

**Second Year BSc HS (2019 Pattern) Third Semester  
HS 303 Accommodations Operations I  
Section I Housekeeping - Chapter – 5 Linen & Uniform Room**

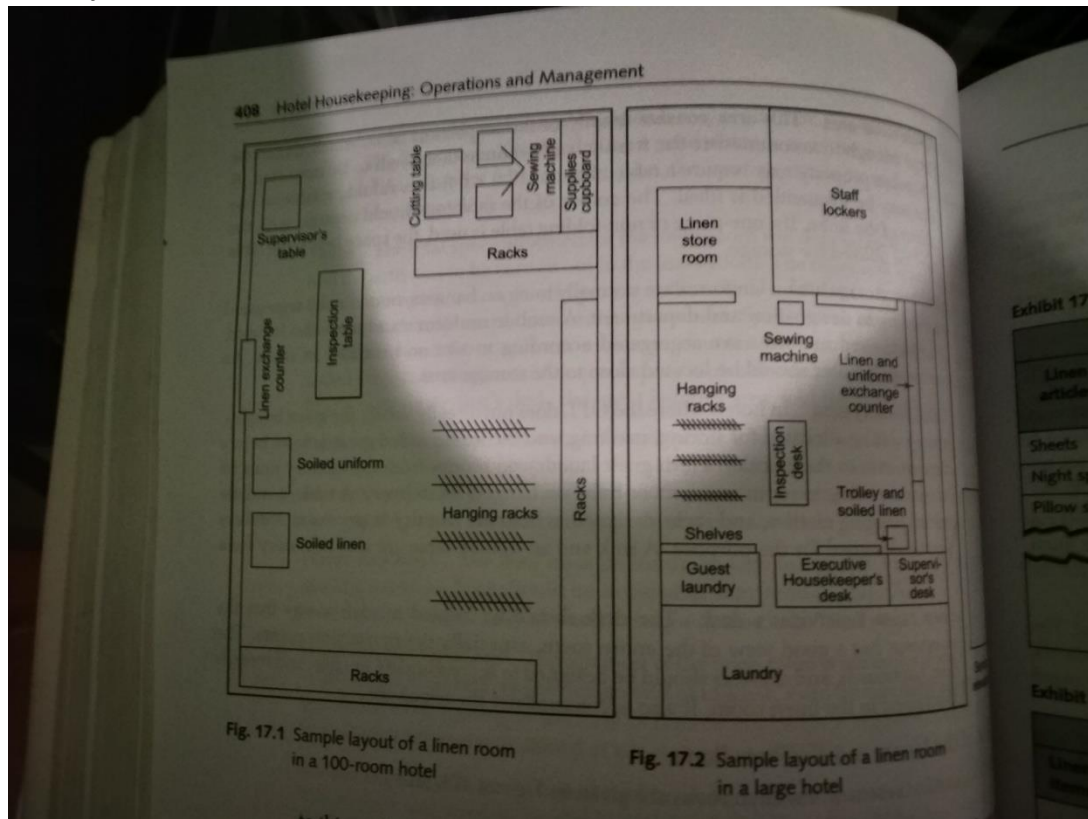
**Course Outcomes**

- C1. Establish the importance of Rooms Division Principles within the hospitality Industry
- C2. Learn basic skills and knowledge necessary to successfully identify the required standards in this area
- C3. Understand all aspects of cost control and establishing profitability

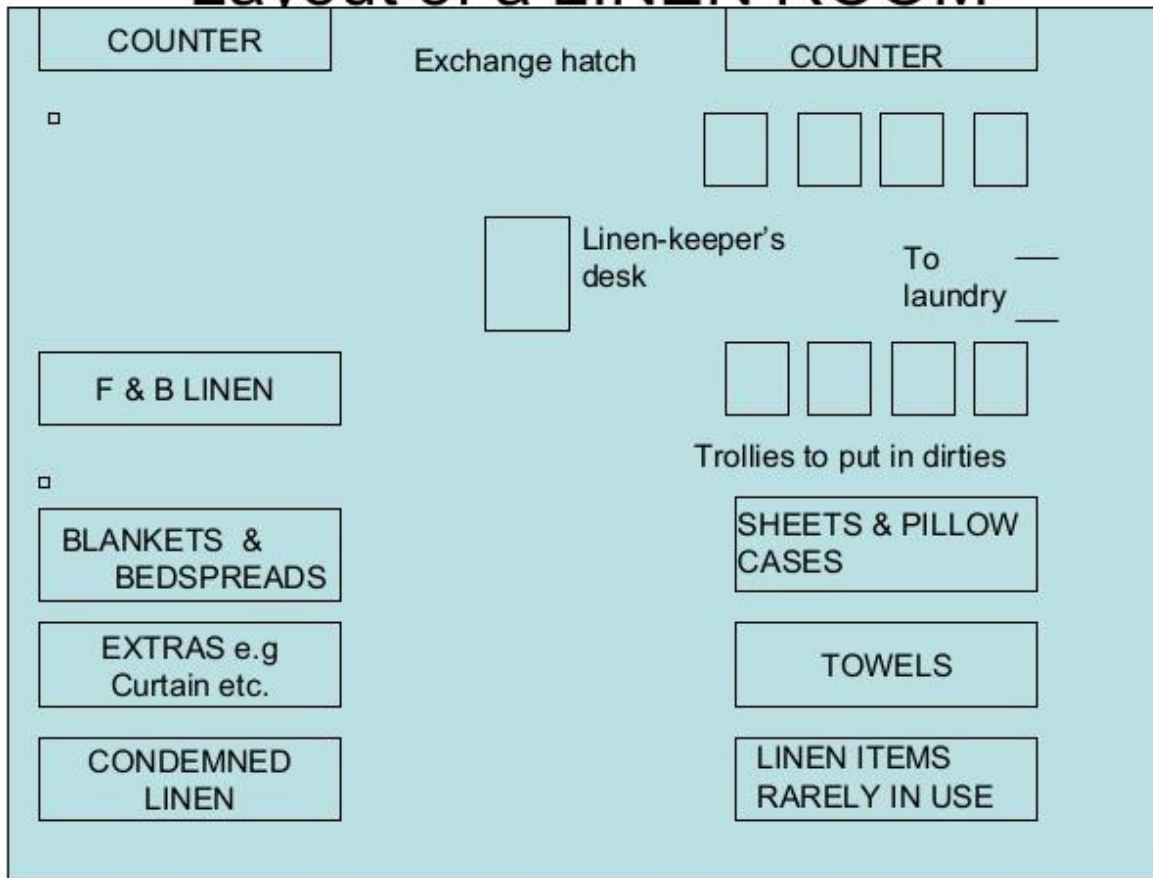
**Objectives**

- 1. To understand the layout of a linen room
- 2. Functions performed at Linen room
- 3. Uniform room & Its functions

**3.1 Layout of Linen Room**



# Layout of a LINEN ROOM



## 3.2 Classification & Selection of Linen:-

- The general criteria for the selection of fabrics for bed linen, bath linen, soft furnishings, F & B linen, and health-club linen are outlined below.

### Strength:-

- The strength of the fabric depends upon the type of fibre used.
- Synthetic fibres (such as polyester and acrylic) have more strength than natural ones (such as cotton and wool) the type of weave and the closeness of the weave also affects the fabric strength.
- The strength of the selvedge too should be checked by tugging at it.

### Laundering

- Linen and laundering costs come right after labour costs on the list of highest expenditures.
- Synthetics require lower temperatures and shorter cycles while laundering than cottons.
- No-iron blends do not require pressing.

### Comfort:-

- This depends on the feel, texture, softness, and weight of the cloth.

- Any fabric that comes into contact with the skin must be absorbent.
- Cottons have very high absorbency compared to synthetics.

#### **Shrinkage:-**

- Synthetics do not shrink, whereas natural fibres shrink by about 6-8 per cent unless they have been Sanforized.
- Wool loses its shape if not carefully laundered.

#### **Colour:-**

- Pattern, texture, and colour, in fabrics can impart character to room.
- At the same time, one should not forget the need for ease of maintenance.
- Most hotels prefer white linen as they can be safely laundered without fear of their colour fading.
- Coloured fabrics should be checked for dye stability.
- Fabrics dyed at the yarn stage are definitely more colouring fast than ones dyed at the fabric stage.
- Dyed natural fibres will fade after several washes.
- Dark coloured fabrics show dust and lighter marks, whereas light-coloured ones show dirt and stain easily, these will be less apparent in a medium toned fabric.
- The colours chosen must also be, easily available when replacements are required.

#### **Pattern and texture:-**

- A patterned fabric can hide marks. Abstract patterns will not hide marks as much as mottled patterns.
- Large pattern can make a large area look filled and vice versa.
- As for texture, a more open texture collects more dust and dirt.

#### **Flame-retardancy:-**

- Wool is naturally flame-retardant.
- Synthetic fabrics- such as teklan-which are manufactured to be flame-retardant, are also available.
- Though not yet in India. Flame –retardant fabrics can be used for drapery, upholstery, and carpets.

#### **Thermal insulation:-**

- The warmth of the fabric used for coverlets and such is determined by its thermal insulation properties.
- Measured in units called ‘togs’ this must be checked for blankets.
- Drapery should also help to maintain the temperature of a room at some extent

### **3.3 Classification of Bed, Bath, & Restaurant Linen:-**

- Bed linen includes sheets and pillow cases, blankets, bedspreads, mattress protectors, and pillow

**Sheets and pillow cases:-**

- Good bed sheets and pillow cases should have a pleasant feel and good appearance and should wear well.

**Materials:-**

- The fabrics recommended for sheets and pillow covers are cotton and polycot.
- Polycot sheets combine the advantages of cotton and polyester.
- However, many hotels use monogrammed Egyptian cotton sheets since Egyptian cotton is durable, has a crisp appearance, and is comfortable.
- The average life span of cotton sheets is about 200 washes, whereas polycot sheets may last more than 500 washes, after 100 launderings, cotton loses 35-40 percent of its tensile strength, whereas cotton polyester blends lose only 3-7 percent of their tensile strength.
- Thus cotton polyester blends are more durable than straight cotton. Blends also do not shrink as much as cotton.
- The cotton polyester blends are preferred by hotels because of the price factor too.
- The blends are more economical to launder as they retain 15-50 per cent less water than a full cotton sheet after extraction.

**Construction:**

Fabrics for sheeting are graded by their thread count and tensile strength.

- A sheet that has a thread count of at least 180 is the standard for hotels.
- This means that there are 180 threads in a 1 – inch sq area of the sheet.
- This means that there are 180 threads in a 1 – inch sq area of the sheet.
- Ideally, there should be 94 threads in the warp and 86 in the weft.
- The warps and wefts should both lie fairly close together.

**Finish:**

- Various finishing treatments such as bleaching, mercerizing, and sanforizing may be given to the grey goods, depending on the properties required.
- Cotton polyester sheets are normally chemically modified during manufacturing to provide a permanent press or no-iron effect

**Colour and size: -**

- White is the most preferred colour for sheets used in hotels.
- Sheets may come in either a torn sheet size or as a finished sheet the torn sheet size is the size of the sheet before hemming.
- The finished sheet has a top and a bottom hem.
- Hems should be firmly stitched and the thread ends tied and stitched in neatly.
- The top hem should be 2 inches deep and the bottom ½ inches.

**Quality:-**

- Sheets that have minor imperfections are available as seconds and usually have the manufactures tags cut off.

- Most hotels accept seconds.
- A linen case marked '1F/12S-81 x 104 in for instance, means it contain 1- dozen first quality and 12- dozen second quality double sheets.

**Blankets:-**

- Good blankets should be warm, fairly heavyweight, and hard wearing.

**Materials: -**

- Woollen blankets are widely used in hotels because of their excellent resilience and warmth.
- They are also non-flammable.
- Non wool blankets lack resilience and are not as warm or fluffy, but cost less and are easily laundered.
- These are primarily five categories of fabric used in the manufacture of blankets.
- These are wool, acrylic, cotton, polyester, and olefin

**Construction:-**There are four basic methods of blanket construction

**Single needle punched:-**

- This construction is used for low-priced blankets as it produces blankets of low durability.

**Fibre woven:-**

- This process involves a double needle procedure that not only pushes the fibre through the blanket, but pulls it back for a firmer bonding weave.
- This results in blankets more durable than one with a single needle construction.
- This type of blanket is, however, still less expensive than a loom-woven blanket.

**Loom woven: -**

- This method of construction gives the most durable products and is used for all premium blankets.

**Moulded:**

This type of blanket is constructed of nylon flocking moulded onto polyurethane foam.

- Two different types of weaves are used in making blankets.
- Blankets with an open-weave construction are used in warm climates or during the summer months because the open weave construction allows more body heat to escape.
- For other purposes, conventional woven blankets are used since they are more durable.

**Finishes:**

A blanket edge may be finished in one of two ways, being self stitched or bound.

- Typically either satin or nylon is used for the edge bindings, usually pieces about 3-7 inches wide.
- In hotels it is simpler if different sizes of blankets are of different colours.

- For instance, all twin blankets may be beige and all double blankets may be navy blue.
- Other factors to consider are wash ability, resistance to moths, mould, and mildew, hypo or non-allergenic materials touch ability, and flame retardancy.

### 3.4 Sizes of Linen:-

Mattresses	Size in feet and inches	Size in cm
Single	3 ft X 6 ft 3 inches	90 X 190
Single XL	3 ft 3 inch X 6 ft 6 inch	100 X 200
Double	4 ft 6 inch X 6 ft 3 inch	135 X 190
Queen	5 ft 6 inch X 6 ft 6 inch	165 X 200
King	6 ft X 6 ft 6 inch	180 X 200
California King	6 ft X 6 ft 10 inch	180 X 210
Crib	2 ft 4 inch X 3 ft 3 inch	70 X 100

### 3.5 Storage facilities and conditions:-

- Linen storage shelves should be designed for maximum utilization of space.
- The shelves also need to be sturdy and firmly fixed as the weight they bear may be considerable.
- They may reach up to the ceiling provided that there is ample ventilation and that equipment is available for safe access.
- There should be a clearance of 6 inches below the lowermost shelf.
- All shelves must be slatted for thorough ventilation of stored linen.
- The depth of the shelves should be about 18-20 inches if they are against the wall.
- In case the shelves are to be accessible from both sides; the depth may be 36-40 inches.
- Linen articles meant to be stored for longer periods of time should be stored on shelves with slatted sliding doors or curtains to prevent dust settling,
- Storage shelves should also be allocated for condemned linen or discards.

### 3.6 Par stock, Factors affecting par stock:-

This refers to the amount of each type of linen required to make up all the guestrooms of the hotel at a given time, and so is the minimum quantity of clean linen that must be on hand at any time. The par-stock quantity of linen is also referred to as 'house set-up'

### 3.7 Linen Control – Linen Inventory & Control

### **Activities carried out in the linen and uniform room**

- Collection of soiled linen
- Counting and sorting of soiled linen
- Packaging of soiled linen for the laundry
- Dispatch of soiled linen to the laundry
- Receipt of fresh linen from the laundry
- Checking and sorting of fresh linen
- Storage of fresh linen
- Distribution of fresh linen to the floors and other areas
- Stocktaking for linen and maintenance of records
- Stitching, repairing, and monogramming of all hotel linen and uniforms
- Uniform selection
- Uniform storage and issue
- Discarding of unusable linen

### **Linen control is carried out in four phases:**

- Routine checking of linen for appearance and hygiene standards.
- Quantity control of daily flow of linen stock/Linen exchange procedure
- Stocktaking or physical inventory of linen
- Proper documentation of linen through master linen inventory control sheet.

### **3.8 Discard management:-**

- Discarded or condemned linen is linen items that are no longer useful in their present condition due to some irreversible damage such as a permanent stain or simple wear and tear.
- Cutting down refers to the using of any discarded materials for some other purpose such as bed sheets being used as dust sheets or being made into pillow covers.
- Turning discards into rags is one of the simplest and most common ways of recycling.
- Large discarded sheets can be cut down for use as crib sheets, aprons, and other such articles.

- On some properties, discarded linen is sold to hotel staff at reasonable prices.
- Some properties also donate used linen to charities whatever the norm all discards should be accounted for and properly recorded

### **3.9 Storage of uniforms:-**

Uniforms are normally hung on hangers, numerically segregated according to designation and department.

A mobile uniform stand may also be used.

Standard-sized uniforms are segregated according to size and stacked in racks.

An exchange counter should be located close to the storage area.

### **3.10 Issue and exchange of uniforms:-**

Linen is provided for rooms and F&B areas in any of the four ways mentioned:

- Fresh for soiled/one to one
- Set amount
- Topping up
- Requisition