Table of Contents

OBJECTIVES..................................................................................................................................................1
ACCOUNTABILITY / ACKNOWLEDGEMENT ....................................................................................................2
OVERVIEW..........................................................................................................................................................3
INVENTORY ..........................................................................................................................................................3
DIRTY LINEN ....................................................................................................................................................4
REMOVAL OF SOILS / STAINS .........................................................................................................................4
DAMAGED LINENS ..........................................................................................................................................5
FOLDING & PRESSING ......................................................................................................................................5
PROCEDURES FOR FOLDING HANGING TOWELS .....................................................................................6
PROCEDURES FOR FOLDING HANGING TOWELS .....................................................................................7

OBJECTIVES

The objectives of the Laundry Department are as follows:

- To standardize the quality of laundry service among all represented properties
- To provide linen that is free of dirt, soils and stains to all customers.
- To account for and track linen inventory, eliminating inventory loss.
- To monitor and enforce controls necessary to prevent spoilage (wear & tear due to washing) of linen and reduce the frequency of linen turn over by increasing their life period.
- To maintain record of effectiveness of cleaning, disinfecting and turnover.
- To undertake studies for improvement of clean practices and processing methods to provide supplies economically.
- To develop a cost effective program by cost analysis of personnel, supplies and equipment.
ACCOUNTABILITY

All Operations Managers and Housekeeping Contractors are responsible for knowing and following the Laundry Service guidelines as published in this policy.

ACKNOWLEDGEMENT FORM

CONTRACTOR NAME ________________________________

DATE RECEIVED ________________________________

By signing this form, I am acknowledging that I have received a copy of the Standard Laundry Procedures Policy issued by Sunset Resort Rentals.

I understand that I am responsible for reading and following all procedures within the Standard Laundry Procedures Policy; and that if I am unclear or uncertain of anything within the policy, it is my responsibility to seek clarification from the Operations Manager or other representative from Sunset Resort Rentals.

CONTRACTOR SIGNATURE ________________________________

RECEIVED BY ________________________________
OVERVIEW OF LINEN OPERATIONS

Upon cleaning the property after each guest checks out, the housekeeper is to remove the dirty linen from the property and replace the dirty linen with clean linen.

All cleaning of linens should be performed off site, and not in the property being cleaned.

Clean linen should be brought to the property for each cleaning job, folded and ready for installation. Housekeepers should not wash linens while cleaning the property.

INVENTORY

Each Housekeeping Contractor will be issued laundry bags containing a specific amount of linen depending upon the unit to be serviced and must account for any missing items.

- When you START each cleaning job, remove ALL linen/towels (both clean and dirty) from their locations in the property and replace them with NEW linen/towels.

Steps

1. Remove all sheets and dirty towels from each room and place them together.
2. Make one bed completely
3. Then, empty the BLUE bag (Clean) onto the newly made bed. Everything in the bag.
4. Go through the property and remove all CLEAN towels (look in washer / dryer) and put these into the NOW EMPTY Blue bag.
5. Then, put ALL Dirty linens/towels in the yellow bag.

...then, continue with your cleaning.

Upon completion of each job, the laundry bags (Clean and Soiled) should be returned to the laundry room containing the exact amount of linen that was issued. Any discrepancies should be reported immediately using the approved procedures.

Linen issued by Sunset Resort Rentals is not to be used in any fashion or in any property in which it is not intended to be used. Do not mix Sunset Resort Rentals' linen with that of any other entity, or replace any Sunset Resort Rentals' linen with that from any other source. All linen used in a Sunset Resort Rentals property must be issued by Sunset Resort Rentals, or be otherwise approved by the Operations Manager.
DIRTY LINEN

Housekeeping Contractors should wear protective rubber gloves when handling soiled or dirty linens.

Excessively soiled or stained linens after guest check out should be photographed and/or otherwise documented and reported immediately upon discovery.

REMOVAL OF SOILS/STAINS  (Laundry Staff Only)

The persons handling the soiled/stained linen should use a thick rubber gloves that can tolerate Bleach and Luke Warm water.

Stain removal should take place before the wash cycle.

Prepare a dipping solution either in a sink or bucket. It is recommended that 1 cup (8 oz) of bleaching powder or liquid be used for every gallon of hot water(98–110 deg F). Dipping the clothes for at least 5-20 minutes is recommended for removal of Soils and stains. If necessary rubbing the stain area should also be done to remove strong stains & soils. Stain-removing detergents are also available.

WASHING  (Laundry Staff Only)

The persons handling the soiled/stained linen should use a thick rubber gloves that can tolerate Bleach and Luke Warm water.

Hot water (98–110 deg F) is recommended for using in washing machines. This can act as an disinfecting agent also. The length of the wash cycle depends on different types of linen and machine. Usually it is recommended for 30 minutes in the mode of Strong or Heavy Duty wash.

Do not overload the machine.

DRYING  (Laundry Staff Only)

Before each load of laundry, the lint trap should be completely clean of lint and/or other debris

Do not fill the dryer drum to more than 1/2 full. To do so would prevent proper tumbling, which will result in excessive wrinkles, excessive wear, and possibly burns on the linens.

The linens should tumble dry until completely dry. Immediate removal of linens from the dryer is preferred to avoid excessive wrinkles.
DAMAGED LINENS
Damaged linen should be separated and documentation should accompany the damaged item.

FOLDING AND PRESSING
All finished laundry, including bed linens, will be neatly and uniformly folded and stored in such a way as to avoid unnecessary wrinkles and creases.

Towels & Cloths
Towels will be folded in a uniform manner for storing and stacking so that all towels in a common storage area look identically folded and stacked.

Towels to be displayed on a towel rack should be folded and displayed using the example below:

Sheets:
Sheets will be folded in a uniform manner for storing and stacking so that all sheets in a common storage area look identically folded and stacked.
Finished sheets will be installed without wrinkles or excessive creases. Pressing may be necessary to remove wrinkles and creases.
PROCEDURE FOR FOLDING DISPLAYED HANGING TOWELS

1. Lay a hand towel flat.
2. Fold 1/8 of bottom rearward.
3. Fold 1/3 of R-Side forward.
4. Fold 1/3 of L-Side forward.
5. Turn hand towel over.
Lay a washcloth flat
Fold accordion-style
Fold the accordion in half
Insert the cloth into the pocket
Now, Hang the entire assembly over a bath towel(s)