

D E S I R E STM
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Laundry Standard Operating Procedures

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GOALS OF LAUNDERING

VISION: Each property will achieve the best quality possible, the most efficient and economical way. Strict adherence to proper wash formulas as they relate to types of soils and fabrics must be given.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-01

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

With continual new and changing fabrics and laundry chemicals in the market place, the laundry operation must keep abreast of the changes in order to achieve and maintain high quality standards.

PROCEDURE:

GOALS OF LAUNDERING

1. EFFICIENCY

In order to gain efficiency in the washing process, it is imperative that linen is properly classified in specific categories prior to washing. Additionally, the wash wheels must be properly loaded and wash formulas followed. Adherence to these three basic requirements will result in obtaining the efficiency in the washing process.

2. ECONOMICAL OPERATION

Economical operation of the laundry can be maintained through proper use of time and materials. The four most critical issues to achieve this objective are:

- Use of prescribed quantities of chemicals.
- Use of proper water levels.
- Maintenance of equipment.
- Proper scheduling of employees.

3. HYGIENICALLY CLEAN LINEN/GUEST COMFORT

The ultimate objective is to provide maximum comfort and hygiene to our guests.

Proper chemical consumption per wash load, formula time in washing, correct water temperatures, and efficient operation of equipment are critical to meet this objective.

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EFFECTIVE DATE: 3/1/97
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STAGES OF THE WASH FORMULA

1. Flush
2. Break
3. Suds
4. Bleach
5. Rinse
6. Sour
7. Softener

DEFINING THE STAGES OF THE WASH FORMULA

1. FLUSH CYCLE

The purpose of the flush cycle is to loosen and suspend the soil or organic particles from the fabric. Water levels should be programmed at a high level (12-14 inches) and water temperatures should not exceed 90-110 degrees Fahrenheit. Duration of this operation is a minimum of two minutes.

2. BREAK CYCLE

This cycle follows the flush and precedes the suds cycle. The purpose of this cycle is to remove present soil through the use of alkali. This cycle removes approximately 60% of the soil. It allows detergent to work effectively in the following suds cycle. Water level is at a low level (6-8 inches). Operation time is seven to ten minutes and the temperature of the water is at a minimum of 150-160 degrees Fahrenheit.

3. SUDS CYCLE

The suds cycle employs a detergent which is boosted with a carryover of alkali from the previous cycle break cycle. This operation removes the remaining soil from the fabric. Water temperatures in this cycle are 150-160

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degrees Fahrenheit (preferably 160 degrees Fahrenheit. Low water levels (6-8 inches) and the duration of the cycle is seven - ten minutes).

4. BLEACH CYCLE

This cycle follows the suds cycle and precedes the rinse cycles. The PH reading is this cycle should be 10.2-10.5 to ensure the best results. The function of this cycle is to remove the remaining stains and/or soils. Water temperatures are programmed at 150-160 degrees Fahrenheit and the water level is low (6-8 inches). The time of the bleach cycle is a minimum of ten minutes.

5. RINSE CYCLE

Three rinses at a duration of two minutes each are required. Water levels are programmed high (12-14 inches). The first rinse requires water temperatures of a minimum of 160 degrees Fahrenheit. Water temperature reduction of 15 degrees Fahrenheit for each of the remaining two rinses is essential to alleviate wrinkles and to control proper cool down. The purpose of this cycle is to reduce alkalinity and bleach from the linen.

6. SOUR CYCLE

The function of this cycle is to neutralize any residual alkalinity left in the linen and eliminate possible discoloring (yellowing of the linen when it comes in contact with heat). The sour cycle is generally the last cycle before the extraction cycle. The PH reading should be 5.5-6.5 depending on the type of linen. Low water level is required in the cycle and the cycle time is four - five minutes.

7. SOFTENER CYCLE

Usually the sour cycle and the softener cycle are combined in one operation. The purpose of the softener cycle is to impart softness to the linen and reduce static electricity. Some fabric softeners are combined in one operation. The purpose of the softener cycle is to impart a softness to the

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linen and reduce static electricity. Some fabric softeners are combined with a bacteriostat agent. These types are used mainly in processing hospital linen.

SOILED LINEN CLASSIFICATION AND FORMULA DURATIONS

The time of the wash formula is largely dependent on the type of soiled linen. In the hospitality industry there are three types of soiled linen classifications, they are: Very light soil, light soil and medium soil.

1. VERY LIGHT SOIL CLASSIFICATION

This type of soil constitutes sheets and terry items. A short wash formula can be utilized very efficiently. The formula would be a bleach/suds combination, three rinses and a sour or sour/softener combination.

2. LIGHT TO MEDIUM SOIL CLASSIFICATION

Pillow cases and washcloths fit in this category. The formula remains the same as in the very light soil category except that a flush is required in the first cycle. The time is extended approximately five additional minutes.

3. MEDIUM SOIL CLASSIFICATION

This classification represents food and beverage linen. Medium soil classification necessitates a longer formula time whereby there is no combining of chemical products. Each chemical product is administrated separately to each wash cycle.

DETERMINING PROBLEMS IN THE WASH OPERATION

There are three basic methods used in determining problems in the washing process:

1. VISUAL

Visual inspection of the laundry is the initial methods utilized in determining problems within the laundry process. All operations and managers should be trained to detect small problems which can be solved without undue downtime.

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2. STATISTICAL

Many problems in the process can only be obtained by analyzing linens which have been rejected from the process or those which have been tested by an outside laboratory.

3. COST CONTROL

Analysis of the costs of operating the laundry will enable a careful manager to determine areas of waste or other problems. Chemical costs, energy consumption, labor costs and linen replacement costs are among the different costs which need to be monitored.

REWASH

1. DEFINITION

"Rewash" is the linen that has to be reprocessed due to stains, soils, etc. The cause may originate from poor washing procedures or from gross misuse by hotel personnel. If the percentage of rewash exceeds three percent of the linen volume processed in a given time (daily, weekly or monthly), immediate corrective action is needed. There are several reasons why excessive rewash can prove to be a serious problem. They are:

Additional washing of linen contribute to unnecessary losses of tensile strength of the fabric.

The loss of economy due to increase of man-hours and energy consumption (heat, light and power).

2. CAUSES OF REWASH

- Improper washing procedures.
- Stains caused by the laundry or its machinery.
- Misuse and abuse of linen by associates.

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3. PREVENTION

Proper washing procedures will help to maintain the rewash levels to a minimum. The chemical service person may be needed to make adjustments.

A clean plant would help to eliminate grease and cement stains. Unmaintained equipment could also cause the need for rewash. Tiling the floor of the linen chute or sorting areas is recommended.

Educating users in linen conservation should help to prevent misuse and abuse.



M.O.V.E.S.

Managing Operating

Visions Ensuring Success

HOUSEKEEPING

VISION: To develop laundry check list to ensure area is clean and free of debris.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-02

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

It is the responsibility of the Laundry Supervisor, to establish a scheduled housekeeping program that outlines the area, the tasks, the time (or frequency) the task to be done and the individuals held responsible.

PROCEDURE:

The following check list may be used as an example:

<u>AREA</u>	<u>TASK</u>	<u>TIME</u>	<u>FREQUENCY</u>
<u>ASSIGNED</u>			
Chute Room	Sweep & Pick up trash	15 min. prior to close	daily
	Wet Mop		2 times/wk.
Washroom	Sweep	15 min. prior to close	daily
	Mop		
	Wipe	2 times/wk.	
	Washers		
Production	Sweep	15 min. prior to close	3 times/wk.
	Mop		
	Dust	15 min. prior to close	daily
Complete	Empty Trash	15 min. prior to close	daily
	Blowdown	when laundry is not operating	daily



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Managing Operating

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LAUNDRY FIRE SAFETY

VISION: Fire is of utmost concern in every laundry and prevention procedures must be given the highest priority in each property.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-03

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

Laundry must be kept free of dust and inspected daily. All line traps are to be emptied frequently. Kitchen rags require special handling.

PROCEDURE:

1. A complete laundry clean-up and blow down must be conducted each day. The Director of Services must inspect the laundry for cleanliness each day.
2. All dryer lint traps are to be cleaned out daily at the end of the shift.
3. The laundry chute is to be emptied at the end of each day. Linen must not be allowed to remain in the linen chute over night.
4. A local procedure must be established for the processing of kitchen rags. Here is a recommended procedure:

Rags must be processed at 10:00 AM or held until the next day.

Rags must be washed in very hot water (185 degrees)

Dry for 20 minutes and run on cool down cycle for 10 minutes.

Store in a specialized fire and safety can with a lid.

At the end of the shift the washer associate must physically feel the rags to ensure they are cool.

DO NOT DRY AND STORE RAGS AT THE END OF THE DAY!!!!



M.O.V.E.S.

Managing Operating

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SORTING/CLASIFYING/WEIGHING OF LINEN

VISION: Linen and terry will be sorted daily by categories and weighed prior to processing.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-04

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

Develop a system to sort soiled linen in order to ensure quality production and efficiency in the processing.

PROCEDURE:

1. Sort soiled linen by category prior to washing to ensure production efficiency.
A combination of categories with the same wash formula can be washed together with final sorting done during the production process. Categories that can be mixed are:
 - All terry items
 - White table linen
2. Red and burgundy table linen and other colors that do not maintain a fast dye are to be washed separately. The colors bleed and cause redeposition of dyes on other linen if not separated.
3. Food and Beverage linen must be free from debris such as food, silverware, etc. and must be sorted upon receipt in the laundry. Food and Beverage linen that is unsorted and/or is not free of debris will not be processed until the condition is corrected by Food and Beverage personnel.
4. Soiled linen loads must be weighted prior to loading wash wheels. Properly weighed loads eliminate improper chemical and mechanical actions during wash cycles insuring proper balance during the extraction cycle. The weighing scale must be checked for accuracy from time to time and recalibrated if necessary.
5. Tumble dry work such as terry, bed pads, etc. are to be loaded on the dryers at 85% of their capacity with temperatures set at 180 to 200 degrees Fahrenheit. Linen collected in compartments of dryers limit heat circulation which need to be checked and cleaned out periodically throughout the day.



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MOVE #: LDY-SOP-04

EFFECTIVE DATE: 3/1/97
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6. Each property will determine whether the Laundry Department will completely fold terry or whether it is flat stacked for folding by the housekeepers.



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Visions Ensuring Success

FLATWORK PRODUCTION/WAXING PROCEDURES/TROUBLE SHOOTING GUIDE

VISION: Each property will experiment to achieve the fastest production methods for flatwork, producing a quality product so the linen will be dry and the operator can keep up the speed.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-05

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

Provide flatwork ironer comparisons and trouble shooting guidelines in order to measure flatwork production.

PROCEDURE:

Flatwork is any linen item which must be processed through the ironer.

There are many factors that play an important role in determining the speed an ironer may run. One is the wash quality, and another is the moisture retention after extraction.

Since the property's sheets are typically made of 50% cotton/50% polyester fabrics, faster speeds can be used. Pillow cases, however, even though made of 50% cotton/50% polyester, must be fed into the ironer at a slower speed because of the double surface and hem.

Food and Beverage linen is usually made up of 100% cotton or 50% cotton and 50% polyester fabric, and in some cases, may have to be conditioned prior to ironing to reduce water retention. Because of this, and the different sizes of table cloths in use, the speed of the ironer and the number of pieces produced will vary.

Ironer cleaning wax is designed to prevent build up of alkali, starch, and other residue on the chest of the flatwork ironer.

DIRECTIONS FOR USE

Wax ironer before production starts and feed the waxed cloth through the ironer (without wax applied) at least twice per day.

1. Be sure that the flatwork ironer is properly heated (338 degrees Fahrenheit for steam-heated ironers and 400-410 degrees Fahrenheit for oil heated ironers) before waxing. Also, be sure that the folder is in the by-pass mode during waxing procedure and the vacuum is off.
2. Spread 12 to 18 inches of wax sparingly across the application cloth.



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EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

3. Fold the application cloth in half and pass through ironer at a slow speed. (There are special application cloths that make folding in half unnecessary.)
4. Open application cloth and feed through a second time.

The following are flatwork ironer comparison-speeds:

APPROXIMATE TEMPERATURE					
IRONER	STEAM	OIL	SPEED PER MINUTE	PRODUCTIVITY	
1 Roll 32"	-	400	86 Feet/Min	9 Sheets	
2 Roll 32"	-	400	110 Feet/Min	12 Sheets	
3 Roll 32"	-	400	120 Feet/Min	14 Sheets	
American Hypro					
6 Roll	330	-	120 Feet/Min	11 Sheets	
American					
Super Sylon					
8 Roll	330	-	105 Feet/Min	14 Sheets	

APPROXIMATE TEMPERATURE					
IRONER	STEAM	OIL	SPEED	NAPKINS	PILLOW CASES
1 Roll 32"	-	400	86 Feet/Min	22	12
2 Roll 32"	-	400	110 Feet/Min	30	16
3 Roll 32"	-	400	120 Feet/Min	36	20
American					
Super Salon					
8 Roll	330	-	105 Feet/Min	36	20



M.O.V.E.S.

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FLATWORK PRODUCTION/WAXING PROCEDURES/TROUBLE SHOOTING GUIDE

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TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-05

EFFECTIVE DATE: 3/1/97
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The following is an equation to determine the expected pieces per minute when an ironer is operating at a given speed:

Napkins are processed at 60 feet per minute

First determine size of napkin (20" x 20")

Speed of ironer is 60' per minute = 720" per minute

Therefore: 720" per min/20" = 36 napkins/min per feeder

36 napkins/min = 100% efficiency

Taking established fatigue factor of 15% into consideration, 85% efficiency expected per feeder is:

- $36 \times .85 = 31$ napkins/min
- Sorting - Sort all loads into pre-designated classifications
- Loading - Load machine according to recommended loading factors.
- overloading causes poor washing
- under loading wastes detergent
- Program Selection - Insure use of correct wash program for all loads.
- Bleaching Conditions - Check PH, alkalinity, temperature, time and amount of bleach used.
- Water Levels - Low level during wash and bleach, high during flush and rinses. Insure drains are not leaking and levels are being maintained throughout cycle.
- Adequate Rinsing - Last rinse prior to souring - 3 fills, 1 drop maximum alkalinity.



M.O.V.E.S.

Managing Operating

Visions Ensuring Success

RECLAMATION OF LINEN

VISION: Each property will develop "rewash" procedures utilizing a discard log to record all linen taken out of inventory.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-06

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

To rewash stained linen in the reclamation process in order to prevent and eliminate consumption due to improper washing procedures or misuse and abuse of linen.

PROCEDURE:

"Rewash" is the linen that has to be reprocessed due to stains, soil, etc. The cause may originate from guest use, poor washing procedures, or from misuse by in-house personnel or Rooms and Food & Beverage Departments. If the percentage of rewash items exceeds 3% of the total poundage processed, corrective action must be taken.

There are several reasons why excessive rewashing can prove to be a serious problem.

- Additional washing contributes to loss of tensile strength of the fabric and shortens the useful life of the goods.
- Consumption of cleaning supplies, utilities, and man hours increase.

THE MAJOR CAUSES

Improper washing procedures are a factor. Have your chemical service person make necessary adjustments.

Dirty Equipment - A clean plan will help to eliminate many of the grease stains and other soils that cause rewash.

Ironer pads and covers, if not properly maintained, could be a source of stains.

Misuse and Abuse of Linen - When towels or napkins are used as rags, the resulting stains will be difficult to remove. Linen items stored on floors, especially unsealed concrete floors, will pick up irremovable stains.

NORMAL

Proper washing procedures will help to reduce rewash.



M.O.V.E.S.

Managing Operating

Visions Ensuring Success

RECLAMATION OF LINEN

VISION: Each property will develop "rewash" procedures utilizing a discard log to record all linen taken out of inventory.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-06

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

Educating personnel in linen conservation will help to prevent misuse and abuse of linen.

It is the prerogative of the Laundry Manager/Supervisor to do the rewash of stained linen in the reclamation process or have the chemical company service person do it.



M.O.V.E.S.

Managing Operating

Visions Ensuring Success

CONTROL OF UTILITIES

VISION: Proper preventive maintenance in the Laundry ensures efficiency in utility consumption and keeping costs at a minimum.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-07

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

Since the laundry is a major user of water, electricity, and fuel, it is incumbent upon the Laundry Manager/Supervisor and his employees to conserve as much money in utility costs as possible. Such items as leaking pipes, humming motors, steam leaks, etc. should be attended to immediately.

PROCEDURE:

Each piece of equipment comes with a manual. This manual contains preventive maintenance procedures that should be performed on a daily, weekly, and monthly basis.

It is the responsibility of the Engineering Department to perform all maintenance of equipment. It is also important that the manager/supervisor familiarize himself/herself with maintenance requirements in order to monitor maintenance practices.

It is important to note that energy savings can be made by operating laundry during evening hours where "off peak" utility rate savings may occur, rather than normal daytime operation hours.



M.O.V.E.S.

Managing Operating

Visions Ensuring Success

PRODUCTION RECORDING PROCEDURES

VISION: Production recording procedures will be implemented to measure efficiency and productivity of the laundry operation and to realize the obligations/responsibilities of the laundry chemical company representative.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-08

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

The purpose of the Daily Worksheets are to record pieces and pounds of each linen category during the workday. The Production Sheets record daily, weekly and monthly poundage generated. The company goal is 100 pounds per man hour.

PROCEDURE:

FOOD AND BEVERAGE LINEN DAILY WORKSHEET (SEE EXHIBIT A) AND ROOMS LINEN DAILY WORKSHEET (SEE EXHIBIT B1 AND B2)

1. The Laundry Supervisor issues worksheets to operators at ironer and terry folding stations.
2. Operators enter the date, starting time and keep a record of all linen processed at a station.
3. When equipment is out of order, work is temporarily unavailable, or at the end of the work day, the time is recorded when these instances occur. Restarting time is also recorded.
4. The reason for down time is entered in comment column.
5. When the processing of a specific linen category is completed, the number of those pieces is recorded. The number of pieces produced are indicated on the automatic counter of the folding equipment.
6. Reset the automatic counter to 0 before commencing the processing of the next linen category.
7. An on-going count is done when folding linen items manually.
8. Since only one automatic counting device on the ironer folder is activated when processing large flat work (sheets and tablecloths), and since king and double sheets are processed on the ironers together, it is necessary to physically count all king size sheets (king size are fewer than double sheets), and subtract the total number of king from the grand total indicated on the automatic counter to determine the number of double sheets.



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9. After the stop time is entered at the end of each workday, the total pieces of each linen item processed are multiplied by their respective unit weight factor and the results (pounds) are recorded on the worksheet.

FOOD/BEVERAGE LINEN DAILY PRODUCTION POUNDS SHEET (SEE EXHIBIT C) AND ROOM LINEN DAILY PRODUCTION POUNDS SHEET (SEE EXHIBIT D).

1. Copy the number of pounds of each linen category from the daily worksheet and post each number in their respective column on the production sheet.
2. At the end of each workday, tabulate together all poundage produced and enter into daily "Total" column.
3. At the end of each work week, add all daily pounds recorded and enter into weekly "Total" column.
4. At the end of the period (month), add the total pounds of rooms, food and beverage linen together and enter the grand total for the period (month).
5. Tabulate all hours worked by production related associates for the same period.
6. Divide the total hours worked into the total pounds produced to determine the pounds per operator hour.

Note: The only true measure to determine the efficiency of any laundry operation is the pounds per operator hour (P.O.H.).

OBLIGATIONS/RESPONSIBILITIES OF LAUNDRY CHEMICAL COMPANY REPRESENTATIVE

1. The Laundry Chemical Company Technician makes a mandatory monthly visit to the laundry and as needed when special circumstances warrant.
2. At each visit, the Technician will perform the following:
 - Check water condition and (perform wash cycles titration).
 - Check equipment performance, specific checks of:
 - Dump gaskets and valves



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TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-08

EFFECTIVE DATE: 3/1/97
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- Water levels
- Washer/extractor door gasket
- Belts on machine
- Condition of automatic chart unit
- Chemical dispensing unit
- Temperature gauge
- Doors of washer extractor
- General condition of washing department

3. The Chemical Service Representative must post in the washroom areas SDS (Safety Data Sheets) as directed by OSHA (Occupational Safety and Health Administration). Contents of the Chemical Safety Data Sheet must be fully explained to all associates.
4. A written report (see Washer Control Sheet, Exhibit E), must be prepared by Chemical Service Representatives and discussed fully with the Laundry Manager/Supervisor.
5. Copies of the report must be signed by the Laundry Manager/Supervisor and the Chemical Representative.
6. A copy is submitted to the Director of Services.



M.O.V.E.S.

Managing Operating
Visions Ensuring Success

LAUNDRY ALLOCATION - POINT SYSTEM (ALTERNATIVE TO PRODUCTION RECORDING PROCEDURES)

VISION: Laundry department costs are to be allocated to all departments within the hotel who receive laundry services. The allocation is to be done fairly.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-09

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

SCOPE:

To outline a procedure for ensuring a fair and equitable distribution of laundry department expenses and at the same time, make the allocation process easy to administer.

PROCEDURE:

1. Laundry point system calculations will be the basis for the laundry allocation. The study will be conducted for four to six weeks.
2. The laundry point system calculative must be done once each year close to budget preparation to determine appropriate department usage. This study can be done more often if the Rooms Department management and Food and Beverage management deem it necessary.
3. Once the allocation percentage is determined, it will remain in effect each period throughout the year unless a subsequent point system study proves that the allocation percentage is significantly incorrect.
4. Point system procedure:

SCHEDULE A PROCEDURE

Three individual counts need to be performed on each of the following items:

• bath mats	• napkins
• bath towels	• mats
• hand towels	• small tablecloths
• wash cloths	• large tablecloths
• king/double sheets	• pool towels
• pillow cases	

This part of the test will be completed when 33 - 100 pound loads have been counted.



M.O.V.E.S.

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LAUNDRY ALLOCATION - POINT SYSTEM (ALTERNATIVE TO PRODUCTION RECORDING PROCEDURES)

VISION: Laundry department costs are to be allocated to all departments within the hotel who receive laundry services. The allocation is to be done fairly.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-09

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

****Note:** Each item can be clean or dirty. The important point is that it is fairly dry, especially when working with the terry items.

Step

1. Weigh 100 pounds of the item.
2. Wash the item (This step does not have to be timed. If the item was clean at the beginning, just wet the item and run the spin cycle.)
3. If the item is not ironed, record only time it takes to load and unload dryer. Record time it takes to fold the 100 pounds.

If the item is ironed, record time it takes to iron and fold the 100 pounds.

4. Add up all items. This is your total processing time.
5. Repeat steps 1-4 two more times.
6. Add the three ironer times and divide by three.
7. Add the dryer times and divide by three.
8. Add the folding times and divide by three.
9. Add the total process times and divide by three.
10. Add the number of pieces from each load together.
11. Divide by three to get your average pieces per load.

This procedure should be repeated for each of the eleven times.

SCHEDULE B PROCEDURE

The purpose of this exercise is to determine the average composition of items in a load of wash. Therefore, the items have been grouped with other items usually in the same wash load. This procedure requires counting only and must be taken from actual soiled loads being washed.

Step 1: Weigh 100 pounds of the items.



M.O.V.E.S.

Managing Operating
Visions Ensuring Success

LAUNDRY ALLOCATION - POINT SYSTEM (ALTERNATIVE TO PRODUCTION RECORDING PROCEDURES)

VISION: Laundry department costs are to be allocated to all departments within the hotel who receive laundry services. The allocation is to be done fairly.

TEAM PLAYERS: LAUNDRY
MOVE #: LDY-SOP-09

EFFECTIVE DATE: 3/1/97
DATE REVISED: 3/1/97

Step 2: Count how many of each item is in the load by piece and by percentage.

Step 3: Repeat this procedure two more times.

This part of the test will be completed when 12 - 100 pound loads have been counted.

ATTACHMENTS INCLUDED IN LAUNDRY-SOP

1. LDY-SOP-05: FLATWORK PRODUCTION/WAXING PROCEDURES/TROUBLE SHOOTING GUIDE:



Adobe Acrobat Document

2. LDY-SOP-08: PRODUCTION RECORDING PROCEDURES:



Adobe Acrobat Document

3. LDY-SOP-09: LAUNDRY ALOCATION – POINT SYSTEM:



Adobe Acrobat Document



Adobe Acrobat Document