

# Competency Standard

<b>UNIT TITLE:</b> LAUNDER LINEN AND GUESTS' CLOTHES		<b>NOMINAL HOURS:</b> 25 hours
<b>UNIT NUMBER:</b> D1.HHK.CL3.05		
<b>UNIT DESCRIPTOR:</b> 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.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Identify the role of an on-premise laundry</b></p> <p><b>1.1</b> Differentiate between an on-premise laundry and an off-premise laundry</p> <p><b>1.2</b> Identify the <i>equipment</i> that may be found in an on-premise laundry</p> <p><b>1.3</b> Identify the <i>cleaning agents and chemicals</i> used in an on-premise laundry</p> <p><b>1.4</b> Identify the <i>documentation</i> that is used to monitor, control, and charge for items laundered</p> <p><b>1.5</b> Identify the <i>linen items</i> that may be laundered in an on-premise laundry</p> <p><b>1.6</b> Identify <i>guest clothes</i> that may be laundered in an on-premise laundry</p> <p><b>1.7</b> Describe the <i>roles of staff</i> employed in an on-premise laundry</p>	<p><b>Unit Variables</b></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 labour 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"> <li>• Relative advantages of each</li> <li>• Relative disadvantages and limitations of each</li> <li>• Factor to consider when selecting the laundering option for an establishment.</li> </ul> <p><i>Equipment</i> in an on-premise laundry may include:</p> <ul style="list-style-type: none"> <li>• Washers/extractors</li> <li>• Washer/dryer</li> <li>• Dryers</li> </ul>	

<p><b>1.8</b> Establish <i>costs</i> associated with operating an on-premise laundry</p> <p><b>1.9</b> Identify <i>laundry service types</i> that exist within the industry</p> <p><b>Element 2: Collect laundry for laundering</b></p> <p><b>2.1</b> <i>Pick-up</i> guest clothes in accordance with enterprise requirements</p> <p><b>2.2</b> <i>Pick-up in-house items</i> in accordance with enterprise requirements</p> <p><b>Element 3: Perform laundering functions</b></p> <p><b>3.1</b> <i>Sort items</i> lodged for laundering</p> <p><b>3.2</b> <i>Count items</i> lodged for laundering</p> <p><b>3.3</b> <i>Assess stains</i> on items</p> <p><b>3.4</b> <i>Spot clean stains</i> as required</p> <p><b>3.5</b> Identify appropriate <i>cleaning method</i> for items</p> <p><b>3.6</b> Operate equipment to achieve intended cleaning result</p> <p><b>3.7</b> Effect <i>repairs</i> as required</p> <p><b>Element 4: Process laundered items</b></p> <p><b>4.1</b> Perform <i>post-cleaning laundry activities</i></p> <p><b>4.2</b> Check <i>results of cleaning</i> and take <i>appropriate additional action</i>, if required</p> <p><b>4.3</b> Process <i>internal records and billing instructions</i></p> <p><b>4.4</b> Produce necessary internal laundry reports</p>	<ul style="list-style-type: none"> <li>• Irons</li> <li>• Folding equipment</li> <li>• Steam presses</li> <li>• Bucks</li> <li>• Spotting gun</li> <li>• Sorting baskets and shelving</li> <li>• Heat sealing equipment and roll plastic</li> <li>• Hangers.</li> </ul> <p><i>Cleaning agents and chemicals</i> may include:</p> <ul style="list-style-type: none"> <li>• Water, impact of quality and temperature</li> <li>• Alkalis</li> <li>• Detergents, all types</li> <li>• Softeners</li> <li>• Bleaches</li> <li>• Sours</li> <li>• Emulsifiers</li> <li>• Conditioners</li> <li>• Builders</li> <li>• Solvents, for dry cleaning</li> <li>• Mildewcide</li> <li>• Sequestrants</li> <li>• Iron control agents</li> </ul>
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**Element 5: Return laundered items**

**5.1** *Deliver guest clothes to guests in accordance with enterprise requirements*

**5.2** *Deliver in-house items to departments in accordance with enterprise requirements*

- Spotting agents
- Safety requirements in the use and storage of chemicals and cleaning agents
- Compliance with manufacturer's instructions.

*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
- Dockets.

*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:

- Labour
- Equipment
- Purchase of linen, uniforms, etc

	<ul style="list-style-type: none"><li>• Chemicals and cleaning agents</li><li>• Opportunity cost, that is, revenue foregone by virtue of space required for laundry that cannot be used to generate room, or other revenue.</li></ul> <p>Laundry service types may refer to:</p> <ul style="list-style-type: none"><li>• Express services</li><li>• Normal services</li><li>• Urgent services</li><li>• Involvement of outside agencies/laundries.</li></ul> <p>Pick-up guest clothes may include:</p> <ul style="list-style-type: none"><li>• Verifying items lodged</li><li>• Checking accompanying documentation</li><li>• Ensuring room and guest can be identified</li><li>• Clarifying special requests</li><li>• Confirming service required</li><li>• Adhering to advertised pick-up/collection times</li><li>• Identifying urgency of service required</li><li>• Transporting items to laundry.</li></ul> <p>Pick-up in-house items may relate to:</p> <ul style="list-style-type: none"><li>• Completion of relevant documentation</li><li>• Counting and checking items</li><li>• Liaising with staff regarding stains and damage</li><li>• Matching pick-up of items with individual department need</li></ul>
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- 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 colour/colour 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 jewellery.

*Count items* may relate to:

- Physically checking items against accompanying documentation
- Weighing loads
- Counting baskets.

*Assess stains* may relate to:

- Visual recognition of colour, appearance, location and identification of stains
- Consideration of stain by feel and odour
- 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 labelling 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
- Colour fastness
- Freedom from rips and damage
- Freedom from odour
- 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

	<ul style="list-style-type: none"> <li>• Transportation of items to appropriate destination, guest room, valet, housekeeping</li> <li>• Application of appropriate guest service skills</li> <li>• Explanation of procedures undertaken and problems/difficulties encountered</li> <li>• Obtaining signature or payment, as/if required</li> <li>• Dealing with guest dissatisfaction</li> <li>• Resolving laundry issues and dealing with item shortages</li> <li>• Storing guest items in laundry where return to guest is not possible.</li> </ul> <p><i>Deliver in-house items to departments</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Complying with required usage quantities and times</li> <li>• Obtaining signature</li> <li>• Completing relevant internal documentation</li> <li>• Identifying future need.</li> </ul> <p><b>Assessment Guide</b></p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• The enterprise's policies and procedures in regard to safety and security of guest items and establishment items</li> <li>• The enterprise's policies and procedures in regard to safe handling of chemicals and cleaning agents</li> <li>• The enterprise's policies and procedures in regard to use of establishment property and equipment</li> <li>• The enterprise's policies and procedures in regard to documentation that underpins the posting of charges to guest accounts and inter-department accounting</li> <li>• Principles of cleaning, dry cleaning and basic repair work to garments and linen</li> </ul>
	<ul style="list-style-type: none"> <li>• Principles of infection control</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of fabrics, fibers</li> <li>• Ability to use laundry techniques and laundry equipment</li> <li>• Ability to safely handle chemicals and cleaning agents</li> <li>• Customer relations and customer service skills.</li> </ul> <p><b>Linkages To Other Units</b></p> <ul style="list-style-type: none"> <li>• Receive and resolve customer complaints</li> <li>• Provide valet services to guests</li> <li>• Process transactions for purchase of goods and services</li> <li>• Maintain and operate an industrial laundry.</li> </ul> <p><b>Critical Aspects of Assessment</b></p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• Understanding of stain charts and the demonstrated ability to identify stains and determine correct treatment for same</li> <li>• Demonstrated ability to sort, count and check guest and in-house laundry items</li> <li>• Demonstrated ability to read and interpret care and textile labels on garments</li> <li>• Demonstrated ability to use washing equipment/extractors and apply hand washing techniques</li> <li>• Demonstrated ability to use drying machines</li> <li>• Demonstrated ability to use pressing, ironing, steaming and folding equipment</li> <li>• Demonstrated ability to wrap and pack guest clothing, uniforms and general linen items</li> <li>• Demonstrated ability to effect basic linen and clothing repairs</li> <li>• Demonstrated ability to implement internal linen control procedures and process internal documentation.</li> </ul>
	<p><b>Context of Assessment</b></p>

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***

	<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
	Collecting, organizing and analysing 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