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HOSPITALITY

## SPHM – HK LAUNDRY MANUAL



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# Laundry Department Manual



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## 2. Staff Working Hours

Position Title	Working Hours
Laundry Manager	8:00 - 17:00
Guest Contact Coordinator	6:00 - 15:00
Supervisor 1	14:30 - 23:00
Supervisor 2	7:30 - 16:00
Sorter 1 (Shift monthly rotation)	6:30 - 15:00
Sorter 2	8:30 - 17:00
Sorter 3	14:30 - 23:00
Valet Attendant 1 (Shift monthly rotation)	6:30 - 15:00
Valet Attendant 2	10:30 - 19:00
Valet Attendant 3	14:30 - 23:00
Valet Attendant 4	14:30 - 23:00
Hand Presser1 (Guest clothing - shift monthly rotation)	5:30 - 14:30
Hand Presser 2, 3, 4, 5	8:30 - 17:00
Hand Presser 6, 7	14:30 - 23:00
Dry Cleaning Operator 1	6:30 - 15:00
Dry Cleaning Operator 2	14:30 - 23:00
Hand Washer 1 (Guest Clothing)	6:30 - 15:00
Hand Washer 2	14:30 - 23:00
Machine Washer 1 & 2 (F&B Linen)	6:30 - 15:00
Machine Washer 3 & 4 (Rooms Linen)	14:30 - 23:00
Uniform Finisher	6:30 - 15:00
Flat Worker (am)	6:30 - 15:00
Flat Worker (pm)	14:30 - 23:00

### Vacation Plan:

No vacations or Public Holidays are to be allowed during the high season. Staff will take their entitled vacations and public holidays during the 1st half of the year, if possible, they should finish their vacations entitlements before the end of September. All vacation leave applications will have to be ultimately signed and approved by the Department Head.



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### **3. Job Description Outlines**

#### **Laundry Manager**

- Supervises daily operation, monitors quality and working performance of staff.
- Maintains the highest standard of Guest Laundry and House Laundry at all times, including the dry cleaning service.
- Maintains the prompt delivery of Guests Laundry at all times.
- Prepares work schedules.
- Issue work orders for defected equipment.
- Maintains cost within budgeted figures
- Handles guest comments and complaints properly and keeps the Executive Housekeeper informed.

#### **Operating Supervisor**

- Works in close coordination with the Laundry Manager.
- Prepares working schedule for staff to ensure highest efficiency of time utilization.
- Maintains the Hotel's standard by monitoring continuously the quality of the laundry products.
- Straighten out any discrepancy in guest laundry and dry cleaning.
- Directs the training of the new staff to meet Hotel standards as soon as possible.
- Ensures that all laundry equipment and machines are periodically maintained by the Engineering Department.
- Maintains stock in a way to have enough chemicals for weekly consumption.

#### **Guest Contact Coordinator**

- Handles all telephone calls both from guests and other departments.
- Helps in dealing with guests concerning Laundry effectively and to consult with Laundry Manager and Operating Supervisor when a decision is in order.
- Makes all clerical work in the Guest Laundry Service Section.
- Issues work orders for any defects in machinery and follows up.
- Handles all laundry left behind by guests.
- Handles Lost and Found properly
- Prepares guest laundry bills and makes daily summary report.
- Assists other sections in the department whenever possible.
- Carries out other assignments given by Laundry Manager or Operating Supervisor.



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### **Sorter**

- Handles all items received according to hotel policy and procedures by checking, marking and sorting all guests laundry including dry cleaning.
- Checks guest clothing for tears, faded colors or missing buttons and then reports any damages. He checks pockets for any valuable things and makes note on guest list for information.
- Checks and compares counts. Guest count and hotel count must be identical. If not he should report to his supervisor.
- Counts and checks items before returning to guest to ensure quality control and count.
- Picks up guest calls by names, occasionally..

### **Valet Attendant**

- Collects and delivers guest laundry, dry cleaning, pressing items in alternation, to and from the guest or floor pantries, according to the telephone record sheet.
- Inspects clothing before dispatch and report to supervisor any items found in pockets of guests or damages.
- Ensures that guest laundry, dry cleaning and pressing are collected and returned as quickly and efficiently as possible.
- Checks carefully on the quality of guest items and the count before return to guests.
- Pick up guest calls by names occasionally.

### **Dry Cleaning Operator**

- Responsible for both dry cleaning of guest clothing and staff uniforms.
- Handles spring cleaning items from Housekeeping if required.
- Helps pressers to carry out the finishing work and staff uniforms as well.
- Handles the cleaning jobs requested by Housekeeping.

### **Hand Washer**

- Responsible for cleaning the guest clothing, staff uniforms and other articles.
- Ensures appropriate separation and selection of the program and chemicals.
- Makes sure that guest clothing are being processed in a proper way, whether hand or machine washed.

### **Machine Washer**

- Responsible for washing all soiled linen of rooms and F&B.
- Makes sure that the linen is being cleaned in a proper way.



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- Classifies the linen prior to cleaning, according to the timing of users needed.
- Always checks the automatic chemical dispenser is working properly and has enough chemicals in the container.
- Handles stains removal if required.
- Keeps the Manager or supervisor informed in case of any defect in machinery.

#### **Valet Presser**

- Presses all Hotel's guest garments and dry cleaning up to the Hotel standard.
- Processes staff clothing should they require ironing.
- Folds guest shirts properly in preparation for return to guest.
- Reports any damages detected or buttons missing to supervisor or directly to sorter for fixing.

#### **Uniform Finisher**

- Responsible for pressing, ironing all staff uniforms and other articles as assigned by Housekeeping.

#### **Flat worker**

- Finishes all rooms and F&B linen by flatiron.
- Dry and folds towels.

#### **4. Operating Procedures for Guest Laundry Pick Up Guests Calls**

When guests call down to send their laundry, the Guest Contact Coordinator will answer the phone. He should refer to the guest by his name and write down the guest's requests and room number in the telephone call control sheet.

#### **Collection**

Ordinary Service (Person responsible is the Valet Attendant)

Collection	Delivery
6:30 - 9:00 am	4:00 pm
9:00 - 11:00 am	5:00 pm
11:00 am - 3:00 pm	9:00 pm
3:00 - 11:00 pm	Following day





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Any outstanding requests are checked from telephone call Control Sheet and from Guest Contact Coordinator.

The items are collected from guest rooms, floor butler, floor pantries and taken to the Laundry Department by using the service elevator No. 3 only.

### **Processes**

All items being sent for laundry, dry cleaning and pressing have to be checked.

Important Steps	Key points
Front	Flat on table, pockets, overlap and buttons
Back	Flat on table, lengthwise rips, hotels
Side Folds	Square shoulders. Crease parallel to back seam.
Sleeves	Short lay flat, long fold back
Button	Button edge to belt square, no cracks
Final Fold	To bottom edge of collar. Hold left hand a belt square. Collar neat.

### **Laundry Procedures**

#### **Marking:**

- Sort them out according to the classification on the laundry list.
- Count number of each item.
- Detail shortages
- Write down the correction against the appropriate item in the laundry list.
- Check care instructions carefully.
- Check each garment for damage, color fading, stains, buttons missing, tears, etc.
- Report any unusual condition, including value items left behind to the Laundry Manager or person concerned.
- Ensure the mending items are repaired e.g. tears, buttons missing, etc.
- Separate machine washing from hand washing items according to fabric and color.
- All express items must be handed over to the washer or dry cleaning operator.

#### **Washing**

- Wash all soiled items. Take great care that no damage occurs and be careful not to overload the machine.



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- Separate the clothes according to their colors and type of fabric and according to the program required.
- Check the pocket and damages or unusual condition of Guest Laundry and staff uniforms.
- Heavily soiled items need to have special chemical process before the normal washing process.
- All shirt cuffs and collars or any other dirty clothes must be brushed with chemical before being taken to the machine.
- The clothes which have to be extracted upon the decision of the washer:
- Items which can be put into the Hydro-Extractor. It normally takes about 2 to 3 minutes.
- Items which cannot be put into the tumble dryer, have to hang dry.
- The washer must check the temperature and timing properly according to the fabric.
- Washer is also responsible for cleaning the machine and working area at the end of every working day.

#### **Pressing**

- Processes all items up to the Hotel set standard.

#### **Ironing**

- By machines such as ironing, steam pressing, etc.
- To be folded properly
- To be sent to the packing area
- Hand iron all materials and items which cannot be processed by pressing machine.
- Reports any unusual condition of items such as missing buttons, discolored clothing, etc. to the Supervisor or Sorter directly.
- Always check the quality of own finished work before passing it to the packing area.

#### **Sorting**

- When the clothes have been processed, they are passed to the sorting area.
- Sort out the clothes according to the Guest Room Number in the original Laundry List.
- Final check the standard of washing, pressing and ironing.
- Remove the marking tape of the number from the clothes
- Put the clothes properly into the paper box and attach the slip as well
- Items which are to be sent back on hangers will be kept on the rail and put together according to the number of items in the list.



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- Put the paper tag over the cloth-hanger on each package to identify the room number to be delivered to the guest.

**Folding**

- Fold guest items properly after washing and ironing processes, e.g. underwear's, T-shirts, etc. to be returned to guests.
- Check again for repair / damage especially buttons.
- Normally shirts will be folded except if requested on hangers.

**Packing**

- Check for quality of the finished laundry / dry cleaning / pressing and make sure that the correct number of pieces on guest laundry list is ready to be returned.
- Wrap the Laundry box with the gift paper and put a piece of orchid on the box.
- Attach the Laundry Slip by sticking on width of the box, in a visible manner.

**Dry Cleaning Procedures**

Dry Clean:

- All steps of the processes are the same as in Laundry procedures.

**Operating**

- Items which are to be Dry cleaned are to be put into the Dry-Cleaning machine
- Check again the items, especially, the pockets and damages before putting into the machine.
- Test the buttons with the solvents
- Protect the buttons with Aluminum Foil if required.
- Dry cleaning operator is also responsible to regenerate the solvents by cleaning the solvents filters daily.

**Pressing Procedures**

- Items which are to be pressed only, will be handled by both valet boys and pressers.
- Use the red marking tape for pressing service.
- After marking the room number on the clothes, hand it over to the presser.
- Valet and Sorter have to follow up all the pressing items in a way to make sure they return to guest as fast as possible.
- Valet boy is to check the quality of the pressing before returning items to the guest.



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- Items of VIP's should be carefully handled.
- Items pressed, will be returned on hangers, unless specified otherwise by the guest.

**Delivery**

- Persons responsible for the guest laundry is the Valet Attendant.
- Schedules of the delivery are 4:00 pm, 5:00 pm and 9:00 pm and at noon next day for the items collected in the last three hours.
- Do not knock on the door or phone when the Do not Disturb sign is hung at the door knob.
- Leave a Do not Disturb advisory card under the door for the guest's knowledge.
- Items on hangers are to be put in the wardrobe and items folded are packed in the laundry box and will be left on the bed in a visible manner.
- For VIP guests, delivery will be handled by Butlers, to avoid disturbing them unnecessarily.

**Express Service**

- Valet Attendant collects from the guest or butler and passes to sorting area processing.
- Express Service will be recorded with the delivery time required in the control record book.
- Guest department date and time is to be checked, charges should be made immediately, if guest is expected to depart on the same day.
- When the sorter receives the express laundry, he will quickly sort them out and mark the number on the items.
- Sorter and Valet are responsible for follow up on express items and see to it that they are returned as fast as possible.
- Express service items will be charged double the regular service, except for guests in suites and VIPs.

**5. Operating Procedures for Washing:**

**F&B Linen**

- Sort out the linen according to the soil level.
- Classify the linen such as white napkins, colored napkins, white table clothes, etc. to wash separately.
- Use the Spencer Machine #1, #2 and #3 to wash white / colored Napkins, white / colored table cloth.
- Use the Washer (125 Lb.) to wash Extra Heavy soiled linen items such as tray mats, small items and rewashing linen items.



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- Select the washing program according to the Garment and soil levels, as per the chart prepared by the Laundry Manager.
- Remove stains or soak the linen after unloading.
- Sort out the uncleaned linen to rewash
- Starch linen if required.

### **Rooms Linen**

- Classify the room linen such as bed sheets, towels, pillow cases, etc. to wash them separately.
- Use the Spencer Machine No. #1, #2 and #3 to wash white / colored towels, pillow cases, etc.
- Use the washed (125 lb) to wash the bath mats, foot mats and other small items.
- Select the washing programme according to the garment and classification of linen. The washing formula is set up by the Laundry Manager.
- Stain remove or soak the linen if required.
- Check the quality of the washed linen after unloading.
- Sort out the un-cleaned linen to rewash.
- No starch to be applied on room linen.
- Apply the softener for the Fowls.

### **Spring Cleaning**

- Items which are being washed are Lotus curtains, shirr curtains and cotton pillow cases.
- For the Lotus curtains, use the Spencer Machine. Select washing formula No. 6 water temperature 40c.
- Tumble dry in low temperature 120 c, timing 15 minutes, after unloading drip dry on the hanging rail.
- For the Shirr curtains, use the Washex machine, select the wash formula no. 2, water temperature 50c.
- Drip dry the shirr curtains on the hanging rail after being washed.

## **6. Operating Procedures for Dry Cleaning**

### **Guest Clothing:**

- All steps and procedure is the same as Guest Laundry Operating Manual (W 8-9)

### **Staff Uniforms:**

- Items to be dry cleaned are suits, silk items, dark colors trousers and skirts.



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- Classify the uniforms according to dark or light color and type of the garment to be dry cleaned.
- Check the pocket of all uniforms, if something is found, such as money, valuable things, the Laundry Manager or Supervisor should be informed to process it to the Lost and Found.
- Select the programme card according to the garment and color to separately dry clean.
- Use the programme card No. 1 for dark color clothing and no. 2 for light color clothing.
- Check the quality such as stains after unloading.
- Remove stains if possible before passing it thorough to the Uniform Finisher.

### **Spring Cleaning**

- All silk items will be processed by dry cleaning such as silk curtains, pillow cases, etc.
- All spring cleaning items must be checked both material and ornament to ensure that the dry cleaning solvents is not going to damage the color or ornament of the garment.
- Lamp shades must be cleaned by hand through spot cleaning processes.
- To ensure that the temperature is not set up too high to avoid garment shrinkage.

## **7. Operating Procedures for Hand Ironing and Pressing: Guest**

### **Clothing:**

- All steps of the process are the same as Guest Laundry Operating Manual (S8).

### **Staff Uniform:**

- All staff uniforms will be done by pressing machine, from finisher and shirt press machine, rotary pressing machine, flatironer.
- Use the pressing machine to finish trousers.
- Use the finisher to finish by steam blowing the jackets, skirts, blouses.
- Items which have been done by finisher should be touched up by iron afterwards.
- Use the shirt press machine to finish the shirts and afterward touched up by iron.
- All cook jackets will be done by the pressing machine
- All cook hats will be done by the rotary pressing machine
- All cook aprons will be done through the flatironer.



## **8. Operating Procedures for Flatwork-Ironing**

### **F&B Linen:**

- Iron all linen items from the F&B Department with the Flatironer.
- Items which will be done through the flatironer are Table cloth, napkins, plate mats, tray mats and table skirts.
- Classify the items of linen to iron according to the outlets needs.
- Make the preparation of the linen before leading through the machine
- Shortly dry the linen items in the Tumble dryer.
- Check the stains and take them back to rewash.
- Sort out the improper ironed items to re-ironing
- Count the finished linen and record in the Daily Production report.

### **Rooms Linen:**

- Iron all items of Room linen for housekeeping department with the Flatironer.
- Items which will be processed through the Flatironer are bed sheets, pillow cases and foot mat.
- Make the preparation of the linen for leading through the machine.
- Shortly dry the pillow cases and foot mats in the Tumble dryer.
- Select the folding programme according to the kind of linen and size of the sheets.
- Check the stains and take them out to rewash if necessary.
- Sort out the proper ironed linen to re-ironing if necessary
- Count the finished linen and record in the Daily Production Report.

## **9. Equipment Maintenance**

- A general inspection is carried out by the Engineering Department during the low season. The maintenance plan is also made and issued out by the Engineering Department. The laundry staff must report any defects to the Duty Engineer immediately.

### **Disposal**

- Equipment which can no longer be used, which can be no longer repaired.



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- The Laundry Manager must issue the Fixed Asset Removal Request to the Controller, fill up the detailed description of the items and their condition, reason for breakdown, age and original cost, etc.

#### 10. Chemicals SUPPLIER:

Laundry Supply Items	Applied for
Liquid mainstream	Washing Detergent
Liquid Alkali	Base, remove oily stains or other soils
Rexosol Plus	Emulsifier
Liquid Bleach	Bleaching agent for white linen
Liquid Oxygen	Bleaching agent for colored linen
Liquid Sour	Neutralizer (Anti chlorine)
Liquid Soft	Softener for towels
Liquid HS 200	Liquid detergent for guest laundry
PRO (Detergent Powder)	Detergent powder for cleaning rags
Dry Cleaning Supply Items	Applied for
Perchloroethylene	Dry cleaning normal clothing
White Spirit	Hand Dry cleaning for special items

**\*\* Laundry supplies requisition will be sent to the General Store weekly on Tuesday for delivery each Saturday.**

#### 11. Special Procedures Fire Procedures:

- When the fire alarm is ringing or paging or when the fire box shows an alarm, the person in charge must ascertain the extent of the alarm and advise his staff and guests accordingly.
- If instructed to do so, they must evacuate the premises, closing the doors and remembering to switch off or unplug all electrical appliances.
- Any important documents must also be collected and secured safely.
- Department Heads must collect the staff Attendance record or duty roster before leaving his place of work in order that a later roll call can be conducted.

#### Guest Laundry Hold





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- When the guest laundry is kept in the laundry section, it will be placed in the wardrobe. All holded laundry must be recorded in the book properly.

#### **Lost and Found**

- When any member of the staff finds any item left in the pocket of a guest clothing, he must immediately report it to the Laundry Manager, supervisor or Guest Contact Coordinator and note down in the Lost & Found book.
- Any Lost & Found item such as money, jewelry, etc., must be sent to Housekeeping office which will sign acknowledgement.
- Non valuable items should just be returned to the guest room and a message left if necessary.



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## Equipment List

Equipment: Introduction:

Washing Room	Model	Supplier	Quantity	Year of Purchase



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