

UNIT TITLE: LAUNDER LINEN AND GUESTS' CLOTHES		NOMINAL HOURS: 25 hours
UNIT NUMBER: D1.HHK.CL3.05		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to perform the laundering of linen and guests clothes functions required in an on-premises laundry within an accommodation facility.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify the role of an on-premise laundry</p> <p>1.1 <i>Differentiate between an on-premise laundry and an off-premise laundry</i></p> <p>1.2 Identify the <i>equipment</i> that may be found in an on-premise laundry</p> <p>1.3 Identify the <i>cleaning agents and chemicals</i> used in an on-premise laundry</p> <p>1.4 Identify the <i>documentation</i> that is used to monitor, control, and charge for items laundered</p> <p>1.5 Identify the <i>linen items</i> that may be laundered in an on-premise laundry</p> <p>1.6 Identify <i>guest clothes</i> that may be laundered in an on-premise laundry</p> <p>1.7 Describe the <i>roles of staff</i> employed in an on-premise laundry</p> <p>1.8 Establish <i>costs</i> associated with operating an on-premise laundry</p> <p>1.9 Identify <i>laundry service types</i> that exist within the industry</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that operate their own in-house laundering facilities within the labor divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p><i>Differentiate between an on-premise laundry and an off-premise laundry</i> may be related to:</p> <ul style="list-style-type: none"> • relative advantages of each • relative disadvantages and limitations of each • factor to consider when selecting the laundering option for an establishment. <p><i>Equipment</i> in an on-premise laundry may include:</p> <ul style="list-style-type: none"> • washers/extractors • washer/dryer • dryers • irons • folding equipment • steam presses 	

<p>Element 2: Collect laundry for laundering</p> <p>2.1 <i>Pick-up guest clothes</i> in accordance with enterprise requirements</p> <p>2.2 <i>Pick-up in-house items</i> in accordance with enterprise requirements</p> <p>Element 3: Perform laundering functions</p> <p>3.1 <i>Sort items</i> lodged for laundering</p> <p>3.2 <i>Count items</i> lodged for laundering</p> <p>3.3 <i>Assess stains</i> on items</p> <p>3.4 <i>Spot clean stains</i> as required</p> <p>3.5 Identify appropriate <i>cleaning method</i> for items</p> <p>3.6 Operate equipment to achieve intended cleaning result</p> <p>3.7 Effect <i>repairs</i> as required</p> <p>Element 4: Process laundered items</p> <p>4.1 Perform <i>post-cleaning laundry activities</i></p> <p>4.2 Check <i>results of cleaning</i> and take <i>appropriate additional action</i>, if required</p> <p>4.3 Process <i>internal records and billing instructions</i></p> <p>4.4 Produce necessary internal laundry reports</p> <p>Element 5: Return laundered items</p> <p>5.1 <i>Deliver guest clothes to guests</i> in accordance with enterprise requirements</p> <p>5.2 <i>Deliver in-house items to departments</i> in accordance with enterprise requirements</p>	<ul style="list-style-type: none"> • bucks • spotting gun • sorting baskets and shelving • heat sealing equipment and roll plastic • hangers. <p><i>Cleaning agents and chemicals</i> may include:</p> <ul style="list-style-type: none"> • water, impact of quality and temperature • alkalis • detergents, all types • softeners • bleaches • sours • emulsifiers • conditioners • builders • solvents, for dry cleaning • mildewcide • sequestrants • iron control agents • spotting agents • safety requirements in the use and storage of chemicals and cleaning agents • compliance with manufacturer's instructions.
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Documentation may include:

- laundry list
- dry cleaning list
- press only list
- guest request forms
- repair form
- damaged items form
- guest charge form, for posting of charges to guest account
- guest notification form, for advising of problems/issues with guest clothes sent for laundering
- requisitions
- docket.

Linen items refer to any internal items that the establishment requires laundered and may include:

- uniforms, suits, jackets, slacks, skirts, shirts, blouses, dresses, traditional uniforms, overalls, kitchen uniforms, accessories, such as necktie, scarf, apron
- bed linen, blankets, beds covers, bed skirts, bed pads, pillowcases
- towels, guest-room towels and towels from operational departments, such as tea-towels
- table linen, skirting
- decoration linen
- curtains
- cleaning cloths and swabs.

Guest clothes may include:

- all manner of male and female clothing
- items forwarded for dry cleaning, cleaning, pressing, repairing

- identification of items that will not/cannot be processed in-house.

Roles of staff may relate to:

- collecting and delivering/returning items
- counting and checking items
- sorting
- stain identification
- pre-wash activities
- washing, machine and hand wash
- dry cleaning
- drying
- pressing
- repairing/mending
- folding
- processing documentation and forwarding charges for posting to guest accounts and internal departments.

Costs may relate to:

- labor
- equipment
- purchase of linen, uniforms, etc
- chemicals and cleaning agents
- opportunity cost, that is, revenue foregone by virtue of space required for laundry that cannot be used to generate room, or other revenue.

Laundry service types may refer to:

- express services

- normal services
- urgent services
- involvement of outside agencies/laundries.

Pick-up guest clothes may include:

- verifying items lodged
- checking accompanying documentation
- ensuring room and guest can be identified
- clarifying special requests
- confirming service required
- adhering to advertised pick-up/collection times
- identifying urgency of service required
- transporting items to laundry.

Pick-up in-house items may relate to:

- completion of relevant documentation
- counting and checking items
- liaising with staff regarding stains and damage
- matching pick-up of items with individual department need
- identifying need for exchange or replacement of items to enable service to continue
- transporting items to laundry
- exchanging clean for dirty
- topping-up to imprest levels.

Sort items may relate to:

- sorting by service required

- sorting by source
 - sorting by urgency
 - sorting by color/color fastness
 - sorting by item type
 - sorting by soil and stain
 - sorting by fiber and fabric
 - sorting by laundering method to be applied
 - separation of damaged items
 - checking pockets for contents
 - checking clothing for jewelry.
- Count items* may relate to:
- physically checking items against accompanying documentation
 - weighing loads
 - counting baskets.
- Assess stains* may relate to:
- visual recognition of color, appearance, location and identification of stains
 - consideration of stain by feel and odor
 - liaison with staff and guests to identify stains
 - tests to identify stains
 - use of charts and tables
 - differentiation between emerged stains, absorbed stains and compound stains
 - classification of dirt:
 - washable dirt

- solvent soluble dirt
- bleachable dirt.

Spot clean stains may relate to:

- application of spotting agents for paint, ink, fat/oil, rust, blood, grass
- use of a variety of techniques to remove spots as dictated by item type, type of stain and location of stain.

Cleaning method may relate to:

- machine washing
- hand washing
- dry cleaning
- determination of cycle and program to use, where applicable
- selection and application of chemicals and cleaning agents
- dosage rates for cleaning agents and chemicals
- water temperature
- complying with manufacturer's instructions in use of equipment
- complying with care and textile labeling requirements
- safety factors prior to, during and after operation of equipment
- energy saving strategies.

Repairs may relate to:

- basic repairs to guest clothes and uniforms, repairing tears, replacing buttons
- sending items out for repair
- condemning internal linen.

Post-cleaning laundry activities may relate to:

- drying
- folding
- ironing
- steam pressing, including use of guns and bucks
- stacking.

Results of cleaning may relate to:

- checking stain removal
- creases
- color fastness
- freedom from rips and damage
- freedom from odor
- scorch/burn marks
- shrinkage
- general damage, missing buttons, damaged material and buckles
- overall finished quality of items.

Appropriate additional action may relate to:

- re-washing
- re-pressing
- re-folding
- re-packing
- condemning internal items
- sending items outside for professional attention.

Internal records and billing instructions may relate to:

- equipment usage records, hours run, repairs and maintenance
- maintenance request forms
- charge sheets
- laundry vouchers
- in-house laundry reports
- quality assurance documentation and checks.

Deliver guest cloths to guests may relate to:

- wrapping and packing procedures
- heat sealing of packages
- use of hangers
- adhering to promised timelines
- transportation of items to appropriate destination, guest room, valet, housekeeping
- application of appropriate guest service skills
- explanation of procedures undertaken and problems/difficulties encountered
- obtaining signature or payment, as/if required
- dealing with guest dissatisfaction
- resolving laundry issues and dealing with item shortages
- storing guest items in laundry where return to guest is not possible.

Deliver in-house items to departments may relate to:

- complying with required usage quantities and times
- obtaining signature
- completing relevant internal documentation

- identifying future need.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- the enterprise's policies and procedures in regard to safety and security of guest items and establishment items
- the enterprise's policies and procedures in regard to safe handling of chemicals and cleaning agents
- the enterprise's policies and procedures in regard to use of establishment property and equipment
- the enterprise's policies and procedures in regard to documentation that underpins the posting of charges to guest accounts and inter-department accounting
- principles of cleaning, dry cleaning and basic repair work to garments and linen
- principles of infection control
- knowledge of fabrics, fibers
- ability to use laundry techniques and laundry equipment
- ability to safely handle chemicals and cleaning agents
- customer relations and customer service skills.

Linkages To Other Units

- Receive and resolve customer complaints
- Provide valet services to guests
- Process transactions for purchase of goods and services
- Maintain and operate an industrial laundry.

Critical Aspects of Assessment

Evidence of the following is essential:

- understanding of stain charts and the demonstrated ability to identify stains and determine

correct treatment for same

- demonstrated ability to sort, count and check guest and in-house laundry items
- demonstrated ability to read and interpret care and textile labels on garments
- demonstrated ability to use washing equipment/extractors and apply hand washing techniques
- demonstrated ability to use drying machines
- demonstrated ability to use pressing, ironing, steaming and folding equipment
- demonstrated ability to wrap and pack guest clothing, uniforms and general linen items
- demonstrated ability to effect basic linen and clothing repairs
- demonstrated ability to implement internal linen control procedures and process internal documentation.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- observation of practical candidate performance
- inspection of laundered products
- oral and written questions
- third party reports completed by a supervisor

- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	1	Reading care and textile labels; reading chemical and cleaning agent labels
Communicating ideas and information	1	Passing on information about stains
Planning and organizing activities	1	Planning laundry workload and priorities
Working with others and in teams	1	Cooperating with staff to delivered required laundry items
Using mathematical ideas and techniques	1	Calculating dosage rates for chemicals and cleaning agents; processing charges
Solving problems	1	Determining stain treatment; resolving guest complaints
Using technology	1	Operating laundry equipment