

Slide 1



Guidelines:

Encourage active student participation and facilitate an interactive learning atmosphere.

Slide 2


LST

Linen Room

Objectives

In this session you will learn to:


- ✈ Describe the linen room layout
- ✈ Identify the linen room equipment and accessories
- ✈ Explain the exchange of room and restaurant linen
- ✈ Explain the uniform room layout and exchange procedure
- ✈ Outline the importance of par stocks
- ✈ Describe linen inventory control



Housekeeping Management

Guidelines:

Provide the students a comprehensive objective of the session on Linen Room.



Linen Room

Overview

- Maintaining a guest room is one of the most essential tasks of housekeeping operations, with bathroom and bed linen being the key part of this maintenance task.
- A linen room forms the core of the operations carried out in most housekeeping departments. The linen room is a place where the expensive linen of the guest room is stored and maintained.

Housekeeping Management

Guidelines:

Provide an insight into linen rooms and their importance.



Linen Room

The Floor Linen Room and its Layout

The floor linen room, is an area that stocks linen and other supplies for a particular floor. It is also known as the floor pantry and includes the following:

Furniture

- Cupboards to store different guest and cleaning supplies
- Wooden or mobile shelves (labeled) to store the expensive linen of guest rooms.

Fixtures

- A janitor closet for storing equipment
- Wooden or canvas lined hampers are used to store soiled linen

Sink with Water Supply

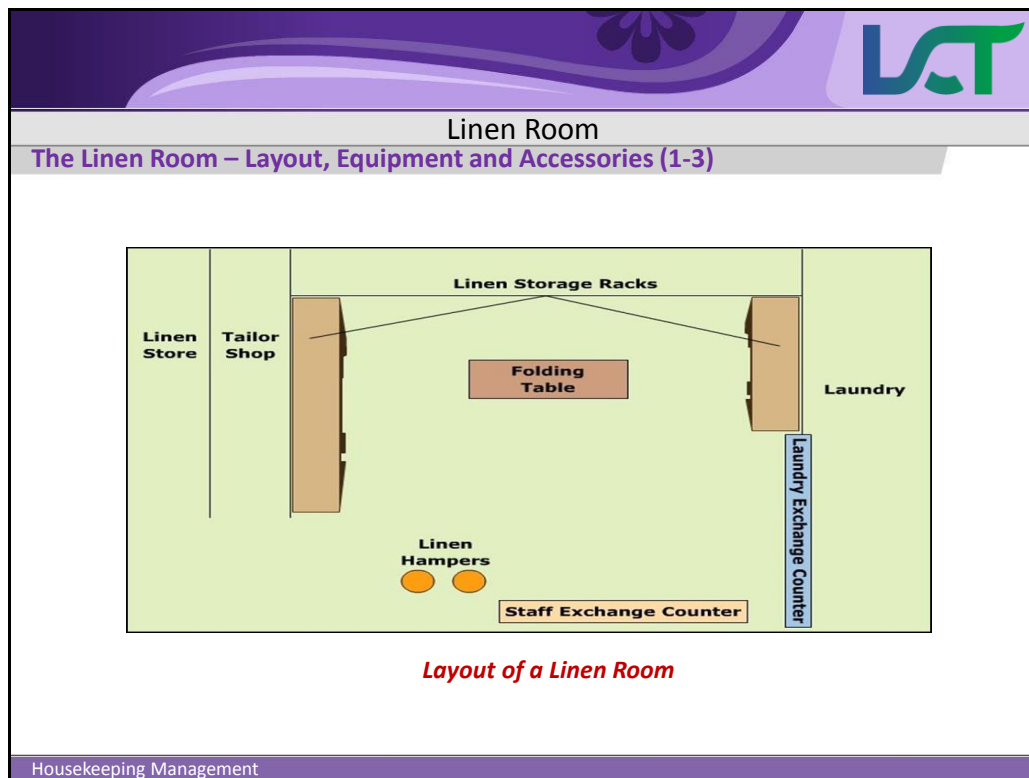
- A linen room also includes a sink with water supply, that is used for cleaning and flower arrangements.

Housekeeping Management

Guidelines:

Explain to the students in detail about the floor linen room area and what it includes.


Slide 5



Guidelines:

Explain to the students that a linen room comprises:

- Linen Store
- Tailor Shop
- Linen Storage Racks
- Linen Hampers
- Staff Exchange Counter
- Folding Tables



Linen Room

The Linen Room – Layout, Equipment and Accessories (2-3)

Linen rooms are classified into two categories:

Centralised


Decentralised

- In a centralised linen room, all the linen is collected at a central point.
- In decentralised linen room, there is a main linen room which supplies the required items. There are also floor linen rooms or floor pantries that cater to only a particular set of rooms.

Housekeeping Management

Guidelines:

Explain to the students that the linen store is used to keep a stock of fresh linen. This fresh linen is used to restock the linen that is lost or damaged over a course of time. The amount of linen is based on the total requirement needed for all the rooms and restaurants at a time. This is also referred to as linen in circulation. Generally, an in-house laundry should take about 24 hours to launder.



Linen Room

The Linen Room – Layout, Equipment and Accessories (3-3)

The linen room stocks the following types of linen:

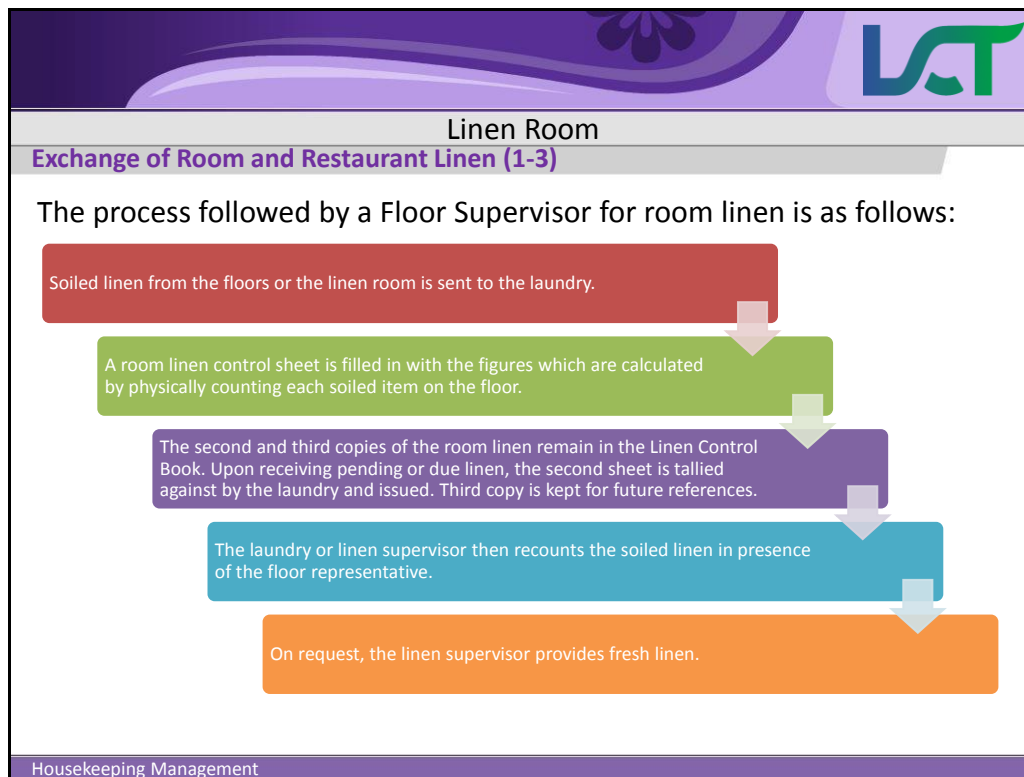
Bathroom Linen	<ul style="list-style-type: none"> • It includes hand towels, bath rugs, bath towels, face towels and pool towels.
Bedroom Linen	<ul style="list-style-type: none"> • It includes blankets, duvets or comforters, bed spreads, pillow covers, mattress protectors and bed sheets.
Restaurant Linen	<ul style="list-style-type: none"> • It includes table napkins, tea napkins, table cloths, frills, base cloths, slip cloths, runners, placemats, tray cloths, waiter cloths and dusters.

Housekeeping Management

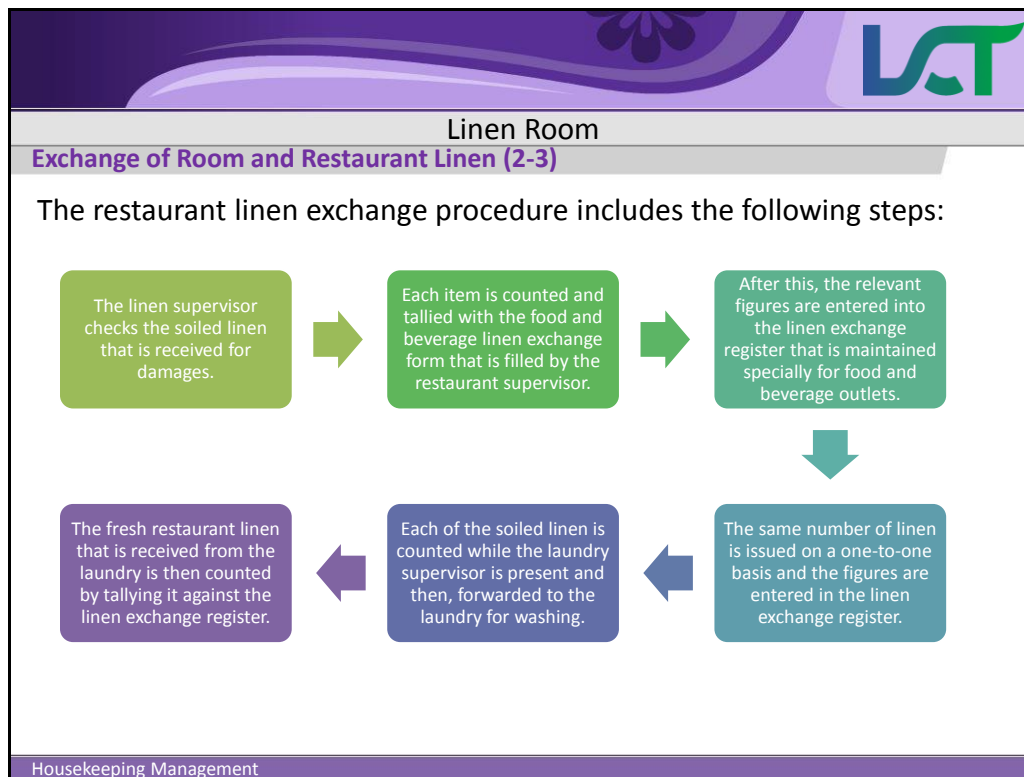
Guidelines:

Explain to the students that different accessories and equipment are used in the floor linen room. Some of them are as follows:

- **Trolleys:** Trolleys are used to move fresh linen from the laundry.
- **Ladders:** Ladders enable the attendants to reach the higher shelves of the racks.
- **Cupboards:** These are useful to store high quality linen.
- **Folding table:** As the name suggests, it is used to fold fresh linen.
- **Linen bags:** Linen bags are used to separate the linen that needs to be sent to the laundry.
- **Hampers:** Hampers are used to hold the dirty and soiled linen. These hampers are attached with the room attendant's trolley.
- **Racks:** Racks have compartments to store fresh linen that is in circulation. It can be fixed or mobile.
- **Cloth Bags:** All Linen Bags are collected in big cloth Bags and carried to the laundry or linen store.

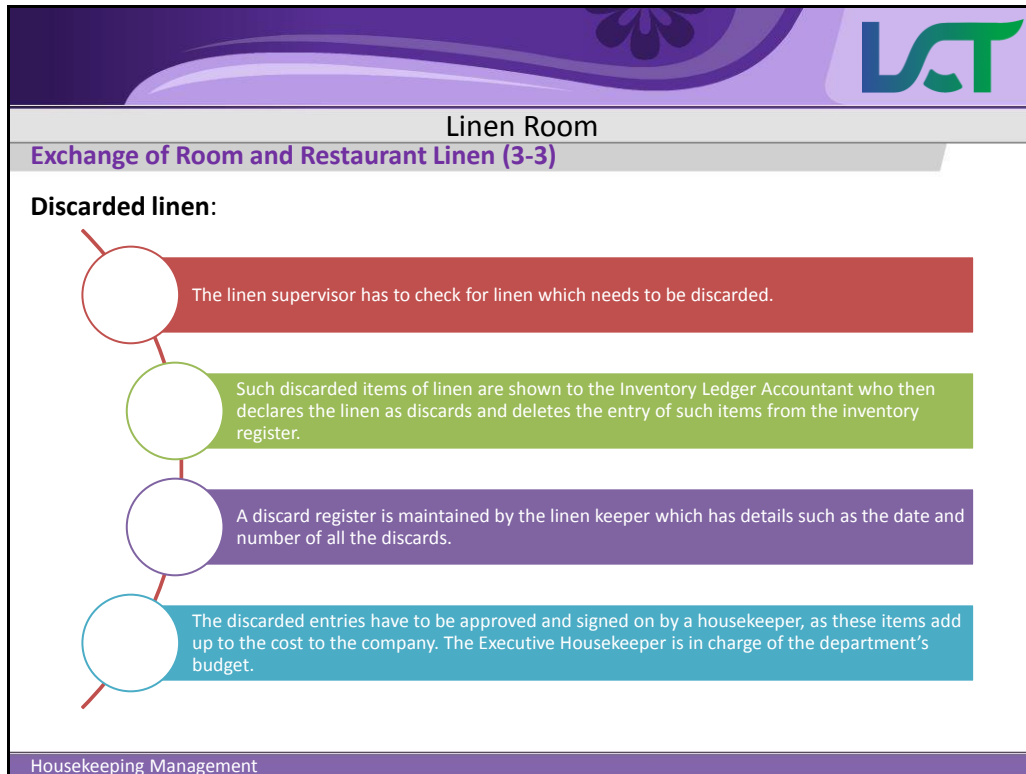
**Guidelines:**

Explain to the students that the room linen exchange process is essential not only to guarantee the change of bathroom and bed linen of all rooms but also important from pilferages and inventory control point of view.



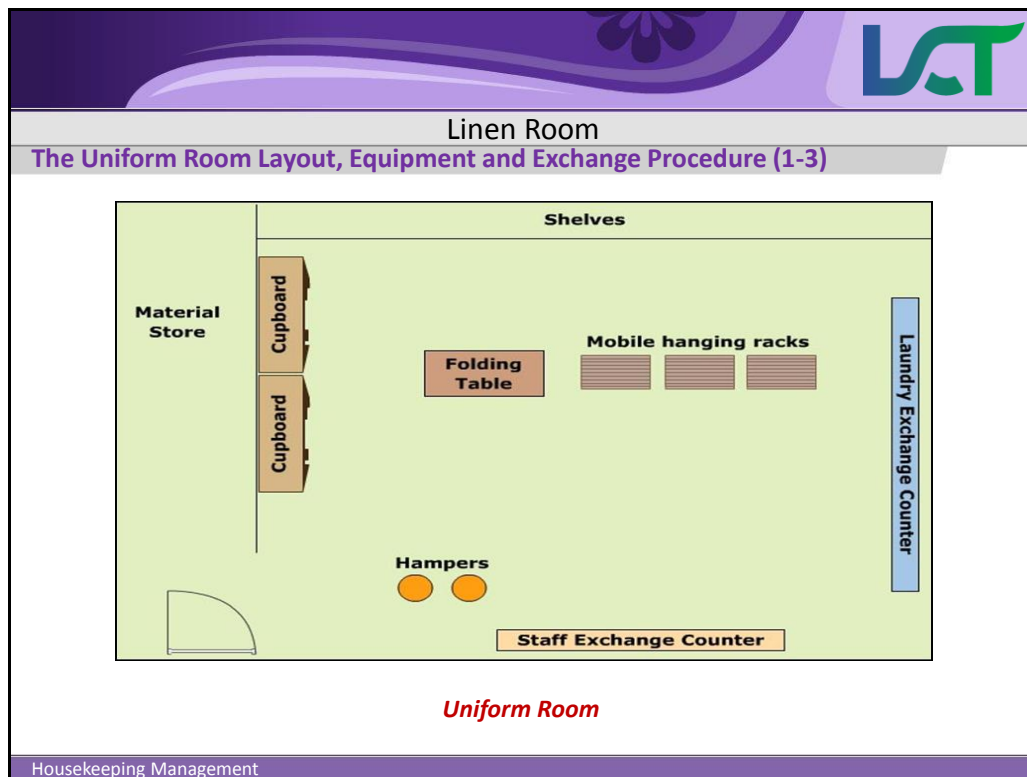
Guidelines:

Explain to the students that there is a specific time allotted for each restaurant by the linen room to exchange linen. The linen supervisor has to ensure that the restaurant representative arrives at the scheduled time.



Guidelines:

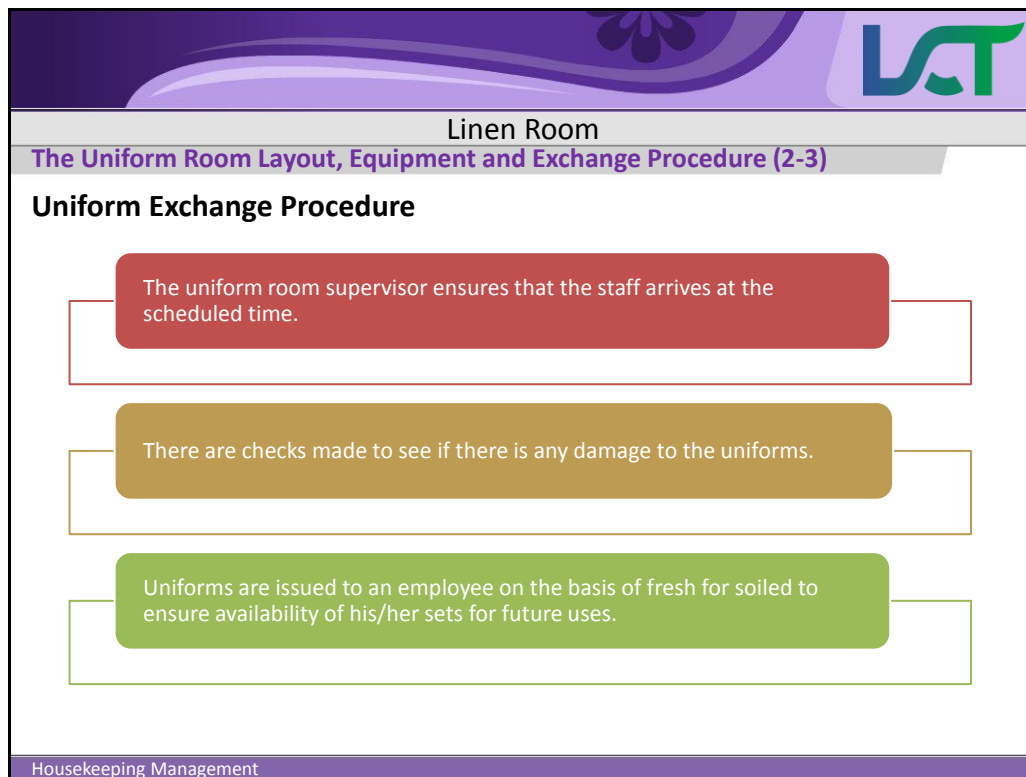
Explain to the students that there are standard hotel linen exchange and discard procedure charts which all hotels have to follow.



Guidelines:

Explain to the students that a uniform room is indispensable because of the volume of uniforms that are required by the staff of a large hotel. Also, explain in detail the layout of a uniform room. Explain that a uniform room comprises:

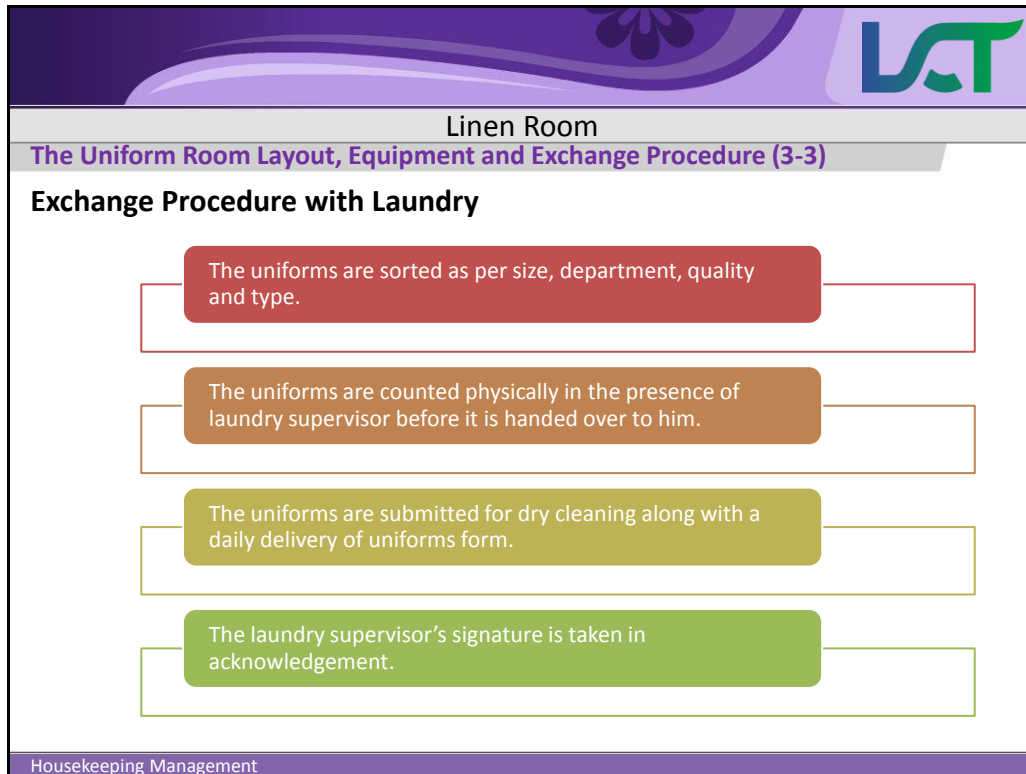
- Material Store
- Cupboards
- Folding Table
- Hampers
- Mobile Hanging Racks
- Shelves



Guidelines:

Explain to the students generally, employees engaged in different departments of the hotel are allotted specific times to exchange their uniforms. Also explain that the following are the accessories and equipment found in a uniform exchange room:

- Coat brushes
- Ladders
- Mobile trolleys
- Racks
- Cupboards
- Table
- Linen bags


**Guidelines:**

Explain to the students in detail the exchange procedure while uniforms are handed over to the laundry.

LST

Linen Room

Group Discussion on Uniform Exchange Procedure

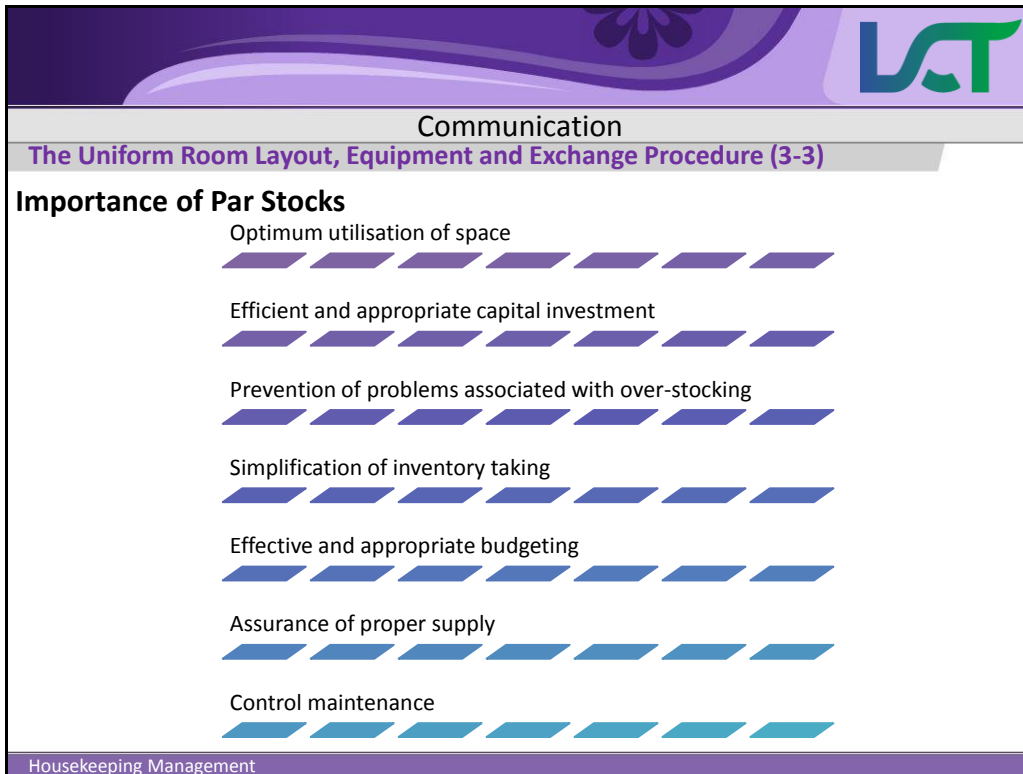


Discuss how can the Uniform Exchange Procedure be made more efficient and error proof.

Housekeeping Management

Guidelines:

Divide the class into two groups and ask each group to present two different ideas on how can the uniform exchange procedure be more efficient and error proof.



Communication

The Uniform Room Layout, Equipment and Exchange Procedure (3-3)

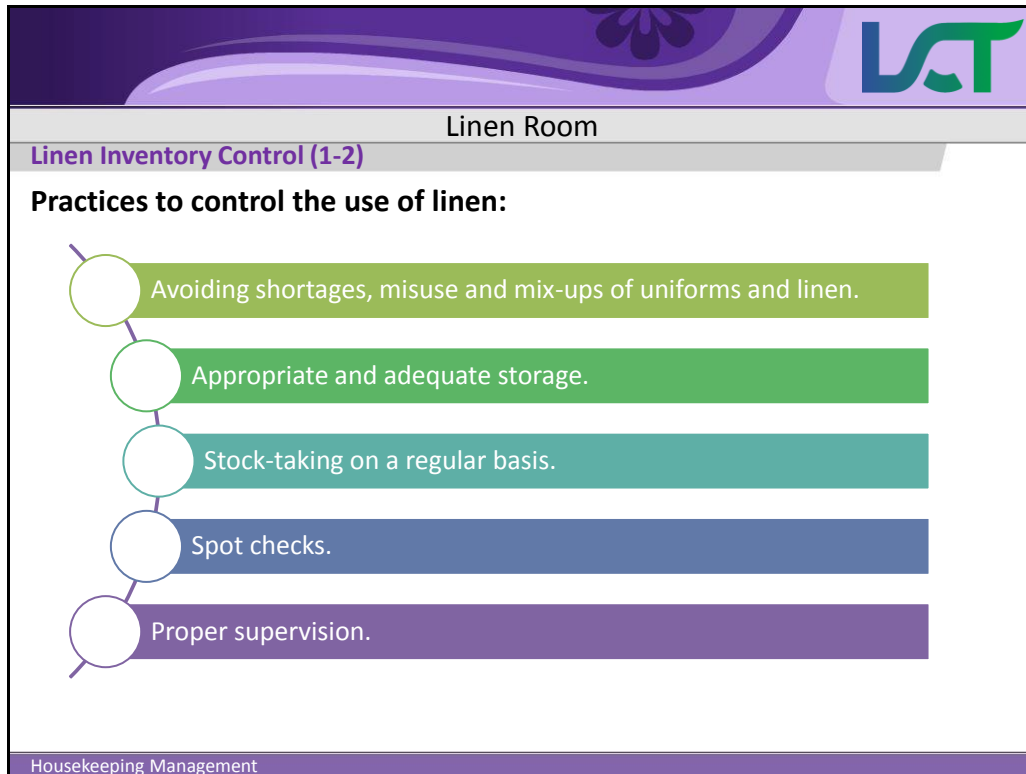
Importance of Par Stocks

- Optimum utilisation of space
- Efficient and appropriate capital investment
- Prevention of problems associated with over-stocking
- Simplification of inventory taking
- Effective and appropriate budgeting
- Assurance of proper supply
- Control maintenance

Housekeeping Management

Guidelines:

Explain to the students that Par stock refers to the minimum level of supplies that are required to meet the daily linen demands of the hotel that will ensure smooth operations of the hotel. Then proceed to explain the importance of Par stocks in detail.



The slide features a purple header with the LST logo. Below the header, the title 'Linen Room' is centered. The main content area is titled 'Linen Inventory Control (1-2)' and lists five practices to control the use of linen, each preceded by a white circle and connected by a vertical line. The practices are: Avoiding shortages, misuse and mix-ups of uniforms and linen; Appropriate and adequate storage; Stock-taking on a regular basis; Spot checks; and Proper supervision. The footer of the slide reads 'Housekeeping Management'.

Linen Room

Linen Inventory Control (1-2)


Practices to control the use of linen:

- Avoiding shortages, misuse and mix-ups of uniforms and linen.
- Appropriate and adequate storage.
- Stock-taking on a regular basis.
- Spot checks.
- Proper supervision.

Housekeeping Management

Guidelines:

Explain to the students that uniforms and linen are the two vital facets of any hotel operation that leave a significant impression on a guest's mind. Huge investments are made for providing linen and uniform. This necessitates that there is a tight control on these assets of the hotel. Then explain in detail the points to be taken care to prevent damage to linen and uniforms.



Linen Room

Linen Inventory Control (2-2)


Principles of stock taking:

- All items should be segregated and grouped appropriately. This also includes the discarded items.
- A quarterly inventory should be conducted that involves physical count of items.
- A separate count of items that are in circulation as well as in the store has to be done.
- The total of the last inventory figures and the new issues should be tallied.
- It should be ensured that the Supervisor is personally present when the inventory clerk and the auditor are counting the items.
- Separate days should be allocated for conducting stock-taking for uniforms, room linen and restaurant linen.

Housekeeping Management

Guidelines:

Explain to the students that stock-taking is an important activity in inventory control. It refers to physical verification of the entire linen and uniforms. Then, explain in detail the procedure to be followed while stock-taking.




Linen Room

Summary (1-2)

In this session you learnt about:


- ✈ The floor linen room which is an area that stocks linen and other supplies for a particular floor.
- ✈ How the linen room supports the operations of most of the housekeeping departments.
- ✈ The exchange process which is critical and requires close co-ordination between the linen supervisor and laundry manager.
- ✈ The standard hotel linen size charts.



Housekeeping Management

Guidelines:


Summarise the important topics learnt at the end of this session. Use these pointers to reinforce some essential concepts and provide a quick recap.



Linen Room

Summary (2-2)

- ✈ The uniform room which is indispensable because of the volume of uniforms that are required by the staff of a large hotel.
- ✈ Par stock which refers to the minimum level of supplies that are required to meet the daily linen demands of the hotel that will ensure smooth operations of the hotel.
- ✈ Linen and uniforms which are two important aspects of hotel operations that have a huge impact on the impression created in a guest's mind.



Housekeeping Management

Guidelines:

Summarise the important topics learnt at the end of this session. Use these pointers to reinforce some essential concepts and provide a quick recap.

Slide 20



Guidelines:

Take students feedback on the session and analyse their understanding of the topic.