

# Housekeeping and Laundry Service

## Level I

Based on March, 2022, Curriculum Version I



**Module Title: Providing laundry service**

**Module Code: CST HLS1 M07 1122**

**Nominal duration: 48 hours**

**Prepared By: Ministry of Labor and Skill**

**November 2022**

**Addis Ababa, Ethiopia**

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### **Acknowledgement**

Frist Thanks you for God and Ministry of Labor and Skills wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

## Acronyms

OPL .....On prime's laundry

CBW.. Continnence Batch washer

PO .....Press only

H ... ..Shirt on hangers

FS .....Fold shirts

SH .....Starch shirt on hangers

SF .....Starch shirts folded

X ..... Express service

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## **Introduction to module**

Laundry linen and guest clothes (process laundry items) is the type of service applied to clothing to guest, hotel staff as well as other individual users as washing, ironing. Sorting, checking stain and like. The 'laundry' can be defined as a place where the washing & finishing of clothes is carried out. Laundry is divided into two types. The two divisions of laundry are Commercial laundry and on-premise

### **Module unit cover**

- basic laundry functions
- Remove stains from fabric
- Iron and Repair linen
- Care for guest property
- Complete and maintain laundry process

### **Learning objectives of the Module**

- At the end of this session, the students will be able to:
- Apply laundry activity
- Perform iron to cloth
- Understand Remove stains from fabric
- Perform Care for guest property
- Know laundry function

### **Module Learning Instructions:**

- Read the specific objectives of this Learning Guide.
- Follow the instructions described below.
- Read the information written in the information Sheets
- Accomplish the Self-checks
- Perform Operation Sheets

## Unit one: Basic Laundry Function

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Collect and check laundry linen
- Sort and classify linens for laundry service
- Linens and clothes free from silverware and trash
- Complete and submit require documents

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Apply Collect and check laundry linens
- Apply Sort and classify linens for laundry service
- Understand Linens and clothes free from silverware and trash
- Preform Complete and submitted require documentation

## 1.1 Collect and check laundry linens

### 1.1.1 Definition of Laundry

Laundry can be defined as a place where the washing and finishing washable articles are carried out. In any hotel establishment, a lot of dirty linen accumulates in the various units and departments. It is essential to ensure a continuous supply of linen, which is well laundered, so that operations can be carried out smoothly and efficiently. Linen is an expensive item, so how it will be laundered requires serious consideration. People involved in handling linen should have some knowledge of the process. Moreover, the Housekeeper and Linen keeper should have a good rapport with the Laundry Manager. Although it is essential that good quality linen be purchased, the life

### 1.1.2 Types of laundries

A hotel may operate its laundry services through the following types of laundries

**A. commercial (off -site ) contracted laundries:** These cater to hotels on a contract basis .The contract specifies the rate for laundering different articles of linen , the time taken for laundering and so on .Usually the soiled linen are laundered and delivered back to the hotel within 24-48 hours . The laundries however hold back 3-5 percent of the soiled linen for stain removal and other specific treatment. Contract laundries are a good option if the hotel does not want to make a heavy investment in setting up its own laundry or space constraints.

- **Advantages to the hotel**

- ✓ No capital outlay
- ✓ Little technical expertise required
- ✓ Labour cost is saved

- **Disadvantages**

- ✓ Less control over standards
- ✓ Delivery and collection delays
- ✓ Loss of article may increase
- ✓ Extra cost for special treatment



**B. On- premises (on-site) in house laundry:** An on-premises laundry (OPL) is the hotels own industry, situated on the premises. It may be run by the management or managed on a contract Many hotel to make this heavy investment to provide quality services to guest .More care is taken while laundering in house since it is direct responsibility of the hotel. Services are faster returns within 8 hours hence the par stock is reduced .There is a better supervision and control and hence a longer life for linen.

- **Advantages to the hotel**

- ✓ No losses of missing the article
- ✓ Less stock required as the cycle is quicker
- ✓ Can cover emergency requirements

- **Disadvantages**

- ✓ The initial capital investment is high
- ✓ Higher labour costs
- ✓ Technical expertise or special management is required
- ✓ High cost of maintenances, repair and overheads

### 1.1.3 Functions of laundry

- Sorting the linen and processing them.
- Inspecting and repairing or replacing damaged materials.
- Distributing clean linen to the respective user departments.
- Receive soiled linen
- Sort/count items for laundering
- Weigh items
- Operate washer extractors
- Operate dryers
- Complete finishing process
- Sort linen for re-wash
- Collecting soiled linen from various places.
- Sort linen for repairs
- Count/package and transport linen interning different types

### 1.1.4 Process of Laundering

The following flowchart shows the process of laundering in a chronological order:

- **Collection:** Collection of linen may be done in the Linen Room, if the laundry is off-site but is usually in the laundry itself, if the laundry is on-premises. Certain linen items are collected separately such as kitchen uniforms or dusters are from butchery aprons and dusters, surgical ward in a hospital.

Knock on the door gently and self introduce as Laundry Service. Wish the guest as per the time of day ask if they require anything to be laundered. Address the guest by the time of the day “good morning, good afternoon sir/madam”, May I pick up your laundry.

Collected from all the departments of the Hotel like F&B, Kitchen, Banquets, hotel uniform and guest cloth e.c

- **Transportation:** trolleys and collapsible wire cart can be used to transport soiled as well as clean linen. If laundry planned at the construction stage, an in-built chute is used for transporting linen from the floor pantries.
- **Arrival:** On arrival, linen must be dealt with as quickly as possible to ensure fast turnaround time for linen. There must be a separate section for guest laundry.
- **Marking:** Marking maybe temporary (guest laundry) or permanent (monogramming of hotel linen). For guest laundry initials of the guest as well as the room number helps provides a clear identification and helps correct billing.
- **Sorting;** sorting is carried out according to the type of fabric and item, colour and type of soil. Sorting is done to separate those articles that need dry cleaning from those that will go through the normal wash process. Those that need mending or stain removal must be separated so that they can be dealt with accordingly. Also, different articles take a different wash process in terms of temperature of water, type of laundering agent, length of wash cycle, whether hydro extraction should be done and if so, the length of the hydro extraction cycle. In hospitals, the infection risk necessitates the need for using gloves when sorting out linen.
- **Weighing;** Weighing is carried out to conform to the capacity of the washing machine and to avoid over loading. Repeated over loading can cause the machine to breakdown.
- **Loading;** Loading is often done manually or with a certain degree of full or partial automation. Machines may be top loading, front loading or side loading.

- **Washing;** This process is designed to perform three basic functions: removal of soil / dirt, suspension of soil, is charge of the soil from the machine to the drain In the wash process, the following factors must be considered:
- **Setting Length of Wash Cycle:** If the cycle is too short, the linen will not be cleaned properly and sufficiently. I f the cycle is too long, there will be unnecessary wear and tear and the clothes may actually become dirtier as a result of red position of soil.
- **Temperature of Water;** For hot water washing if the temperature of water is too high it is likely damaging the linen. If the temperature is inadequate, the chemicals will not work effectively.
- **Water Level:** Incorrect ‘dip’ levels can alter the concentration of the laundry agents rendering them ineffective. In case of a gentle action, the water level is usually higher forming a protective envelope to the delicate linen.
- **Detergent:** This is also a crucial factor that affects the quality of wash deciding which laundry agent should be used is dependent on the nature of the fabric being washed. Too little detergent will result in an incomplete cleaning process. And too much may remain as a residue on the cloth after the rinse cycle is complete. It is important that the laundry agent is introduced in to the wash cycle at the appropriate time for best results.
- **Mechanical Agitation;** This refers to the centrifugal action brought about by the movement of the drum that causes friction between the linen articles and is radically affected by overloading or

Under loading as it affects the speed of the drum. Modern machinery often operates on sensors, which are capable of gauging and maintaining optimum conditions for a specific load.

- **Rinsing;** once the wash cycle is completed, rinsing is carried out at least twice. The purpose of this stage is to: remove residue of laundry agents, remove suspended dirt, lower the temperature of the wash load by the use of using cold water.
- **Hydro-Extraction:** Is the removal of excess moisture through centrifugal action and is equivalent to wringing in hand washing. Draining must precede hydro-extraction and hydro-extraction must precede tumble drying. Some articles cannot be hydro-extracted so

There is a pumping action to draw out the water from the linen load. Too short an extraction time will increase the drying time and may hinder the proper operation of finishing equipment.

- **Drying;** this process is capable of rendering the linen completely dry by blowing hot air ranging between 40° C and 60° C onto the articles. For articles that are susceptible to damage by heat, there is the option of simply air drying by circulating air at room temperature.
- **Ironing;** The action or process of smoothing or pressing with heated iron, Is the use of a machine, usually a heated tool (an iron), to remove wrinkles from fabric the heating is commonly done to a temperature of 180-220 Celsius depending on the fabric.
- **Folding (hanging);** Can be done by machine but in most cases is carried out completely Manually.

Employees in this area are the one who 'reject' stained or damaged linen. Correct loading is important to the appearance of the article and makes it convenient to store and use.

Storing placing fresh ironed linens, fabrics, Clothes at designated shelf.

- **Airing;** This is essential prior to storage, especially if the articles are to be stored in closed shelves It ensures that any moisture that is likely to cause mildew will be got rid of
- **Storage;** should be properly done in a well-designed storage space. Linen should be allowed a rest period to recuperate before it is used again. As a general rule, at any given time, approximately 50% of this watermark does not appear in the registered version -linen inventory should be on the shelves, 25% in use and 25%in processing. The storage area must be isolated from the soiled linen and kept clean.
- **Dispatching;** Transport the ready laundered linen to the family members and send the linen that need repair to the tailor room. Then subsequently deliver the linen at the time of keeping and cleaning the various premises such as bed rooms, dining area.

### 1.1.5 Check laundry

If we wash our clothes without checking for their care labels, they could shrink or decolorized, which will ruin them completely. It is better to check the laundry symbols and care instructions on care label inside of the garments, before washing clothes. It saves time and protects our clothes from any damage. If we wash our clothes without checking for their care labels, they could shrink or decolorized, which will ruin them completely. It is better to check the laundry symbols and care instructions on care label inside of the garments, before washing clothes. It saves time and protects our clothes from any damage.

### **Before wash:**

**Check clothing tags:** Read the tags thoroughly to determine how the clothes should be washed, dried and ironed. Most items will have mainly normal washing instructions. You might be surprised though that you have items that are meant to be hand washed or not dried in the dryer. Pay attention to fabric type. Set these items aside in their own “Special Care” pile. Turn clothing right side out. Make sure none of the legs of your pants, or arms of your shirts are stuck in the garment improperly. If you are washing overalls, take the time now to clasp the latches of the overalls to their proper buttons, keeping them from getting broken, stretched or ripped. If you had any clothing tags that instructed you to wash the clothing inside out, make sure you remembered to do so.

**Check all pockets:** It is best to have a bowl nearby to hold the contents of your pockets. Failing to check pockets can leave some nasty surprises, like lipstick, cell phones, important paperwork, or even money.

**Check for sewing repairs:** Make sure there are not any loose threads, rips, button repairs, or other sewing repairs. If you find any, repair them before you wash the clothes. Washing them with problems will only make the problems bigger.

**Check for stains:** They will need to be pretreated or soaked before washing and drying. If you dry a stain, you will most likely have a stain for life.

## **1.2 Sort and classify linens for laundry service**

### **1.2.1 Definition linen**

The term linen includes all fabrics that are used in the hospitality industry. Well laid out and stocked up linen room satisfies the needs of the guests with comfortable and pleasing room furnishing. Each individual piece of linen requires special consideration in terms of type bed linen.

### **Types of bed linen**

- **Bed sheets:**

Should have a good finish, usually with a slight lustre, and be made from a non-crease fabric so as to retain its appearance. For comfort, the texture should be soft and smooth, absorbent and free from static. They should be easily Launderable and the fabric should not fade in colour under repeated washes. Superior quality bed sheets made from linen are expensive and not easily available. More frequently used are combinations of natural and man-made fibres like polyester cotton or terry-cot.

The introduction of a man-made fibre increases durability and makes laundering easier and 65% of cotton and 35% man-made combinations are the best.

Blended no-iron sheets must be folded while still warm from the tumbler to eliminate creasing.

The crinkle sheet or night sheet is made from cotton seersucker. Fitted sheets are unpopular as they have more disadvantages than advantages. A sheet should be large enough to be tucked in securely all around the mattress.

- **Pillowcases:**

These are generally made from the same fabric as that of the bed linen. The housewife tuck-in type is now rapidly being replaced by the longer bag type which is folded in at the open end.

- **Blankets:**

These need to adhere to the body in order to provide warmth. In order to be comfortable, they should be soft, smooth and resilient and not too heavy or expensive. To cut costs, improve launder ability and prevent attack by insects, wool is often blended with a synthetic fibre (acrylic) and the percentage of woollen fibre is mentioned on the label. A less durable alternative is made from nylon fibres. This is suitable for those who are allergic to wool. Electric blankets are Uncommon in Indian and are difficult to maintain and anchor to prevent pilferage.

- **Soft Furnishing**

- ✓ **Duvets**

Duvets have become increasingly popular in hotels and are fast replacing the blanket, especially on double beds. They consist of a filling sandwiched or stitched in a fabric case with a changeable cover. The synthetic filling is usually of polyester fibres. These duvets are lighter and can be washed in large-capacity washing machines. Casings can be cotton cambric or synthetic fabric but must have a close weave to keep the filling in place.

It is essential for the duvet to have an outside cover. To save laundry costs and labour, it is advisable to provide a covering sheer in conjunction with the duvet cover.

- ✓ **Bedspread / Bedcover / Counterpane**

These are purchased with due consideration for appearance, durability and size. The colour and print should match the décor, and soil should not show easily. The fabric should drape well and not crease easily.

### ✓ **Curtains / Draperies**

These are also purchased considering appearance, durability and size. Sheer curtains / net curtains / glass curtains combined with heavy draperies are usual in a guest room. This combination allows light to pass through and facilitates privacy as well. Sheer curtains are generally made from synthetic / blended net or lace or from plain nylon or ethylene. It is advisable to use a fire-resistant finish or fabric for these curtains. A heavy fabric is usual for public areas and a lighter one in the guest rooms.

#### • **Cushion Covers and Upholstery**

Like the rest of the soft furnishings, these must also match the décor. It is also important that they are resistant to dirt, accumulation of dust and sagging. The fabric should be non-slip without being rough and free from static so that it does not cling to customer's clothes. It also should not lose lint or colour easily. Cushion covers should be laundrable and non-crease.

Upholstery fabrics should not stretch after they have been fitted. In both cases the fabric should be firm with a close weave. This however is more applicable in the case of upholstery and in most cases the fabric has a jute backing.

#### • **Bath Linen**

Requires to be gentle on the skin, with a high degree of absorbency and lint-free.

Linen or cotton is the fibres from which the towels are made.. The loops of the towels should be at least 1/8" high for good absorbency. When selecting Turkish towels hold them against the light to find out how close the basic weave is. Coloured and patterned towels may be selected for public areas like the swimming pool, health club or beauty parlour largely for identification. White towels are preferred to coloured ones, especially for the bath rooms.

#### • **Napery**

### ✓ **Table Linen**

The fabric selection is largely dependent on its laudability. Stain removal should be possible and it must have the ability to retain colour and shape. As far as appearance is concerned, it should match the décor and have lustre for a good finish. Linen is better than cotton but very expensive. Starched cotton casement is commonly used.

Tablecloths should hang 9" over the edge of the table. Sizes vary according to the size of the table.







✓ **Multan's**

Where the dining tables, do not have baize top attached, baize cloth such as multans may be used. Safety table not easy move table cloth.





✓ **Banquet Frills (Juponé)**

These are coloured and lustrous, usually made from satin or rayon which may be plain or patterned. The pleats may be stitched or pleating may be done when draping the table. Varied styles may be used when draping which will affect the length of fabric required. The width of the fabric must correspond with the height of the table

**Table. 1. Types of Fabric**

Types of Fabrics			
S.No	Name of Fabric	Picture	Use
1	Acetate		Cellulose- based synthetic fabrics lustrous, moderately absorbent, often in blend. Acetate is weak fibers and fabrics made of them have poor abrasion resistance. Acetate fabrics become significantly weaker when wet, which means that they must usually be dry- cleaned. When ironing acetate, use a low temperature setting and no steam. Turn the fabric inside out to prevent
2	Acrylic		When ironing acrylic, turn the fabric inside out, set the temperature to a low setting and do not use any steam. Use a spray if necessary. Make sure to iron the fabric while it is completely dry, so it doesn't stretch out of shape
3	Coton		is made into every known woven and knitted structure and every weight, from the flimsiest muslin to the heaviest canvass. Cotton is the true "miracle fiber". It is the fiber of democracy: it cans anything it wants to be, ambitious or humble, and its qualities can be enjoyed by rich and poor alike
4	Linen		one of the world's oldest fabric, made from fibers from the stalks of the flax plant. Linens are fit for royal boudoirs and fragile, bandages, everyday sheets and other ordinary items. Flax is remarkably strong, durable, and functional fiber. Iron linen garments inside out or place a press cloth, such as a clean cotton handkerchief or fabric scrap, between the iron and the fabric to prevent shine.



5	Nylon		formerly a trade name, now generic term for strongest synthetic fiber. Pure nylon fabrics are durable but non-absorbent, which may make them uncomfortable, especially in warm weather
6	Silk		Iron silk while the fabric is still damp, or pre-moisten it with a spray bottle. Turn the garment inside out before ironing, and set the temperature to the lowest heat setting. Place a press cloth, such as a clean cotton handkerchief or fabric scrap, between the iron and the fabric to prevent shine.
7	Viscose Rayon		is expensive, soft, and comfortable & dyes well. Viscose rayon fabric may stretch when it gets wet and shrink as it dries, and may even stretch and shrink with changes in atmospheric humidity; thus, it is usually a poor choose for draperies
8	Wool		Iron wool and wool-blends on low heat and use steam (ironing wool while it is dry can damage the fabric). Turn the garment inside out to prevent iron marks and shine.

### Steps involved in laundry:

**Step 1:** Sort the dirty clothes, into separate piles for whites, bright colors and darks. If whites are mixed with colors in the wash, the colors may bleed onto and ruin whites. Also separate clothes that tend to produce lint (towels, sweatshirts, chenille and flannel) from clothes that tend to attract lint (corduroy, velvets and permanent-press clothes).

**Step 2:** Close zippers to prevent snagging, and empty pockets.

**Step 3:** Pre-treat heavy stains with laundry detergent or stain remover, heeding instructions on the product label.

**Step 4:** Measure out the right amount of laundry soap according to the manufacturer's instructions.

**Step 5:** Pour the soap into your washer or its detergent dispenser. Add liquid fabric softener, according to product instructions.

**Step 6:** Choose the water temperature for the wash cycle: hot, warm or cold; use cold rinse cycle for any load. Consult the labels on clothes, washing machine's instruction manual or the detergent container for recommendation on washing temperature.

**Step 7:** Start the washer, add and allow the detergent to dissolve in the water before adding clothes. Adjust the water level to the size of load.

**Step 8:** If needed to add bleach, allow the machine to run for a few minutes to mix the detergent and water, and then add about a cup of bleach to the washer or the bleach dispenser.

**Step 9:** Add the clothes, close the lid and let the machine run. Washing takes approximately 45 minutes.

**Step 10:** Put the clothes (and an anti-static sheet, if desired) in the dryer after the wash is complete. Hang delicates (such as bras and certain sweaters) to air dry on a clothing rack or hanger.

**Step 11:** Remove lint from the dryer's lint tray.

**Step 12:** Select the correct drying temperature for the laundry load low for delicate, medium for most fabrics and high for cotton. When in doubt, low or medium is the safest bet.

**Step 13:** Close and turn on the dryer. Expect the drying cycle to take an hour or more for a full load.

**Step 14:** Once the clothes are completely dry, remove them from the dryer or drying rack and fold and store

## 1.3 Check Linens and clothes free from silverware and trash

### 1.3.1. Linen

Linen is a kind of cloth that is made from a plant called flax. It is used for making clothes and things such as tablecloths and sheets. a white linen suits. cottons, woollens, silks and linens.

Linen is tablecloths, sheets, towel pillowcases, and similar things made of cloths that are used in the home. Linen that has been folded, stacked and counted is usually either returned to the operating department in several ways: By delivery to the central linen room on trolleys from where it is issued. This may be carried out by linen room staff, laundry staff or housekeeping staff By delivery to the maids’ pantries on each guest floor where it off loaded on to the shelves By delivery to the restaurant storerooms by a laundry staff member By collection from the laundry by staff members from each operating department. The issue, collection and delivery times would usually be at approximately the same time each day.

### 1.3.2. Clothes

To define the term cloth all you need to know is that it is a woven or felted material made from wool, cotton, or similar fibers. Fabric on the other hand is defined as fibers made by either weaving or knitting.

Checking linen free of silver for e/g ringing, con, bracelets, room key f

Checking cloth free of trash e/g, con, room key flash, Check stain types

### 1.3.3 .Safe laundry clothes

- **Linens, clothes, fabrics Wash separately:** giving them lots of space to move around in the machine. If you cram in too many clothes at once you will increase the likelihood of creasing.
- **Linen wash on medium to Cool water Cycle:** Check the care label of your linen garment to find out the maximum water temperature recommended by the manufacturer.
- **Detergent must be in good quality:** Always check the safety and usage instructions on the label and test products on a discreet part of clothing before using on the entire garment. To give your clothes a beautiful fresh scent, try a detergent like Surf.
- **Choose a gentle cycle:** Such as one designed for wool. Gentle cycles usually include a soak at the beginning followed by a short wash to minimize agitation in the drum (which can lead to shrinkage).
- **Line dry immediately:** If linen is left to sit in the machine it’s more likely to get creased. Avoid using the dryer as this will set wrinkles in place and may even shrink the fabric

**Safe hand wash cloths, linen and fabric: Washing** linen clothes in the machine is really the easiest method, but embroidered or lace linens, like tablecloths, should really be washed by hand:

- Detergent added to a large bucket of cool water.
- The linen Soaked in the water for 15-20 minutes.
- Agitate gently then rinse in cool clean water.
- The process is repeated if any stains remain. Hang on the line to dry

## 1.4 Complete and submit require documents

Operating procedures for machine use

### (Washing machines)

1. 20 sheets is the maximum load for both washing machines.
2. After loading machine, close the door and pull lever to the left, this will ensure the door is locked in a fixed position.
3. Select appropriate cycle from the list fixed to the fuse box.
4. Type in the cycle selected. Automatic dispensing of the appropriate chemicals will begin.
5. When the load has been completed the display panel will show the word done.
6. Press and hold white button, whilst pulling lever to the right enabling the door to be opened.
7. Unload linen into the wet tubs for transfer to dryers.

### Industrial front end loaders (Dryers)

1. Clean lint compartment at the end of every day or shift.
2. Cylinder should not be over filled; the recommendation is half full or less.
3. Close door
4. Set temperature to the appropriate temperature plus cooling time.
5. Set drying and cooling times to the desired position e.g. sheets (20 mins + 5 min cooling time).
6. Press and hold the start button for three seconds machine should now be in use.
7. When the cycles are complete, open door and remove linen.

### General Rules

1. Laundry must be locked after use.

2. During commencement of employment, employees must familiarize themselves with the safe use of equipment.
3. Supervisor is to be notified when laundry is unattended.
4. Iron should be turned off when not required and only turned on 30 min prior to use.
5. Laundry employees must monitor chemical levels and contact their Supervisor when chemical drums need exchanging, do not under any circumstance attempt to exchange the chemical drums unassisted.
5. Use chemicals as directed by the manufacturer, and dilute as recommended. This is done automatically.

**Table 2 Guest room linen control sheet**

Hotel Logo and Name (setupmyhotel.com )						
Guest Room Linen Control Sheet - Sample						
Floor No		Linen Sent		Linen Picked-up		Remarks
Bag No:		Room Maid Count	Laundry Att. Count	Room Maid Count	Laundry Att. Count	
Items	Colour					
Bath Towels						
Hand Towels						
Wash Cloths						
Bath Mats						
Pillow Case						
Pillow Case	Grey					
Double Pillow						
King Pillow						
Double Blanket						
King Blanket						
Double Bed Spread						
Single Bed Spread						
Crib Sheet						
Queen Bed Spread						
		Room Maid	Laundry Att	Room Maid	Laundry Att	
Signature						

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## Self-check-1

**Answer the following question carefully.**

### Part I

**Choose the best answers among the given alternatives.**

1. Which of the following maintain the quality of linens?

A/ don't overload your washing machine.

B/ Choose a gentle detergent.

C/ be mindful of how you dry linen

D/all

3. Which one is not be used as checking methods of laundry clothes

A/ check pocket

C/check stain

B/check repair

D/ Wash linen

4. Which one cannot be used as sorting methods of laundry clothes?

A. degree soil

B .color

C. types of fabric D. None of the above E/all

**II. Say true if the statement is correct and false if the statement is incorrect.**

1.\_\_\_\_\_ if we wash our clothes without checking for their care labels, they could shrink or decolorized

2.\_\_\_\_\_ Sorting is the easiest part of washing clothes, right? Wrong..

3.\_\_\_\_\_ Read the tags thoroughly to determine how the clothes should be washed dried and ironed.

### Part III.

**Answer the following questions accordingly.**

1. What are the maintain the quality of linens?

2. List down checking linen

3. List at least three categories sort linen

## Operation Sheet 1

**Operation Title:** Perform Basic Laundry Function

**Instruction:** use equipment properly and read question

**Purpose:** clean fabric

**Required tools and equipment:** washing machine, iron machine dry machine ironing table

**Precautions:** ask care of electric shortages and contacts adjust iron machine

### Procedures:

Step1. Check laundry electric, water. Chemical

Step 2. Collect; hotel linen, uniform guest cloth

Step3. Transport: by trolley and shouter

**Step4.** Marking identification cloth for owner's

Step5. Sort : by colour, Fabric degree of soil and manual instruction

Step6. Check linen /cloth weight

Step7. Load linen

Step8. Wash

Step9. Rinsing

Step10 .Hydro-Extraction

Step11. Drying

Step12.Ironing

Step13.folding /hanging

Step14.airing

Step15.store

step16 .distribute

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment



LAP test	Practical Demonstration
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Time started: \_\_\_\_\_

Time finished: \_\_\_\_\_

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 20 minutes.

Task 1: Perform wash cloth activity

## Unit Two: Remove stains from fabric

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Check stain items
- Receive stain linens
- Nature and type of stains
- Methods and techniques of remove stain items

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Understand Check-stained items
- Confirm receive stained linens
- Understand nature and type of stains
- Perform methods and techniques of removing stain

## 2.1. Check stained item

### 2.1.1. Definition of stain

A stain is defined as a discoloration brought about by contact with a foreign substance which is difficult to remove. Like first-aid in an accident, the treatment of stains requires immediate action which includes blotting, grease absorbent, salt absorbent and often a cold-water rinse. A set of general rules given below for stain removal may serve as a guideline.

- Deal with the stain as quickly as possible. Remove excess staining material immediately.
- Test the stain removal agent on an inconspicuous place.
- Avoid hot water on an unknown stain.
- Use simple methods before resorting to the use of chemicals.
- Use milder agents first and then stronger ones.
- Repeated mild applications are better than one strong one.
- Ensure that the stain removal agent has been neutralized or washed away.

## 2.2 Receive stain linens

Stain is a spot or localized discoloration left on fabric by reaction with or absorption of a foreign substance. Stain removal or spot cleaner is skill that demands special attention, specific technique and long experience. For hotel, guest and other

The most common stains found on bed and bath linen are:

- Perspiration
- Hair oils
- Body lotions
- Cosmetics
- All body fluids.

Special note regarding body fluids

If bed and bath linen are found with large amounts of blood, farces, vomit or urine, this linen should always be treated as potentially infectious linen. This linen should always be kept separate from other lightly soiled linen.

The room attendant or cleaner should wear rubber gloves when handling such linen. Solids should be flushed from the linen wherever possible prior to sending to the laundry, this linen should then be placed directly into a soluble bag which is a heavy-duty polythene bag which is usually red in color and tied with its own soluble tie. These bags can be placed directly in to the washing machines and are designed to dissolve in water. Where blood is present the water temperature should be low as hot water will set the stain. This will then require additional special treatment before rewash. The red bags alert laundry staff of potentially infectious linen and reduce its handling. The bags are designed to dissolve from the outside on contact with water in the first flush of the wash cycle.

The most common stains found on table linen are:

- Red wine
- Coffee and tea
- Lipstick (on napkins)
- Food colorings and food residue
- Salad dressings and butt

### 2.3. Nature and type of stains

Stain is a spot or localized discoloration left on fabric by reaction with or absorption of a foreign substance.

- Protein stain
- Tannin stains
- Oil – based stains
- Dye stains
- Combination Stains
- Stains require special treatment methods
- **Protein Stains:** e/g Baby food, Milk, Blood, Cream, Cheese sauce, Pudding, Egg, Ice cream

**Removal Techniques:** Soak and agitate the fabric having fresh protein stains in cold water and rub it against itself to remove stains (use of hot water at first time is useful to remove the stain) If the built-up stains of old, scrape or brush off crusted matter, then soak in cold water using a detergent

- **Tannin Stains:** Types of Tannin stains are as follows: - Alcoholic beverages, Beer, Berries, Coffee, Tea, Juice, Perfume, Washable ink, Soft drinks.

**Removal of Tannin stains:** These are usually removed by laundering the cloth using detergent in hot water without any treatment. Natural soap should never be used due to tannin stain will be stayed permanent and more difficult to remove it.

- **Oil – based stains :** The following are known as oil- based stains: Automobile oil, Hair oil, Lotion, Butter, Grease, Cooking oil,

**Removal of Oil – based stain;** These stains are “built up stains” and can be removed only by the use of hard removal substance like an spray petroleum based solvent pre-treatment spray, or a pump type detergent based spray is used on an oil stain surface. Even heavy-duty liquid detergents are more useful to remove oil stains.

- **Dye stains:** Types of dye stains are as follows: - color bleeding in wash (dye transfer) Grass, Paint, pen ink .Using of heavy-duty liquid detergent, then rinse thoroughly. Soak the stained cloth / garment in a dilute solution of all fabric powdered bleach.

A few highlighter (maker) stains also be removed by applying and rubbing gently with isopropyl alcohol and flushing with hot water is the quick & easy remedial measure

## 2.4. Methods and techniques of remove stain items

Most stains can be removed if attended to immediately using correct methods. Some common stains and methods for their removal.



**Butter**

Butter is an oily substance which can best be removed in the dry/wet cleaning process. However, for light stains, pre-treat with a liquid laundry detergent. Place the stain face down on clean paper towels. Apply liquid detergent to the back of stain. Replace paper towels frequently. Allow air dry, then rinse. Launder in hottest water safe for that fabric. Before drying, inspect the fabric, and repeat the treatment and washing if the stain remains.



**Candle Wax**

sponge with dry-cleaning solvent and/or waterless

hand cleaner. Rinse with water. Air-dry. Apply

detergent to stain. Launder



**Cheese/Cream Sauce**

Fresh stains should be soaked and agitated in cold water before washing. If stain is dried or old, scrape or brush off any crusted matter and soak for up to several hours in cold water, using a detergent or an enzyme solvent. Launder in warm (not hot) water. If stain remains, soak an additional 30 minutes and rewash.



**Chocolate**



**Coffee**



**Cooking Oil**

A dry/wet cleaner can pre-treat your garment to easily remove this stain in the dry/wet cleaning process. As a home remedy, treat the stain with a pre-wash spray or pre-treat with a product containing enzymes. Launder. If stain remains, re-laundry with a bleach that is safe for the fabric.

Coffee - (plain or with sugar/sweetener) - Your professional dry/wet cleaner will use a tannin remover before cleaning. In an emergency situation, flush stain immediately with cool water or soak for 30 minutes in cool water. Blot, don't rub, the stain with detergent and laundry. Launder with bleach that is safe for the fabric. Do not use soap (bar, flake, or detergents containing natural soap), since soap can make a stain permanent. With cream - Cream is an oily substance that is best removed by dry/wet cleaning. For a home remedy, flush stain immediately with cool water if possible or soak for 30 minutes in cool water. Sponge stain with a dry/wet cleaning solvent. Air dry. Blot, don't rub, with detergent, then laundry with bleach that is safe for the fabric. Do not use soap (bar, flake, or detergents containing natural soap), since soap could make a stain permanent or at least more difficult to remove. Pre-treat or soak older stains with an enzyme product, then laundry.

Light stains can be pretreated with a spray stain remover, liquid laundry detergent, or a detergent booster. Place heavy stains face down on clean paper towels. Apply cleaning liquid to the back of stain. Replace towels frequently. Let air dry, rinse. Launder in hottest water safe for that fabric. Before drying, inspect, and repeat the treatment and washing if the stain remains.



**Dye Stains**

Dye stains can be very difficult to remove. Soak the garment in a diluted solution of an all-fabric bleach, but check the garment care label for color fastness first. If use of bleach is acceptable, soak, then rinse. If the stain remains and the garment is colorfast, soak the entire garment in a diluted solution of liquid chlorine bleach and water.

Caution: Chlorine bleach may change the color of the garment or cause irreversible damage. Therefore, it is important to check for color fastness before using. If the stain does not come out within 15 minutes of bleaching, it cannot be removed by bleaching, and any further exposure to bleach will weaken the fabric. To check for color fastness to liquid chlorine bleach, mix 1 tablespoon of bleach with 1/4 cup of water. Use an eyedropper to put a drop of this solution on a hidden seam or pocket edge inside the garment. Let it stand two minute, then blot dry. If there is no color change it is safe to use the product. Bleaches have directions for doing colorfastness tests. There are a number of dye removers, such as one from "Rit", which are available in drug and grocery stores. However, dye removers can take out fabric colors as well as the stain.



**Gravy**

Treat the stain with a pre-wash spray or pre-treat with a product containing enzymes. Launder. If stain remains, re-laundry with bleach that is safe for the fabric.





### **Ink (solvent soluble)**

Ink stains can be difficult to impossible to remove. This stain is best removed by a professional dry/wet cleaner. However, if you must try it yourself, you generally need to act fast to have a chance. Sponge the area around the stain with alcohol before applying it directly on the stain. Next, place the stain face down on clean, white, paper towels. Apply alcohol to the back of the stain. Replace towels frequently. Continue until no further ink is removed. Then rinse thoroughly. Rub with heavy duty liquid detergent and launder in hottest water safe for fabric, with a strong bleach safe for fabrics. Instead of alcohol, you could try using dry cleaning solvent, such as Carbona, Energine, or Goddard's. (Be sure to read and follow the instructions on the product label. These products are toxic) Also, try a hidden inside seam first, to be sure the garment dye won't be removed. Some inks on white fabric may be removed with a dye stripper. You should be able to find this in areas where package dyes are sold. For stains on colored fabrics, check for dye stability in a hidden area before using.

**Ink (permanent)** - Permanent inks are almost impossible to remove. This stain is best attempted by a professional dry/wet cleaner. However, if you must try it yourself, you generally need to act fast to have a chance. The first step is to force water through the stain before it dries to remove excess ink. Allow to dry. Sponge the stain with dry cleaning solvent (read the directions carefully, it is toxic). Allow the fabric to dry. Work a liquid detergent into the stain with your finger. Rinse. Soak the stain in warm water with 1 to 4 tablespoons of household ammonia. Rinse and repeat if stain is lessening. Launder. Some inks on white fabric may be removed with a dye stripper. Follow package instructions. For stains on colored fabrics, check for dye fastness in a hidden area before using.



**Lipstick**

Place face down on paper towels. Sponge area with dry cleaning solvent, or use a pre-wash soil and stain remover. Replace towels frequently; rinse. Work light-duty liquid detergent into the stain until outline is removed. Launder. Repeat treatment if needed, using an all-fabric bleach, because it is less damaging to colors and fabric. Use liquid chlorine bleach for tough stains, if fabrics are colorfast to bleach.



**Make-up**

Place face down on paper towels. Sponge area with dry cleaning solvent, or use a pre-wash soil and stain remover. Replace towels frequently; and rinse. Work light-duty liquid detergent into the stain until outline is removed. Launder. Repeat treatment if needed using all-fabric bleach, because it is less damaging to colors and fabric. Use liquid chlorine bleach for tough stains, if fabrics are colorfast to bleach.



**Mildew**

Mildew is a growing organism that must have warmth, darkness, and moisture to survive. Mildew actually eats cellulosic fiber and can also damage manufactured fibers, causing permanent damage and weakening of fibers and fabrics. To treat mildew first brush or shake off mildewed area. Pretreat stain with heavy-duty liquid detergent. Then launder in hot water with heavy duty detergent and bleach safe for fabric. Let dry in the sun. Badly mildewed fabric may be damaged beyond repair. Old stains may respond to flushing with dry cleaning fluid, i.e., Carbona, Energine, Goddard's (but, carefully read and follow the instructions on the label, these are extremely toxic)



**Milk**

Fresh stains should be soaked and agitated in cold water before washing. If stain is dried or old, scrape or brush off the crusted matter and soak in cold water using a detergent or an enzyme pre-soak. Launder in warm (not hot) water. If stain remains, soak an additional 30 minutes and rewash. On dry clean only items, see your local dry/wet cleaner.



**Nail Polish**

For stains from nail polish, apply nail polish remover to the back of the stain while laying the fabric on white absorbent towels. Replace towels frequently. Then rinse and launder. Never use nail polish remover on acetate, triacetate or modacrylic, as they will dissolve.



**Odors**

Your professional dry/wet cleaner can remove most odors in the normal process of dry/wet cleaning. For washable garments, most odors should be removed by normal laundering. For stubborn odors sprinkle the clothes with baking soda, let stand, and then vacuum. Launder.



**Perspiration**

Perspiration, if allowed to stay in fabric, will permanently stain and weaken the fabric. Aluminum chlorides in antiperspirants will also weaken the fabric under the arms. Controlled use of antiperspirants and frequent washings immediately after wear can minimize this type of damage. Wearing an undershirt or perspiration pads, can also keep stains off your shirts or blouses. These types of stains can be difficult to remove. The buildup of aluminum chloride or zinc salts may be impossible to remove. Old stains are more difficult to treat because they have been set, particularly from being heated in the dryer. For washable fabric, treat light stains with a liquid

detergent and then launder. Pre-treat heavy stains with a pre-wash stain remover. Allow to stand 5 to 10 minutes. Launder using an all-fabric bleach. If fabric has discolored, you might try treating fresh stains with ammonia and old stains with vinegar.



**Rust**

Removing rust stains can be difficult. Rust stains cannot be removed in normal laundering. Your professional dry/wet cleaners has access to rust removing chemicals that are not available to the consumer. Small stains may be removed with a few drops of a retail rust remover. Follow package instructions. Do not let dry between applications. Rinse thoroughly and launder with a liquid laundry detergent and oxygen bleach, following directions. Do not use chlorine bleach, chlorine bleach will make the stains permanent.



**Salad Dressing**  
(oil-based)

Most oil-based stains can be easily removed by your professional dry/wet cleaner. In an emergency, light stains can be pre-treated with a spray stain remover, liquid laundry detergent, or a detergent booster. Place heavy stains face down on clean paper towels. Apply cleaning liquid to the back of stain. Replace paper towels frequently. Rinse. Let air dry for a few minutes. Launder in hottest water safe for that fabric. Before drying, inspect, and repeat the treatment and washing if the stain remains.



Your dry/wet cleaner has special odor-neutralizing chemicals to make your garments smell clean and fresh. At home, shake off excess soot outdoors. Launder in washing machine using a heavy-duty phosphate-based detergent or heavy-duty liquid detergent - as recommended by manufacturer, one cup of water conditioner, and

## Smoke, Soot

1/2 cup of all-fabric bleach. Use water setting appropriate for the fabric. Air dry. Inspect for smoke odor. Repeat as necessary. Three or four washes may be needed for cottons and cotton blends.



Don't try to remove this stain at home. Dry/wet cleaners have solvents to dissolve tar that are not available for home use.

## Tar



## Tea

Your professional dry/wet cleaner will use a tannin remover before cleaning. In an emergency situation, flush stain immediately with cool water; or soak for 30 minutes in cool water. Blot, don't rub, the stain with detergent, then launder. Launder with bleach that is safe for the fabric. Do not use soap (bar, flake, or detergents containing natural soap), since soap can make the stain permanent. With cream - Cream is an oily substance that is best removed by dry cleaning. For a home remedy, flush stain immediately with cool water if possible; or soak for 30 minutes in cool water. Sponge stain with a dry cleaning solvent. Air dry. Blot, don't rub, with detergent, then launder with bleach that is safe for the fabric. Do not use soap (bar, flake, or detergents containing natural soap), since soap could make the stain permanent or at least more difficult to remove. Pre treat or soak older stains with an enzyme product, then launder.



## Urine

If the care label in your garment says Dry clean-only, do not attempt a home remedy. On washable fabrics, soak stain in cool water. Pre treat with pre-wash stain remover, liquid laundry detergent, or a paste of powdered detergent and water. Launder in hottest water safe for the fabric, using a bleach safe for that fabric. Do not use soap (bar, flake, or detergents containing natural soap),

since soap could make stain permanent or at least more difficult to remove.



**Wine**

Your dry/wet cleaner uses special chemicals to remove the tannin found in red wine from your garments. At home, soak stain in cool water. Pretreat with pre-wash stain remover, liquid laundry detergent, or a paste of powdered detergent and water. Launder in hottest water safe

for the fabric, using a bleach safe for that fabric. Do not use soap (bar, flake, or detergents containing natural soap), since soap could make stain permanent or at least more difficult to remove. Note: Older stains might respond better to treatment with an enzyme product, than regular laundering.

## Self-check-2

Answer the following question carefully.

### Part I

Choose the best answers among the given alternatives.

1. Which of the following Protein Stains?

A/egg

C/ wine

B/ Urine

D/grease

2. Which one is not Tannin Stains?

A/ coffee

C/juice

B/wine

D/linen.

### II. Say true if the statement is correct and false if the statement is incorrect.

1.\_\_\_\_\_ for stains from nail polish, apply nail polish remover to the back of the stain while laying the fabric on white absorbent towels.

2.\_\_\_\_\_ removing rust stains can be difficult. Rust stains cannot be removed in normal laundering.

3.\_\_\_\_\_ Cooking Oil Place face down on paper towels. Sponge area with dry cleaning solvent,

### Part III.

Answer the following questions accordingly.

1. What are the protein stains?

2. List down stain



## Operation sheet-2

**Operation Title:** Remove stains from fabric

**Instruction:** use equipment properly and read instruction machine

**Purpose:** clean fabric stain

**Required tools and equipment:** washing machine, iron machine dry machine ironing table  
spotting machine ,required chemical

**Precautions:** ask care of electric shortages and contacts adjust iron machine

### Procedures:

**Step 1.** Soak in cold water Allow it to get open air bleach.

Step2 Soak in warm water Apply oxidizing bleach.

Step 3 Apply cold alkaline solution. Treat with reducing bleach.

Step4 Apply hot alkaline solution. Repeat the procedure if stain is still there.

Step5 Apply cold acidic solution. Soak it in the glycerin for ½ an hour.

Step 6 If stain clean after that wash normal

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment



LAP test	Practical Demonstration
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Time started: \_\_\_\_\_

Time finished: \_\_\_\_\_

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 20 minutes.

Task 1: Remove stains from linen and fabric

### Unit three: Iron and Repair Linen

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Prepare linen and cloths for ironing
- Operate ironing equipment
- Linen and cloths free from crease and damage
- Select tools, equipment and supplies for repairing linens
- Repairing areas of blends with rest of fabric

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Understand Prepare linen for iron
- apply Operate iron equipment and flatwork iron
- Understand Ensure ironed linen and clothes free from crease and damage
- Preform Select and use tools, equipment and supplies repair linen
- Preform Repairing areas of blends with rest of fabric

### 3.1. Prepare linen and cloths for ironing

Prepare different equipment other material to arrange iron.

One the fabric example for bed sheet, blanket, table cloth, napkin and different cloth etc.

#### Items needed for ironing

- **Flat work ironer**



for ironing flat sheet, linen pillow case and other flat linen

- **steam press**



for pressing delicate fabrics like wool, silk, etc.

**fig 3.3 steam press**

- **Ironing board**



Used for pressing garments

**Fig 3.4 Ironing board**



**Fig. 4.1. iron**



**2. water container**



**3. spray bottle**

used for ironing /pressing garments to remove wrinkle after washing

### **Set temperature cloth**

- Linen: 230 °C (445 °F)
- Triacetate: 200 °C (390 °F)
- Cotton: 204 °C (400 °F)
- Viscose/Rayon: 190 °C (375 °F)
- Wool: 148 °C (300 °F)
- Polyester: 148 °C (300 °F)
- Silk: 148 °C (300 °F)
- Acetate: 143 °C (290 °F)
- Acrylic: 135 °C (275 °F)
- Lycra/Spandex: 135 °C (275 °F)
- Nylon: 135 °C (275 °F)

## 3.2. Operate ironing equipment

### 3.2.1 Definitions of safety

Safety is the state of being away from hazards caused by natural forces or human errors randomly. The source of hazard is formed by natural forces and/or human errors. Security : The state of being away from hazards caused by deliberate intention of human to cause harm.

### 3.2.2. General Safety instructions

1. To avoid electric shock, risk of fire or injury, please read the user manual carefully before using the appliance and keep it for future reference.
2. This appliance is for household use only. Please use suitable power source.
3. Never immerse the appliance in water or other liquids.
4. Do not use the appliance under direct sunshine.
5. Please turn off the appliance when not in use otherwise it may result in danger.
6. Please turn off the appliance and unplug the socket when unattended otherwise it may result in danger.
7. Keep the appliance away from children.
8. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
9. Children should be supervised to ensure that they do not play with the appliance.
10. With any indication of damage or malfunction, please stop using the appliance immediately to avoid hazards. Take it to / Contact the authorized service center for repair. Do not attempt to repair or change any parts by yourself.
11. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazards.
12. Please turn off and unplug the appliance before cleaning or maintenance.

13. Clean the surface of the appliance with dry cloth. Do not use corrosive detergent or solvent to clean. Do not swash the appliance with water.
14. Please turn off and unplug the appliance when not in use. Make sure the power is off before pulling out the plug. Do not pull the cord.
15. When the appliance is not in use for a prolonged period, please turn it off, unplug it, pack it well and store it in dry cool place.
16. Forbid to put flammable and explosive objects around the appliance, and do not use the appliance in an environment full of flammable gas and powder. Keep away from any fire and heat sources.
17. The appliance generates high temperature steam. Always handle with care and warn other users of the potential dangers.
18. Unwind and straighten the power cord before use.
19. Place the appliance on a firm and steady surface.
20. The iron must be used and rested on a flat and stable surface.
21. Avoid power cord touches the soleplate.
22. When placing the iron on its stand, ensure that the surface on which the stand is placed is stable.
23. The plug must be removed from the socket before the water reservoir is filled with water.
24. Empty the water tank after use.
25. Do not add perfume, vinegar or other chemical liquids into the water tank; they can damage the appliance seriously.
26. Do not use the appliance when it is damaged or performs abnormally.
27. The iron is not to be used if it has been dropped, if there are visible signs of damage or if it is leaking.
28. Do not touch the soleplate during rest or right after ironing to avoid injury by heat.
29. Do not roll the power cord round the appliance or base for storage until it is cooled down completely.
30. The iron must not be left unattended while it is connected to the supply mains.

31. Do not touch the surfaces marked with symbol during operation or rest to avoid injury by heat.

### 3.2 3. Following manufacturer's instructions iron

1. Sort out the articles to be ironed according to the type of fabric. This will minimize the frequency of temperature adjustment for different garments.
2. Test ironing a small area on the backside or inside of the garment if you are unsure about the type of fabric. Start with a low temperature and increase gradually.
3. Temperature adjustment needs certain time to reach the required level no matter it is higher or lower. Wait for about three minutes before ironing heat sensitive fabrics.
4. Delicate fabrics such as silk, wool, velour, and etc. are best ironed with an ironing cloth to prevent shine marks.
5. Read the garment labels and follow the manufacturer's ironing instructions that are often shown by below symbols:

#### How to fill water to iron

1. Disconnect the iron from the socket.
2. Move the steam control knob to position.
3. Open the water inlet cover as in.
4. Fill water through the water inlet hole up to 'MAX' position of the water tank.
5. Close the water inlet cover and wipe out any spillages on the iron.

**Note:** For best result, please use de-mineralized water or distilled water. Do not use chemically de-scaled water or any other liquids.

### 3.2.4. steps to press shirt

1. The collar part of shirt should be first
2. Yolk/ shoulder part
3. cuff
4. sleeve
5. The body of shirt front
6. Back of body shirt



**Fig3. .10 steps to press shirt**

### 1. Iron the collar



fig 3.2.11 Iron the collar

### 2.Iron the shoulder



Fig 3.2.12.Iron the shoulder

### 3. Iron the cuff





**Fig 3.2.13 Iron the cuff**

#### **4. Iron the sleeves**



**Fig 3.2.14 Iron the sleeves**

#### **5. Iron front body**



**Fig 3.2.16 Iron the body**

### Steps to press trousers

1. Start on pocket and lining part of trousers/slacks
2. Press waistband part
3. Press top all-around area
4. Finally press legs & creases together.

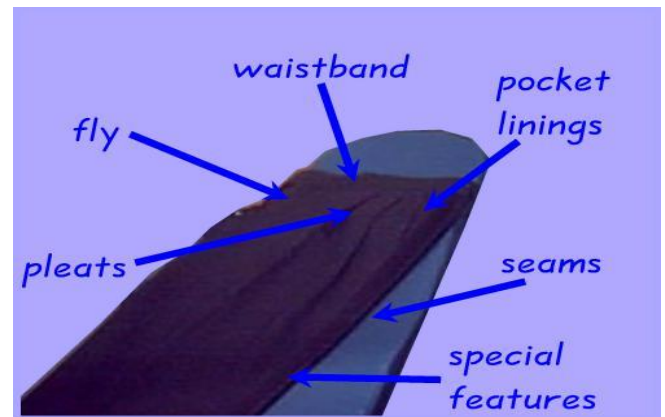


Fig 3.2.17 Steps to press trousers

1. **Iron the pocket linings first**



Fig 3.2.18 Iron the pocket

2. **iron the waist band**



Fig 3.2.19 iron the waist band

3. Start the legs by grouping together the four seams and flattening the legs so the folds at the front and rear represent where you want the creases to go.



Fig3.2.20 iron legs Effectively finishes the trousers. Put them over a hanger



fig 3.2.21 hanger

### Consideration taken at shirt folding

- Shirt must be fully buttoning, wrinkle-free folded.
- Fold horizontally each sleeve, so that the cuffs cross over the middle of the back. Take care not to fold in the shirt's side seams.
- Fold in both sleeves again, this time bringing the shirt's side seams in evenly from shoulder to them, so they meet under the collar, forming a broad V shape there. (The sides won't necessarily meet farther down the shirt.)
- Holding the bottom of the shirt with two hands, fold shirt in half lengthwise from the bottom up, so that the bottom edge of the shirt rests below the bottom of the collar. (Do this once or twice, depending on the length of the shirt and the depth of your storage space.) Flip folded shirt over and store.



**Fig 3.2.1. Fold shirt**

### **3.3. Linen and cloths free from crease and damage**

#### **3.4.1. Safe launder clothes**

- **Linens, clothes, fabrics Wash separately:** giving them lots of space to move around in the machine. If you cram in too many clothes at once you will increase the likelihood of creasing
- **Linen wash on medium to Cool water Cycle:** Check the care label of your linen garment to find out the maximum water temperature recommended by the manufacturer.
- **Detergent must be in good quality:** Always check the safety and usage instructions on the label and test products on a discreet part of clothing before using on the entire garment. To give your clothes a beautiful fresh scent, try a detergent like Surf.
- **Choose a gentle cycle:** Such as one designed for wool. Gentle cycles usually include a soak at the beginning followed by a short wash to minimize agitation in the drum (which can lead to shrinkage).
- **Line dry immediately:** If linen is left to sit in the machine it's more likely to get creased. Avoid using the dryer as this will set wrinkles in place and may even shrink the fabric

**Safe hand wash cloths, linen and fabric:** Washing linen clothes in the machine is really the easiest method, but embroidered or lace linens, like tablecloths, should really be washed by hand:

- Detergent added to a large bucket of cool water.
- The linen Soaked in the water for 15-20 minutes.
- Agitate gently then rinse in cool clean water.
- The process is repeated if any stains remain. Hang on the line to dry

### 3.4 Selecting and using tools, equipment and supplies

#### 3.4.1 Definitions of laundry Equipment

means washers, washer/extractors, dryers, chest-type ironers, steam boiler, thermal fluid heater for ironer, lint control devices, linen folders, linen carts, dry cleaning equipment (if required), laundry sinks, air compressors, laundry scales and similar items used in the laundry operation .

**Laundry Equipment includes:**

**Washing Machine:** The washing machine is the most important laundry equipment in the laundry room. Most importantly, it is advised to go for a machine that has the capacity to handle the kind of laundry you intend to be doing and still fit in comfortably in your laundry room. Constant cleaning of the washing machine is necessary for the machine to last longer. This applies also to all equipment.

**Dryer/Drying Machine:** A drying machine is an equipment that makes it more convenient and less stressful to use the dryer than having to hang the cloth outside. However, you should also check the dryer often to ensure that there is no debris left inside.

**Clothes Drying Rack:** This crying rack is a piece of essential laundry equipment for airing clothes. A drying rack is needed for some items of clothing, like towels, which don't do so well .

**Iron:** Their on is best stored in the laundry room. Ironing is done to remove creases from clothes. Also, the heat from the iron helps to kill germs and prevent the spread of disease. Meanwhile,

clothes that have stayed in the dryer for a long time should not be ironed to prevent wearing off the cloth.

**Ironing Board:** there are different kinds of ironing boards but the best kind of this laundry equipment is the Fold-out ironing board that can be removed when not in use.

Consequently, this helps to conserve space in the room.

### 3.5.2. Definitions of tools

Any physical item that is used to achieve a goal but is not consumed during this process can be defined as a tool. Informally speaking, it can also be used to describe a specific procedure with a specific purpose as well. The use of tools by human beings dates back million years. However, humans are not the only creatures known to employ tools in their day to day life.

Tools are often also referred to as machine, apparatus, implements, instruments or utensils. The knowledge of obtaining, constructing and using tools is known as technology. Anthropologists view the usage of tools as an important step in the evolution of the mankind. It is said that after humans evolved an opposable thumb that is useful for holding tools, the intelligence of humans drastically increased as well.

Tools can perform a variety of functions such as cutting and chopping, moving, shaping, fastening, guiding, enacting chemical changes, fastening, information and data manipulation, etc. There can be specific tools designated for specific purposes whereas most tools can serve a combination of uses.

### Laundry Tool including:

**Sink:** The presence of a sink in a laundry room helps you to easily handle stains in clothes, hand-wash light clothes, and keep everywhere tidy.

**Sewing kit:** This is the kit you store materials for mending or stitching torn clothes.

However, the stitching is to be done during sorting or before washing.

Storing some products here is okay too.

**Waste Bin:** All laundry room needs a waste bin for little wastes from the laundry services.

Conclusively, ensure there is a dry towel always on the floor to prevent slipping and falling.

**Screw driver:** screwdriver, tool, usually hand-operated, for turning screws with slotted heads. For screws with one straight slot cut across the head, standard screwdrivers with flat blade tips and in a variety of sizes are used.

### 3.5.3. Laundry supply

The basic laundry supplies needed to do laundry are water and detergent. Bleach, stain removers and fabric softeners are other laundry supplies widely used. Water can be used at different temperatures and if used inappropriately may affect your clothes

#### Laundry Supply including this

- **Baking soda** – a gentle detergent booster and natural fabric softener
- **Borax** – a detergent booster and aid that is gentle, cleans, deodorizes, softens water, and helps get rid of stains

**Chlorine bleach:** a must have for disinfecting and whites.

**Color Safe bleach:** safe for colored fabrics, added to presoak or wash water with detergent

**Washing soda or sodium carbonate:** presoaking or as a detergent builder

**White vinegar:** softens water, whitens fabrics

**Fabric Softener:** comes in dryer sheets, liquid form

**Stain Remover:** commercial variety or create your own DIY Stain Removal Kit

**Stain Removers:** It is however important to have these stain Removers handy because clothes get stained frequently. And again, discover what works for you and your laundry.

**Baking soda:** This plays a great role in removing odors and stains from clothes.

It's a type of cleaner. Also, baking soda should be handy and always kept in the laundry room.

**Laundry Additives:** Additives like bleach, vinegar, etc. can help in making washing very easy.

They play a great role in laundry services.

### 3.5 Repairing areas of blends with rest of fabric.

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### 3.6.1. Definition of cleaning

Cleaning means is the process of removing or avoiding dirt, dust, waste, trash, unused and unwanted materials from the environment.

Is reducing, minimizing and removing the growth and transmission disease cause harmful organism from the environment

#### Consideration taken to Clean laundry area

- Nothing spells disorganization more than clothes strewn all over the floor.  
To take control of your laundry room, start by putting away clean clothes.  
Hang anything that belongs in your closet.
- Organize undergarments and haul everything to the room where it belongs. Wash dirty clothes and put those away, too.
- This is particularly important if your laundry room doubles as office space, mud room, pet area or storage spot. Even if you have a dedicated laundry room, the space will be more comfortable to spend time in if you clear the clutter.
- If you store cleaning supplies in the laundry room, safely dispose of outdated items, especially if you don't use them anymore or if the container is ripped or dented. To dispose of household chemicals, contact your city about proper disposal procedures.
- Place remaining items on shelves or in cabinets and bins so that the items you use most are close at hand but out of sight.
- Lint in laundry rooms can wreak havoc on walls. You can take care of this unsightly lint build-up with a long-handled duster or mop.
- The outsides of washer and dryer Wipe with a mild, diluted spray cleaner and a rag or sponge.
- If necessary. Laundry sinks often end up getting the messiest(untidiest) jobs, like rinsing paint brushes and muddy shoes or serving as doggie baths. So, don't worry if it doesn't look like it did in the store. Just clean the worst of it and move on
- While blockages aren't visible, they pose fire hazards and reduce dryer efficiency. A clogged vent could also contribute to dust in your home, which may trigger allergies.



To keep a handle on dryer lint and maximize appliance performance, clean the lint trap after every load.

- Also, shake out area rugs and mats.
- To keep your machine clean.
- The acid will help dissolve minerals.

Clothing repair and mending can cover a rather wide range of activities varying from those requiring very little skill to those demanding a great deal of sewing skill and expertise. The rewards of mending vary from the self-satisfaction for a job well done to a substantial monetary savings by prolonging the life of a garment. The need for clothing repair comes from various sources. Poor initial garment workmanship or construction can be a problem with ready-to-wear as well as handmade items. Every day wear and tear will also take its toll. Poor garment fit can cause a seam to split or a fastener to break.

### Self-check-3

Answer the following question carefully.

#### Part I

Choose the best answers among the given alternatives.

1. Which one is linen?

A/bed sheet

C/ blanket

B/ table cloth

D/all

2. Which one is tool

A/ dry machine

C/brush

B/steam press

D/ linen

.

**II. Say true if the statement is correct and false if the statement is incorrect.**

1.\_\_\_\_\_ screwdriver, tool, usually hand-operated, for turning screws with slotted heads

2.\_\_\_\_\_ Baking soda This plays a great role in removing odors and stains from clothes

3.\_\_\_\_\_Sewing kit: This is the kit you store materials for mending or stitching torn clothes.

#### Part III.

Answer the following questions accordingly.

1. What is tool?

2. List down equipment

### Operation sheet3

**Operation Title:** Iron and Repair Linen

**Instruction:** use equipment properly and read instruction manual

**Purpose:** iron linen

**Required tools and equipment:** washing machine, iron machine dry machine ironing table

**Precautions:** ask care of electric shortages and contacts adjust iron machine

**Procedures: ironing shirt**

**Step 1. The collar part of shirt should be first**

**Step 2. Yolk/ shoulder part**

**Step 3. cuff**

**Step 4. sleeve**

**Step 5. The body of shirt front**

**Step 6. Back body of shirt**

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment

LAP test	Practical Demonstration
----------	-------------------------

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Time started: \_\_\_\_\_

Time finished: \_\_\_\_\_

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 20 minutes.

Task 1: Perform ironing shirt

#### Unit Four: Care for Guest Property

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Pack and store unpacked guest luggage
- Prepare and present ready clothes
- Clean shoes
- Hygienic work practices
- Repair personal items
- Organize client property
- Confidentiality maintains guest property and activity.
- Meet individual needs and relevant details requests

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Understand Pack and store unpacked guest luggage
- Apply Prepare and present ready clothes
- Understand Presenting ready clothes
- Apply Clean shoes
- apply hygienic work practice
- perform Repair personal items
- Confidentiality maintains guest property and activity.
- Confirm Meet individual needs and relevant details requests

## 4.1 Pack and store unpacked guest luggage

Luggage is the suitcases and bags that you take with you when travel. Leave your luggage in the hotel. Each passenger was allowed two 30-kg pieces of luggage. Synonyms: baggage, things, cases, bags More Synonyms of luggage.

In British English, both these words refer to the bags and suitcases that you take with you when you travel, together with their contents. Luggage is more common than baggage.

In American English, luggage refers to empty bags and suitcases. Baggage refers to bags and suitcases with their contents.

- **Automatic counters:** count luggage
- **Stringing machines:** stringing machine is a tool used to install strings into a racquet through a process called racquet stringing. These machines vary in features, accuracy and price.
- **Wrapping:** cover cloth and linen
- **Transportation methods:** trolley and cart

Iterable unpacking refers to the action of assigning an alterable of values to a tuple or list of identifiers within a single assignment; alterable packing refers to the action of capturing several values into one identifier in a single assignment.

Unpacking of luggage storing of items either in room or in another place within the premises, including the organization of items for safety deposits;

- Storage of guest luggage;
- Security of guest properties;
- Liaison with posters; and
- Repairs of luggage and/ or replacement of same if essential.

**guest Property.** The parties shall arrange for Motel guests to sign new deposit box or other appropriate receipts on the day before the Closing Date with respect to baggage, personal property, laundry, valet packages and other property of Motel guests checked or left in the care of Seller by Motel guests or tenants; and, to the extent such receipts are not obtained, such property shall be sealed, listed in an inventory prepared and signed jointly by the parties as of the

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Closing Date, and Purchaser shall be responsible from and after the Closing Date for all such property listed in said inventory. Seller shall be responsible for all items allegedly left at the Properties by guests prior to Closing and not listed on such inventory

## 4.2. Presenting ready clothes

Packing and give cloth

Say it your cloth

Say wash and iron

Different colours will transmit different messages, so decide what you want your outfit to say and how you want to be perceived:

- **Red** stimulates the physical senses and can be worn to feel confident and to attract attention. A red dress will say 'I am here'. Red projects authority and can be worn to show you are in control.
- **Blue** is the most universally liked colour, so it is a safe colour and is ideal in serious, formal settings. It indicates confidence, reliability, trust and tranquility.
- **Pink** is a good colour to relax tense relations and generate sympathy as it's calm and feminine. The colour of hope, it inspires positive outcomes and is non threatening. It's perfect for an elegant tea time. Too much bright pink can create a childish image but it can be combined with darker shades for more sophistication and strength.
- **Orange** relates to social communication. It is physically and mentally stimulating and gets people thinking and talking. Wear orange to feel positive and uplifted. However its not recommended to wear too much orange in formal or elegant settings as orange can also transmit superficiality.
- **Yellow** can awaken greater confidence, enthusiasm and optimism. It can uplift our spirit, and those around us, quickly. Be cautious in very sunny places when the colour can appear electric in bright light.
- **Purple** is a sophisticated colour, associated with diplomacy, luxury and royalty. It usually communicates the finest possible quality, however the wrong tone of purple can appear cheap and nasty, faster than any other colour. It indicates creativity and spirituality.

- **Green** is an emotionally positive colour, synonymous with tranquility and strongly connected with nature. It will help sustain a good mood within yourself and your surroundings.

### 4.3 Cleaning shoe

#### Supplies Tools

- Dish Soap
- Shoe Brush
- Baking Soda
- Soft Clean Cloth
- Household Cleaning Eraser (Optional)
- Leather Conditioner (Optional)
- White Vinegar (Option)

#### How to Clean Your Shoes, Step by

##### Step1 Use a Dry Brush



Remove loose dirt from the outsole, midsole and uppers using a dry, soft-bristled shoe brush. No shoe brush.



## Step 2. Make a Mild Cleaning Solution



Mix warm water with a small amount of mild laundry detergent or dish soap.

For white and light-colored shoes, you can also make an effective cleaning paste by mixing equal parts baking soda and water.

Note: When it comes to using dish soap, it's important to take caution and dilute the soap with plenty of water. On certain materials, using a high concentration of dish soap can cause discoloration or strip out natural oils in the material.

step3 .Hand Wash the Laces



Remove the shoelaces and apply a small amount of the mild cleaning solution to them. Massage the laces with your hands, rinse, then dab dry with a soft cloth.

#### step4.Wash the Soles



Apply the mild cleaning solution to a soft-bristled brush, toothbrush or washcloth. Clean the outsole and midsole thoroughly, taking time to clean every part of the soles. Dry with a soft cloth.

Note: If you need to wash the insoles, remove them first and clean them with the solution, making sure to give them time to dry before putting them back into the shoes.

#### step5.Wash and Blot the Uppers



Apply the mild solution to a soft-bristled brush, toothbrush or damp cloth to clean the uppers. Brush gently to avoid damaging the material. Once satisfied with the look, use a dry microfiber

towel or soft cloth to blot and lift as much soapy moisture and dirt from the surface as possible. Repeat if necessary. Try to avoid drying by rubbing as it can wear down the shoe fabric or spread any remaining small bits of dirt.

### Step 6. Air Dry



## 4.4. Hygienic work practice

Keeping your workplace clean is called environmental hygiene. It will help keep the food safe to eat. There are two main processes used to keep the workplace and equipment clean.

### Cleaning

Cleaning means getting rid of dirt you can see. This could be grease, food scraps, dust or something that has been spilt.

But there may still be germs on the surface so you may need to take another step, called Sanitizing

It means reducing the number of germs that you can't see. This is very important for food preparation areas and equipment.

### Cleaning schedule

It may be part of your job to regularly clean all or part of your workplace so that there are no food hygiene hazards.

All areas should be cleaned regularly, including:

- benches and cutting boards
- floors and walls
- utensils
- equipment and machines
- refrigerators and cool rooms
- storerooms
- sinks and wash basins
- crockery and cutlery

## Personal hygiene standards

Understanding of the importance of hygienic work practices is essential within every facet of the hospitality industry. All staff must ensure their procedures are safe and hygienic when in their work environment.

**Personal hygiene** is the first step in the prevention of hygiene risks. Personal hygiene is about being clean as a person – you, the employee or employer, paying extra attention to your physical cleanliness and appearance to ensure that no harmful microorganisms (e.g. bacteria) or objects (e.g. hair), can be transferred from you to your customers.

Before starting work, it is essential to follow some golden rules of cleanliness and personal hygiene. These guidelines are essential to prevent potential hygiene risks.

Risks include poor personal grooming, oral and personal hygiene, and working with open cuts and sores when handling food.

One of the most common risks is not washing hands after eating, smoking, handling garbage or going to the toilet.

**Environmental hygiene** risks come about through poor work practices, inappropriate handling and storage of foods, as well as inadequate and/or irregular cleaning practices. Unsafe and environmentally unsound garbage storage and inappropriate handling of contaminated kitchen linen can also pose hygiene risks.

Hygiene procedures are essential in kitchen operations and cookery, housekeeping, laundry and food and beverage service. Procedural guidelines have been set down by relevant government bodies to ensure an industry-wide benchmark is maintained.

Hygiene procedures include regular hand washing, wearing of appropriate and clean clothing, as well as ensuring personal hygiene is of an excellent standard. These procedures assist the safe and hygienic handling of food and beverages and avoid cross- contamination in food preparation areas and storage. Other hospitality tasks, including waste disposal, sanitation and cleaning procedures and the safe handling and disposal of linen and laundry, must follow correct procedures. Always use cleaning materials, clothes and equipment to avoid transferring microorganisms.

Cross-contamination is the term for the transfer of microorganisms from contaminated foods/areas/people to uncontaminated foods/areas/people. Cross-contamination can occur from cooked food to uncooked food, from preparation areas to storage areas and from person to

person. Food poisoning bacteria exist on raw meat, fish and chicken, eggs and vegetables grown in soil. Generally, raw foods contain more bacteria than cooked foods. Cooked food should not be prepared on the same preparation areas as raw food before they are cleaned and sanitised. Cross-contamination can also occur when using the same gloves to load and unload dishwashers as microorganisms are transferred from dirty to clean plates.

Safe storage of food and beverages are essential and specific guidelines are set down for temperature control and storage of all foods in the preparation and storage areas in the hospitality industry. Frozen, dry storage and fresh ingredients have their individual requirements. Safe garbage disposal is also very important in maintaining good hygiene. Garbage clearing procedures vary in different hospitality areas, however, every sector of the industry must ensure waste is disposed of thoroughly, and stored away from the premises so that kitchen and food storage areas do not smell or foster a breeding ground for vermin and flies.

Garbage bins should always be washed out and disinfected after being emptied. Cleaning and sanitizing of bins and lids, regular emptying of rubbish, and lining bins with plastic liners helps to ensure garbage is managed hygienically. The waste storage and disposal area is typically separated into cartons, glass and plastic and non-recyclable sections. This area needs to be cleaned and hosed daily.

It is important when handling linen that dirty and clean products never come into contact with each other. Linen includes bed linen, serviettes, tablecloths and kitchen cloths. Disposable gloves should be used when handling linen and dirty linen should be placed in separate bags. Each hospitality sector and establishment will have their own specific guidelines to follow

Correctly following hygiene procedures requires a good understanding of the correct methods of cleaning and sanitizing. It is important to provide employees with a regular cleaning routine and make them aware of the standards to which the property needs to be cleaned.

Cleaning involves scraping, rinsing, washing and rinsing again to removes all traces of soap. Sanitizing involves sterilizing an area using antibacterial spray/wipes or sanitizing product after cleaning. Sanitizers are available from chemical suppliers. Bleach is the basis of most sanitizing products. Heat is also a sanitizer when water or oven temperatures exceed 75°C.

In commercial situations, dishwashers are set at specific temperatures to ensure utensils are free from bacteria. The mechanical dishwashing process pre-rinses and washes at between 66°C and 71°C for 60 seconds. Then items are rinsed at 82°C for 10 seconds to complete the process.

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It is essential that work guidelines be followed to ensure a high standard of cleanliness at all times. Food safety programs set out specific requirements needed for the most hygienic practices. It is important staff are trained to follow workplace procedures and ensure standards are met. These staff training programs also assist with refreshing staff who have been employed for some time to ensure the highest standards of hygiene are maintained. Legislation and national food codes endorse these issues and constantly remind staff of their legal requirements.

### **Golden rules of personal hygiene**

1. Wear a full, clean uniform and ensure that protective clothing is worn when necessary.
2. Keep your hair covered when preparing food. Keep beard or facial hair neat and trimmed.
3. Do not wear jewelers or watches when handling food (although a plain wedding band can be an exception).
4. Keep your fingernails short and clean, with no visible signs of nail polish.
5. Regularly wash your hands using the correct procedure.

### **preventing contamination of food contact surfaces**

Food contact surfaces comprise all surfaces that may come into contact with food products during production, processing, and packaging. These surfaces are typically made of stainless steel or some kind of plastic material, but contact surfaces may also consist of other materials like wood, rubber, ceramics, or glass. Recent developments in food contact surface decontamination are described in this chapter, with an emphasis on emerging methods. Cleaning is not covered, nor is biofilm. The chapter is focused on emerging methods and agents and does not cover widely used agents like chlorine, iodine, quaternary ammonium compounds, carboxylic acid, and acid–anionic sanitizers.

*FCS* are those surfaces that contact human food and those surfaces from which drainage, or other transfer, onto the food or onto surfaces that contact the food ordinarily occurs during the normal course of operations. “FCS” includes utensils and FCS of equipment.

Controlling FCS within the zone is the key to effective sanitation controls. Pathogens must first gain entry to your facility through raw materials, personnel, or even the purchase of used equipment; anything brought into the production environment should be suspected. Once inside, they cannot fly or walk, they require a “ride” to move around the food facility; people, condensation, dust, and portable equipment can all provide such transport. Upon gaining entry to the zone, pathogens can take up residence within the area and eventually reach FCS by these same mechanisms.

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FCS management becomes the focal point of preventing pathogen transfer between the environment and product. Understanding how this happens and managing the sanitary condition of contact surfaces is key to effective sanitation controls, that is, controlling the environment in the hygiene zone, and ultimately preventing product contamination, whether by pathogen or allergen.

### **Preventing contamination of food**

A food safety program systematically identifies the food safety hazards that may reasonably be expected to occur in your workplace. It outlines the food safety procedures that must be followed to prevent, control and eliminate food safety hazards. It also documents how these procedures comply with food regulations and legislation.

A food safety program:

- Identifies where and how each hazard can be controlled;
- Describes how these controls are to be monitored;
- Describes the corrective action required if control conditions are not met; and
- Identifies records that must be kept.

### **Food safety hazards**

A food safety hazard is something that is dangerous and likely to cause harm to food. Food safety hazards include physical, chemical and biological risks to food. These will be discussed in more detail later. It's important to identify food safety hazards as some foods are more susceptible to microbial contamination than others and can be considered as 'high-risk' foods.

These foods are the focus of food safety programs. These 'high-risk' foods include:

- Fish and seafood;
- Meat and small goods;
- Poultry and game;
- Dairy and egg-based foods;
- Wet dishes, soups, stock and sauces;
- Fruits including rock melon, watermelon, blueberries and fruit salad;
- Pre-made salads;
- Pate and soft cheeses;
- Ice-cream; and

- Cooked rice and pasta.

## 4.5. Repairing personal items

**Repair cloth** any items that have been marked for minor repairs will be sent to the sewing department

prior to being pressed. Minor repairs include the sewing of missing buttons and stitching hems and are usually done free of charge.

If the guest requests that hems be shortened or zips replaced, then this may be done but at an additional cost.

It is always wise to keep a stock of sewing threads, zips and buttons of different colours and styles so these requests may be met.

Once all pressing has been complete items are sent to the folding and packaging section

As garment repair is an efficient way to extend the life of clothing, and therefore, may reduce consumption and prevent clothing waste, it is one way to achieve the ultimate goal of the waste hierarchy. Ideally, through these life-extension strategies, the prevention and production of new garments can be avoided which provides further environmental benefits (Fisher et al., 2008). Garment repair practices are less common than they were historically as people have less knowledge of sewing skills (McLaren & McLauchlan, 2015; Norum, 2013) and there is evidence that consumers may prefer to repair clothing where only minor damage has occurred and it can be repaired easily (Degenstein et al., 2020).

### Reasons for repairing garments

The need to repair garments can be due to variety of reasons, such as poor initial workmanship, poor quality and construction of fabric used and stitches, and also wear and tear of the garment with time. People are motivated to mend clothes for different reasons such as personal reasons, emotional reasons, and to preserve quality garments.



## 4.6. Organize clients property

Organization is a foundational element of any business. It's so basic and essential that it should go without saying, but proper organization is all too easy to overlook. However, if you aren't organized, it's all but impossible to effectively run your business. If you don't know where your client's information is or how to find it, you may struggle to complete your work, jeopardizing your entire business.

With an increasing amount of data, organization is more important now than ever before. The digital age has also brought in new tools that, combined with tried and true techniques, simplify the process of getting and staying organized. Whether you're just starting your business or you've discovered significant opportunities to improve your existing operations, here are 10 ways you can better organize your clients' information:

### 1. keep copies of important documents

Keep at least one copy of all your and your clients' important documents. You never know when you'll need to refer back to double-check a small detail or a major point when doing work or communicating with your clients.

Documents you should hold onto include

- Your clients' contact information;
- Your contract and/or scope of work;
- Invoices and receipts;
- Tax documents;

Important communications, including emails or meeting minutes.

You can get rid of some of these documents once you end your professional relationship, but you'll need to keep others for several years. You'll have to save some documents, particularly financial and tax records, permanently.

It doesn't matter if the copies are digital or physical; it's more important to pick a format that works well for you. Further, you can consider which format complements your organization's existing systems or would work better for your workflow.

### 2. keep client information in separate files or folders

Keep all of your clients' information in their own digital files, physical folders, or other unique storage areas. These folders don't have to be sophisticated or even detailed; they're just a means to separate relevant client or project information.

You can use electronic files, paper files, or a combination of the two. It simply depends on how much space you can devote to file storage and what digital and physical security resources you have available. Additionally, take your personal preferences into account.

When this information is not organized, the results can be disastrous. You may send communications to the wrong person, mix up deadlines, or lose track of a project entirely. Though they may seem relatively minor, these mistakes can make you seem unprofessional, harm your relationships with your clients, and negatively impact your business. Using some kind of file system is a highly effective way to avoid those negative consequences, significantly benefiting your business instead.

#### **4.7 Maintaining confidentiality**

Client confidentiality is one of the most important parts of business ethics. If there so happens to be a breach, fatal consequences to your business are due to occur. Client confidentiality isn't built on the client or the information they have shared—it is built on trust. There are professions that prioritize client confidentiality more than others, including the likes of lawyers, financial service providers, and health care workers.

Usually, maintaining confidentiality means maintaining your balance between the fast-paced and extremely demanding nature of your work. In this ever-evolving world, people must learn how to be organized, adaptive, and cautious when given the opportunity to handle client information. Nowadays, unfortunately, keeping your mouth shut isn't the number one option for protecting your data.

Client confidentiality is a fundamental rule among institutions and individuals stating that they must not share a client's information with a third party without the consent of the client or a legal reason. Normally, access to a client's data is only between the workplace and the customer or client. However, it could also be limited to law enforcement agencies requiring legal procedures to get a hold of the information. This applies to the likes of bank accounts, medical records, and

even therapy sessions. So to speak, confidential information gathered by lawyers, psychiatrists, and even priests should never be revealed to third parties.

## How to Protect Client Confidentiality

### 1. Use a secure file-sharing and messaging platform

Protecting client confidentiality starts inside the company—not when everything’s down in the dumps already. When it comes to sharing confidential information, regular email won’t cut it. Emails can get intercepted and accessed by unauthorized parties. To prevent this, you need to rely on encryption software to ensure that your information is actually protected while in transit and at rest. By using a secure file sharing and messaging platform like Titan File, you can mitigate the risk of an information breach by securely exchanging confidential files and messages with clients, colleagues, and outside parties. This should be the first step for companies that share a lot of information, especially if the information is sensitive.

Usually, these secure platforms are combined together with security protocols such as encryption, two-factor authentication, and storage on secured data centers. A combination of these features will ensure that you’re effectively protecting client confidentiality while sharing for free today and start sharing your files more securely.

### Store Physical Documents in an Environment with Controlled Access

Sure, technological advancements have eliminated some of the most tedious physical tasks inside an organization. However, one rule still applies: keeping clients’ files in a secure space with controlled access. Always make sure that you and your team members never leave documents at arm’s reach with unauthorized personnel. Physical documents must always be labeled—and that also goes for online folders. If anything, these labels will let you know which is which, and which is more important.

### Utilize Up-to-Date Security Technology

You might think it isn’t much, but security technology serves as your first barrier of defense against preachers for client information. The likes of anti-malware and anti-virus are essential

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programs to protect both your company and client confidentiality. Just as much as vaccines work against viruses, these security technologies work all the same.

Organizations must keep their programs updated and, just to be sure, always scheduled for updates. However, having these tools does not guarantee a breach-free environment because let's face it, cybercriminals are working tirelessly to perfect their methods. Let's just hope these anti-malware and anti-virus systems work harder.

## 4.8 Meet individual need and relevant details

### Defining Customer Satisfaction

There exist varying definitions of customer satisfaction from different researchers. Elvira & Shpetim (2016) define consumer satisfaction as the client response to the perceived service based on personal expectations and the service's actual performance. On the other hand, Khan et al. (2017) defines customer contentment as the client's evaluative reaction in relation to a service or product performance based on their anticipations towards the service. Moreover, Farooq & Salam (2018) state that customer satisfaction refers to how a service's perceived performance matches or surpasses customer expectations. Ideally, the inability of service to meet customer expectations leads to dissatisfaction. These definitions by various authors depict satisfaction as a general post service evaluation by a customer

### Factors Affecting Customer Satisfaction

Elvira & Shpetim (2016) state that customer satisfaction can be impacted by various issues, including service features, consumer emotions, customer perception, workplace colleagues, friends, and family. Hapsari et al. (2017) believe that customer satisfaction is influenced in most instances by the customer service a given organisation offers as well as the price it charges for such services. Al-Karim & Chowdhury (2014), Rita et al. (2019), and Fida et al. (2020) outlined a couple of features that influence customer contentment. These include physical facilities, service timelines, the presentation of hotel staff, available types of equipment, communication techniques, response to customer complaints, efficiency, data accuracy, service consistency, problem resolution duration, attention to detail, staff flexibility, positivity towards offering customer support, staff behavior, customer security, courtesy, staff competence, personalized customer attention, service availability in all durations, and understanding of guest-specific preferences. Room Food and beverage Work For business Research

#### Self-check-4

Answer the following question carefully.

##### Part I

Choose the best answers among the given alternatives.

1. Which one is food contamination?

A/bacteria

B/ poor personal hygiene

C/ poor food handler

D/all

2. Which one is guest property?

A/ language

B/shoes

C/ cloth

D/ all

**II. Say true if the statement is correct and false if the statement is incorrect.**

1.\_\_\_\_\_ Food contact surfaces comprise all surfaces that may come into contact with food products during production.

2.\_\_\_\_\_ Client confidentiality is one of the most important parts of business ethics **Part**

##### III.

Answer the following questions accordingly.

1. What is personal hygiene?

2. list prevent food contamination

## Operation sheet 4

**Operation Title:** guest property

**Instruction:** use equipment properly and read instruction manual

**Purpose:** clean shoes

**Required tools and equipment:** washing machine, iron machine dry machine ironing table

**Precautions:** ask care of electric shortages and contacts adjust iron machine

**Procedures:** clean shoes

Step 1. Use dry brush

Step 2. Make mild cleaning solution

Step 3. Hand wash the lace

Step 4. Wash the soles

Step 5. Wash and bolt the upper

Step 6. Air dry

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment

LAP test	Practical Demonstration
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Time started: \_\_\_\_\_

Time finished: \_\_\_\_\_

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 20 minutes.

Task 1: Preform cleaning shoes

### Unit five : Complete and Maintain Laundry Process

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Completing internal and external records
- Packaging and presenting guest's personal laundry
- Following correct record keeping and billing procedure
- Returning and storing finished item
- Basic maintenance

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Understand Completing internal and external records
- Confirm Packaging and presenting guest's personal laundry
- apply Following correct record keeping and billing procedure
- perform Returning and storing finished item
- apply basic maintenance



## 5.1 Completing internal and external record

### 5.1.1 Internal records

- Whilst the operation of the laundry and dry-cleaning plant is very important, one of the vital daily tasks is to record and maintain records for cost control purposes. The documentation programs for all laundries will be different and will depend on the types
- of machines that are in use and the type of items processed.
- What internal records need to be kept?
- The following are examples of the types of records that should be kept:
- Daily production records of all washing machines (How many kilos per day of each item)
- Daily production of all tumbler dryers
- Daily production records of the flatwork ironer folder      Daily production records of all folding machines
- (Quantities of all folded items and their type)
- Daily production records of all dry-cleaning machines (How many kilos per day)
- Daily and monthly guest laundry and dry-cleaning revenues
- Monthly production records of all items processed (record of all items washed and ironed)
- Total monthly chemical cost (based on purchases and consumption) Cost of chemical per kilo
- The percentage of rewash items (it is vital to know so that costs can be controlled)
- Preventative maintenance records of all machinery
- Machinery repairs
- Boiler service records Water treatment records
- Sewage, water and power costs
- Chemical company's regular report (so action may be taken if necessary) Guests' daily summary sheets
- Invoicing
- Staff rosters including sick days and holiday schedules with all relevant administrative paperwork
- Payroll costs

- Truck driver schedule and transport costs (petrol, truck servicing)    Condemned linen figures
- Purchase orders for all goods purchased    Replacement stock put in to circulation
- Records of abused linen per customer or per department
- Monthly stock takes of all miscellaneous supplies such as hangers, pins, polymark tape, and packaging materials.
- Record keeping and proper analysis of all records will assist in determining if production can be improved in certain areas of the operation. It will also assist in calculating profit margins.
- Prices charged for dry cleaning and laundry must demonstrate competitiveness whilst maintaining profitability .day)

### 5.1.2 External record

The main external records that need to be kept are for revenue purposes. These include:

- **Delivery dockets** (this is a proof of deliveries with quantities of items delivered). This is a precursor to a monthly invoice
- **Invoices** (invoices must be accurate and sent out in a timely fashion so that payment may be received)
- **Summary sheets** (This is a list of guest items that need to be charged to the guests' accounts)
- **Guest dockets** (a copy of all guest dockets should be kept so that if a complaint should arise, the item can be tracked with any specific notations) aware of.

### Importance of record

Remember that records are laboratory information, either written by hand or computer printed. They are permanent, and are not revised or modified. They should be complete, legible and carefully maintained, as they are used for many purposes, such as:

- **Continuous monitoring**—without access to all the data collected as a part of a quality system process, continuous monitoring cannot be accomplished;
- **Tracking of samples**—well-kept records allow for tracking of samples throughout the entire testing process; this is essential for troubleshooting, looking for sources of error in testing, and investigating identified errors;

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- evaluating problems—well-kept equipment records will allow for thorough evaluation of any problems that arise;

- **Management**—good records serve as a very important management tool. Records

Importance of records Remember that records are laboratory information, either written by hand or computer printed. They are permanent, and are not revised or modified. They should be complete, legible and carefully maintained, as they are used for many purposes, such as:

- continuous monitoring—without access to all the data collected as a part of a quality system process, continuous monitoring cannot be accomplished; •

## 5.2 Packaging and presenting guest's personal laundry

Unpacking of luggage storing of items either in room or in another place within the premises, including the organization of items for safety deposits;



**Figure 5.1 .22 Unpacking of luggage**

Enterable unpacking refers to the action of assigning an enterable of values to a tuple or list of identifiers within a single assignment; enterable packing refers to the action of capturing several values into one identifier in a single assignment.

What is the correct meaning of the word luggage?



Figure 5.1.23.packing Luggage

Luggage is the suitcases and bags that you take with you when travel. Leave your luggage in the hotel. Each passenger was allowed two 30-kg pieces of luggage.

Synonyms: baggage, things, cases, bags More Synonyms of luggage.

The difference between luggage and baggage

In British English, both these words refer to the bags and suitcases that you take with you when you travel, together with their contents. Luggage is more common than baggage.

In American English, luggage refers to empty bags and suitcases. Baggage refers to bags and suitcases with their contents.

## Quality

The standard of something as measured against other things of a similar kind; the degree of excellence of something.

### 1.1. purpose of quality

Quality control involves testing of units and determining if they are within the specifications for the final process. The purpose of the testing is to determine any needs for corrective actions in the ironing process. Good quality control helps to meet employer need.

### 1.2. Quality check ironed item

- Before delivering to be checked quality and finish
- Check the garment for missing buttons, stains, zipper, replacement
- Check trouser seams and any tears
- Pressing finish

- Right way of Folding
- Right way of Hanging
- washing and dry-cleaning Quality
- Whiteness of garments
- Brightness of color
- Free from wrinkle and crease
- Special instruction from employer

### 5.3 Following correct record keeping and billing procedure

Depending on their requirements, businesses may keep different records. Below are some examples of the basic types of records that are kept at most businesses:

- **Cash transactions:** This is a record of the money that your business receives and disburses every day and the total amount of money in your cash box.
- **Details of debtors:** This record shows how much your customers owe you.
- **Sales:** This is a record of daily, monthly and yearly sales.
- **Costs:** This record shows how much money is spent and where your business spends the money. It is useful for calculating the cost of your goods or services. Which other records do you think may be important to a small business? I want to know how much money I receive and spend every day, so I keep records of cash receipts and payments.
- **Bank transactions:** This records the amount that is deposited and withdrawn each day and the total in your business bank account at any given time.
- **Assets and liabilities:** This record is important for managing your business assets and liabilities. It records the value of your assets and how long each asset has been used. It also tells the amount your business owes to other people or businesses.
- **Salary:** This record is important for managing labour costs. It is a monthly record of how much you pay your staff.
- **Inventory:** This record shows you the value of the stock in your business. If your company stores substantial amounts of raw materials for production, or finished goods for sale, you should keep this record.
- **Tax:** Businesses are subjected to different types of taxes, such as value added tax, corporate income tax, payroll tax, capital gains tax, etc. This is a record of all the taxes that the company is required to pay.
- **Agreements with customers or suppliers:** All agreements with customers or

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suppliers should be in writing, preferably in the form of a contract. This record is important for managing relationships with different organizations and individuals that provide services or goods. It is a written record of all agreements, including pricing, delivery and payment terms.

#### 5.4. Returning and storing finished item

- The feeding process to (shooter) give linen and cloth.
- Flatwork ironing, roll/cylinder ironing and multi-roll ironing
- Folding machines/manual folding
- Steam pressing – including use of guns and bucks Stacking
- Return to guest cloth
- Return store

#### . Storage of linen

- ✓ Linen must be kept free from dust
- ✓ All fresh linen should be stored under cover
- ✓ The linen stock should be rotated in order on FIFO basis
- ✓ Heavier linen should be placed on lower shelves
- ✓ Table linens and bed linens should be arranged by size, types and neatly stacked on the shelves



**Fig. 5.1.23 stor**

## 5.5. Basic maintenance

### 5.5.1. Definition maintenance

a maintaining or being maintained; upkeep, support, defense, etc.; specif., the work of keeping a building, machinery, etc. in a state of good repair, means of support or sustenance; livelihood. a job that barely provides a maintenance. Each piece of machinery (washing machines, dryers, flatwork ironers, folders, presses etal) will have both an operational manual and a maintenance manual. The operational manual this is a set of instructions on how to operate and install each machine. There may also be some instructions on how to troubleshoot small problems (solutions to small problems).

#### The maintenance manual

This is a very important document and should be kept in easy reach for reference. The information it contains will tell you:

- Which pieces to clean daily, weekly or monthly
- The frequency of inspections and what parts of each machine to inspect weekly and monthly

What to look for in these inspections what type of lubricants to use, where and frequency

Spare part numbers (this number will assist when re-ordering)

What spare parts should be kept onsite (belts, switches, valves)

- Recommendations on how often certain pieces will need to be replaced (belts and motors)
- Possible problems with that particular machine



## Spare Parts

- It is important to carry some spare parts for each type of machine. The maintenance manual will recommend which spare parts should be kept on site. The more common items are drive belts, valves, washers, timers and electrical contacts
- Whilst it is important to carry some stock, it would be foolish to carry all spare parts as this would amount to a large amount of capital being tied up in spare parts that may never be used
- Always check the manufacturers recommended schedule for replacement parts so that you will have enough on hand e.g. if you had three of the same type of washing machine installed at the same time, the manufacturer may recommend that all drive belts be replaced after 1000 hours of operation. If this is the case, then you will need three belts in stock. Once these have been replaced on the machines, then a new order should be placed for the next three so they are on hand for the next recommended replacement schedule
- It must be remembered that commercial laundry equipment is made all over the world and if the manufacturer is based in Germany and your machine is in Singapore, you may have to wait six weeks or more for large pieces to be shipped to you
- To air freight a heavy replacement piece such as a machine motor, will add to operational costs. The cost should be balanced against the inconvenience and cost of having a machine out of order
- The model number of the machine
- The serial number of the machine
- The date of purchase and warranty details
- Manufacturer's name and contact details (who to call in case of problems or service needed)
- Spare parts held on site for that machine
- All completed maintenance including inspections and lubrication, including when the maintenance was done and by whom
- This will show compliance to the manufacturer in case of breakdowns and warranties.



## **When will maintenance take place?**

Most small maintenance issues can be done throughout the day but on occasions, maintenance may need to be done overnight or when the laundry is closed down. This is because some maintenance will require the machines to be switched off and cold. Other issues may require an area to be screened off for safety reasons.

## **Lubrication (oiling)**

All machines will have lubrication points and many will have several points. Lubrication is a very important part of the maintenance schedule.

There are many different lubricants for this purpose. It is common practice that the different lubricant cans are colour-coded and all points for lubrication by each oil on each machine will be marked with the same colour paint. This makes it easier to complete the lubrication schedule much more quickly than constantly referring to the manual.

## **Inspection check lists**

It is recommended you formulate your own check list for each type of machine showing all the items that need checking (based on the manufacturer's maintenance manual) and their frequency. Once designed, this check list can then be photocopied and used for all the same type of machinery.

For example, all washing machines of the same type are then checked using the same checklist.

As the maintenance person makes his inspections, minor adjustments can be done along the way and more serious concerns should be noted so that they may be repaired at a later stage.

The severity of the problem will determine how urgently it would need to be fixed.

## **Who will conduct the maintenance?**

There may be one or several specialized maintenance staff assigned to the laundry depending on the size. These may be electricians or plumbers or engineers.

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Some laundries may contract out all maintenance functions. If it is a large laundry this may be inconvenient and impractical.

What type of maintenance does each machine need.

Below is a sample of what may need to be checked on each machine. Each machine will be different.

### Types of maintenance systems

**Planned Maintenance:** “The maintenance organized and carried out with forethought, control and

The use of records to a predetermined plan.”

**Preventive Maintenance:** “The maintenance carried at predetermined intervals or corresponding To prescribed criteria and intended to reduce the probability of failure or the performance Degradation of an item.”

**Breakdown Maintenance:** Repair is undertaken only after failure of system. Equipment is Allowed to run till it fails. Lubricating and minor adjustments are done during the period. Small factories where equipment are very small and doesn’t use special tools Isn’t suitable for big industries

**Opportunistic Maintenance:** – In multi component system, several failing components, often it is advantageous to follow opportunistic maintenance. When an equipment or system is taken down for maintenance of one or few worn out component, the opportunistic maintenance can utilize for maintaining or changing other wear out components, even though they are not failed. -It is actually not a specific maintenance system, but its a system of utilizing an opportunity which may come up any time.

**Corrective Maintenance** – Maintaining action for correcting or restoring failed unit. Very vast scope for small actions like adjustment, minor repairs to redesign of equipment

### Generally once taken and completed fully

step 1 collection of data, information and Analysis

step 2 identifying the causes

step 3 find out the best possible solution to illuminate likely causes

step4 : Implement those solutions

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## Sample checklist maintenance

**Table 5.1**

Flatwork ironer	Comments	Presses	Comments
Steam pressure		Steam traps	
Temperature of bed		Temperature of the pressing head	
Feed ribbons		Steam pressure	
Ironer tapes		Clean pads	
Roller pads		Timers	
Finger guard		Steam connections	

### 5.5.2 Professional maintenance

#### Introduction

No matter how good maintenance programmed is, there will always be times when you will need the assistance of the manufacturer or their maintenance staff for certain issues that arise.

Depending on what qualifications any on-site personnel have, you may need only limited support. If, for example, your technician is a qualified electrician, then you may need to sub-contract any plumbing works or vice versa.

All specialized technicians must have qualifications in their particular field. If a plumber fixes an electrical problem and then a staff member receives an electric shock, you may be sued or at the least be investigated for improper practices.

Health and safety in the workplace is extremely important and correct reporting and repairing of maintenance issues assists in making the workplace safe for all staff.

If on-site staff cannot resolve a problem with a piece of equipment, then it is the time to call for professional maintenance. There are some companies that only service laundry equipment.

It is always better to contact the manufacturer directly for assistance but as many laundry machines are made overseas, they may have their designated trained service agents locally.

Professional maintenance personnel must always be fully qualified in their field

### Training

The manufacturer's agent should assist in training and be able to advise on-site laundry maintenance staff at all time

### Self-check-5

Answer the following question carefully.

#### Part I

Choose the best answers among the given alternatives.

1. Which one is record is important for managing labour costs.

A/ Inventory

B/ salary

C/ tax

D/all

2. Which one is external record

A/ language Machinery repairs

B/ Boiler service records Water treatment records

C/Sewage, water and power costs

D/ all

**II. Say true if the statement is correct and false if the statement is incorrect.**

1. \_\_\_\_\_ professional maintenance specialized technicians must have qualifications in their particular field.

2. -----Corrective Maintenance Maintaining action for correcting or restoring failed unit.

#### Part III.

Answer the following questions accordingly.

1. What is Maintenance?

2. List down types maintenance

## Operation sheet 5

**Operation Title:** basic maintenance

**Instruction:** use equipment properly and read instruction manual

**Purpose:** clean shoes

**Required tools and equipment:** test tool ,manual instruction and required material

**Precautions:** ask care of electric shortages and contacts adjust iron machine

**Procedures:**

step 1 collection of data, information and Analysis

step 2 identifying the causes

step 3 find out the best possible solution to illuminate likely causes

step4 : Implement those solutions

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment

LAP test	Practical Demonstration
----------	-------------------------

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Time started: \_\_\_\_\_

Time finished: \_\_\_\_\_

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 30 minutes.

Task 1: Apply maintenance laundry

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