

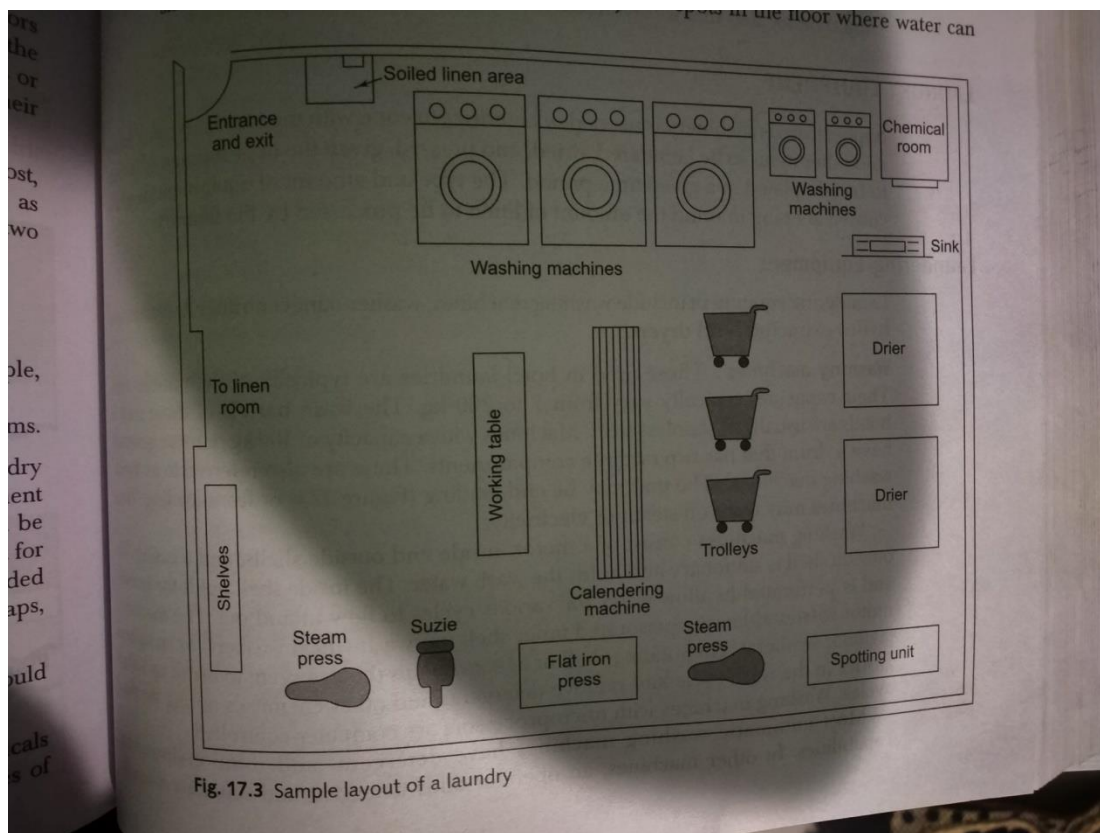
Chapter – 2 Laundry Operations

2.1 Types of Laundries- OPL, Commercial:-

Laundry can be described as a place where washing and finishing of clothes and washable articles are done. A hotel may operate its laundry services through

- Commercial/Off site/Contracted out laundry
- On premises/On site/In house laundry
- Laundromats

2.2 Layout of a typical laundry



2.3 Laundry equipments & uses

(Commercial Laundry

□ □ Equipments- calendaring machine,

Hydro extractors,

□ □ Washing machine,

Steam press,

Suzie,

Flat press etc.)

LAUNDRY EQUIPMENT:-

- Washing machines
- Washer-cum-centrifuge and extractors
- Hydro extractors
- Driers



Pressing equipment:-

- Flat bed presses
- Flatwork ironers
- Calendars
- Steam press
- Collar and cuff press
- Sleeve press

- Steam cabinets
- Steam air garment finisher/Suzies/Genies
- Hand iron/flat iron
- Ironing board
- Folding machines
- Spotting unit
- Drycleaning machines
- Hot head offset drycleaning press
- Carts, trolleys, and sacks

2.4 LAUNDRY PROCESS:-

The laundry process may be divided into the following main stages.

- Pre-washing
- Actual washing
- Rinsing
- Hydro extraction
- Finishing

2.5 STAIN REMOVAL:-

A stain is a spot or mark of discoloration left on fabrics by the contact and absorption of some foreign substances. Stain removal or spotting is a skill that demands special attention, techniques and long experience. The two main factors to be borne in mind while removing a stain are :

- The composition and colour of the fabric.
- The nature and age of the stain.
- General procedure for stain removal
- Identify the stain.
- Classify the stain.
- Select the reagents to be used.
- Select the procedure to be used.
- Proceed step by step for stain removal.

2.6 DRY CLEANING:-

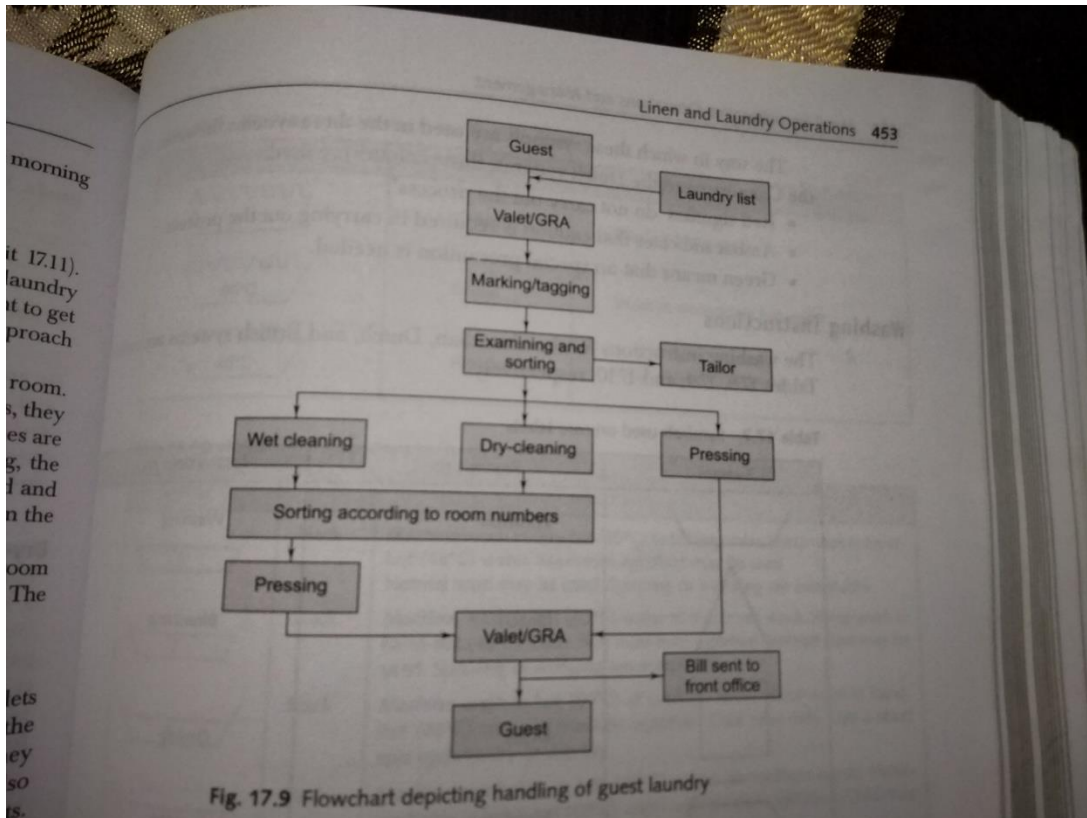
Dry cleaning is defined as the cleaning of fabrics in a substantially non-aqueous liquid medium. Dry cleaning removes oil, many water soluble, and some insoluble materials with the help of detergents and various other agents.

Process of dry cleaning:-

- Marking
- Sorting
- Application of absorbents

- Pre-spotting
- Cleaning
- Extraction
- Drying
- Filtering and distillation of the solvent
- Inspection
- Finishing
- Packing

2.7 Flow Chart of Handling Guest Laundry-



Laundry list and Valet Service:-

to the guests on time without any mix-ups. Usually guests' clothes collected in the morning are given back the same evening.

Laundry lists

Every guestroom is provided with laundry bags and laundry lists (see Exhibit 17.11). The guest is expected to place the soiled clothes in the laundry bag, fill out the laundry form with the necessary details, and place a call to the housekeeping department to get the laundry collected. Even if the guest does not make a call, the valets should approach the room for guest laundry.

The valet checks the clothes against the list and takes them down to the linen room. Here the clothes are checked for repairs needed and stray items left in the pockets, they are marked or tagged, and details are recorded to avoid misplacement. The clothes are washed, dry-cleaned, or ironed according to the guests' requests. Before ironing, the clothes are re-sorted according to room numbers. The ironed clothes are packed and delivered to the guestrooms with the counterfoil of the laundry list. Items found in the pockets are delivered back to the guests along with the laundry.

In order to prevent mix-ups, it is important to keep the laundry informed about room changes. The bills are sent to the front office, where they are added to the master bill. The flowchart for handling guest laundry is depicted in Figure 17.9.

Valet service

Most hotels provide valet service for the to-and-fro transfer of guest laundry. Valets collect the soiled guest laundry placed by the guest in the laundry bag along with the laundry list. They verify the contents of the laundry bag against the laundry list. If they do not match, the guest is requested by the valet to rectify the mistake. Valets are also responsible for returning the laundry back to the guests according to the guests' requests.

Exhibit 17.11 A sample hotel laundry list