen.
- ✚ Linen should be carried slightly away from the body to avoid cross-contamination.
- ✚ Any linen dropped on the floor should be treated as soiled laundry and deposited into a soiled laundry bag.
- ✚ Nothing should be added to an exchange-cart. This includes linen already removed, linen from any other source including other linen carts, pillows, med/surge supplies, etc.
- ✚ The doors to the linen room must be kept closed when not in use. Where the linen room is located in the vicinity of the loading dock, every effort must be made to keep linen room doors closed when loading dock doors are open, to prevent airborne contamination from outside.
- ✚ The linen room must be cleaned and disinfected by environmental services per the specifications and frequency established with environmental services providers. It must be free of dirt, vermin, obvious moisture contamination including visible staining of ceiling tiles, and lint must be kept to a minimum.

✓ Monitoring stock levels techniques

- ✚ Collect soiled linen periodically from user locations

- ✚ Replace soiled linen bags according to organization procedures
- ✚ Transport soiled linen to designated holding area using appropriate equipment and safe handling techniques
- ✚ Carry out work to minimize risk of cross contamination and in compliance with WHS policy and procedures
- ✚ Identify and report hazards to supervisor
- ✚ Follow appropriate procedures for dealing with accidents, including sharp injuries
- ✚ Transport clean linen to user locations using appropriate equipment and safe handling techniques
- ✚ Re-stock linen to ensure adequate supply for users
- ✚ Rotate linen stock and return old stock for reprocessing
- ✚ Maintain linen stock levels
- ✚ Maintain optimum stock levels to ensure productivity and linen is available
- ✚ Consult with others where necessary about linen supplies
- ✚ Requisition linen to meet pre-determined quantity levels
- ✚ Maintain storage and security of linen according to organization requirements
- ✚ Maintain linen stock records according to organization requirements
- ✚ Participate in stock takes, if required

✓ **The reason why to monitor a stock level to the premise**

- ✚ To ensure minimum investment in inventory.
- ✚ To maintain timely record of inventories of all items and to maintain the stock within limits.
- ✚ To ensure formally action for replenishment
- ✚ To provide reserve stock for variation in lead time of delivery of materials.
- ✚ To provide scientific base for long term and short-term planning of materials.
- ✚ To ensure smooth and uninterrupted production and no stock out.
- ✚ To minimize loss due to deterioration, obsolescence, damage.
- ✚ To eliminate the possibility of duplicate ordering.



Activity 3: Guided Practice



Task: with your tainer guidance Form groups and show the techniques to monitor linen and uniform storage and stock cycle and specific techniques to monitor stock levels



Activity 3: Application:



Task: Visit a certain hotel and observe, learn how linens and uniforms are stored, monitored according to the proper methods, through a report show how monitoring linens done according to the monitoring procedures



Formative Assessment

1. What is a stock cycle?
2. Why is it important to monitor a stock level?
3. List four main techniques of monitoring a sock level
4. Identify four the storage facilities can be used to store the folded linens



Points to Remember

- **Something to consider when monitoring stock levels**
 - Collect soiled linen periodically from user locations
 - Identify and report hazards to supervisor
 - Transport soiled linen to designated holding area using appropriate equipment and safe handling techniques
 - Maintain storage and security of linen according to organization requirements



Self-Reflection

1. Re-take the self-assessment you did at the beginning of the unit.

Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation.

At the end of this learning outcome, we'll take this survey 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 storage facilities					
Identify storage methods					
Apply storing procedures					
Apply issuing procedures					
Monitor linen and uniform in storage and stock cycle					
Monitor stock levels technique					

Table 11. Self-reflection

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.



Summative Assessment

A five-star town hotel requires linen for rooms, food and beverage and staff uniform to be used during a grand opening ceremony to be held on 10th April 2020. The function targets a total of 150 guests. There is also 20 bed sheets and 52 table clothes in the laundry that need to be stored accordingly. As the laundry manager how can you manage these activities and give the quality service.

Resources

TOOLS	<ul style="list-style-type: none"> ▪ Calculator ▪ Pen ▪ marking pens ▪ marking tapes ▪ Safety pins/Stapler pins ▪ record books ▪ Hangers and Packing bags
EQUIPMENT	<ul style="list-style-type: none"> ▪ Trolley ▪ Cabinet ▪ Shelves ▪ washing and drying machine
Materials/consumables	<ul style="list-style-type: none"> ▪ Uniforms ▪ Record books ▪ reference books ▪ Internet ▪ Napkin ▪ Laundry detergent ▪ Different line



February, 2023