



Rooms Division Course

Option

Laundry & Linen room



English only



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Introduction

Linen is the Housekeeping department's second largest expense.

Linen is very expensive to be replaced.

Good maintenance, correct treatment and proper storage is mandatory.



Linen storage room

There are two types of linen rooms:

- ✓ **Centralized linen room**
- ✓ **Decentralized linen room**

In large hotels, the Uniform rooms can be decentralized too, even if usually they are unique, based in one single main location.



Centralized Linen Room

Linen from all floors is collected and placed in one central area.

The clean linen is located in a separate area of the same room.

The Linen Supervisor is responsible for the entire linen room.

All issues related to linen, are taken care of at the same place.



Decentralized Linen Room

Each floor maintains its own stock of linen.

These are replenished whenever necessary, by bringing the items from the main linen room.

The floor supervisors are responsible for their stock.

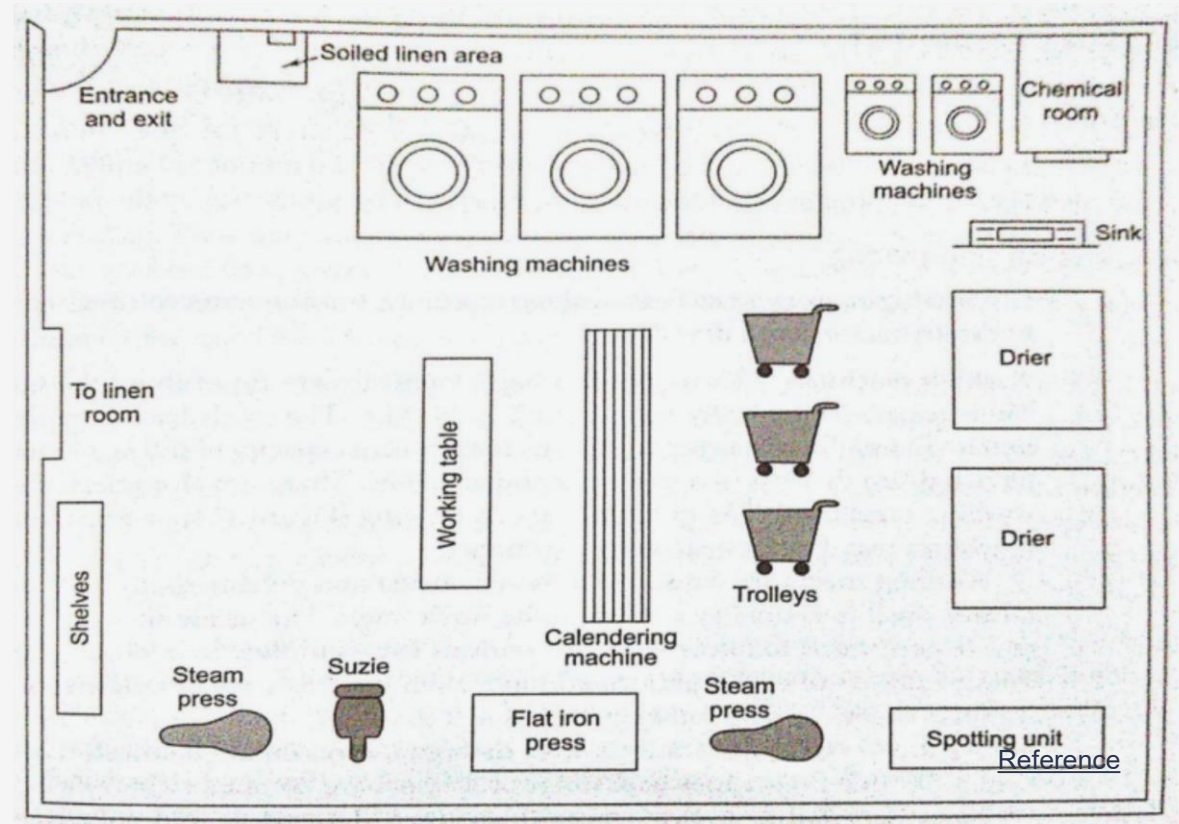
This system is popular in high-story hotels and in resorts where the rooms are spread out over an extensive area.



Linen room setup

- When setting up a linen room, we need to take into consideration the following factors:

- ✓ Location
- ✓ Space
- ✓ Storage
- ✓ Soiled linen area



Setting up the Linen Room

1

Location that is:

- Ensuring the easy flow to and from the laundry.
- Near the staff elevator.
- Near the loading / unloading area (for outsources laundry services).
- Near the HSK office.
- Further from food production areas.

2

Space :

- The total space will depend on the size of the hotel.
- Enough space should be attributed, so that there are storage areas, desks, tables and sewing room.

3

Storage :

- Shelves need to be fixed because of considerable weight
- The shelves should be covered with sliding doors
- Shelves are usually made of metal or stainless steel.

4

Soiled Linen area:

- Located close to the entrance
- Large enough to fit all trolleys
- Accessible by ramp available for trolleys
- The floor and walls should be treated, so that the humid linen does not stain the surface.

Linen selection

The fabrics should not be chosen only because of their appearance.

They should be easy to maintain and long-lasting.

✓ **Important criteria to consider:**

- ✓ Strength
- ✓ Laundering
- ✓ Comfort

✓ **Other criteria to take note of:**

- ✓ Shrinkage
- ✓ Color
- ✓ Pattern



Linen selection

✓ **Strength :**

- ✓ Depends on the type of fiber
- ✓ Synthetic fibres such as polyester, nylon and acrylic are stronger than the natural ones (cotton, silk, satin, linen and wool)

✓ **Laundering :**

- ✓ Laundering and linen are the 2nd on the list of high expenditures
- ✓ Synthetics require lower temperature and shorter cycles

✓ **Comfort :**

- ✓ It is given by the feel, texture, softness and weight of the fabric
- ✓ Natural fibers are more comfortable than synthetics



Linen selection

✓ **Shrinkage :**

- ✓ Synthetics do not shrink
- ✓ Natural fibers shrink up to 10%
- ✓ Wools lose their shape if not carefully laundered

✓ **Color :**

- ✓ It brings character to the room
- ✓ Most hotels prefer white linen (no color fading, brings a sense of cleanliness and freshness, matches all decors, makes it easy to spot stains or imperfections)

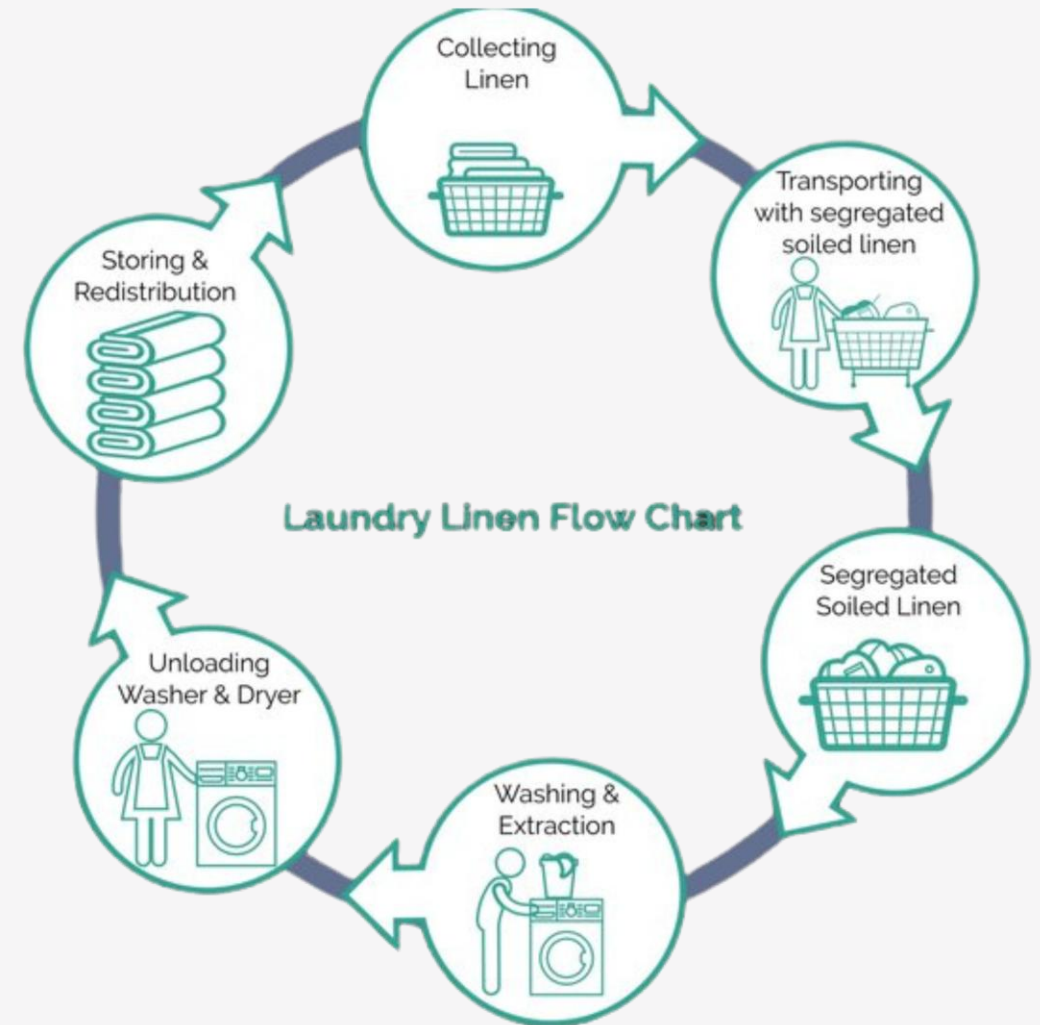
✓ **Pattern :**

- ✓ It can hide marks or streaks
- ✓ Careful with unique patterns as it can be discontinued



Linen lifespan

- ✓ Is measured by the number of times that an item can be laundered before becoming unusable for the guest rooms.
- ✓ The expected lifespan is often more important than the purchasing price.
- ✓ The average linen lifespan in hotels is 2 to 5 years.



Linen Par Stock

✓ What is a Par Stock ?

- ✓ The amount of each type of linen required to make up all guest rooms once.

✓ How to decide the number of Par Stock needed ?

- ✓ Laundry cycle
- ✓ Average occupancy
- ✓ Replacement
- ✓ Emergency



Laundry cycle

In hotels, there are two ways of laundering the linen.

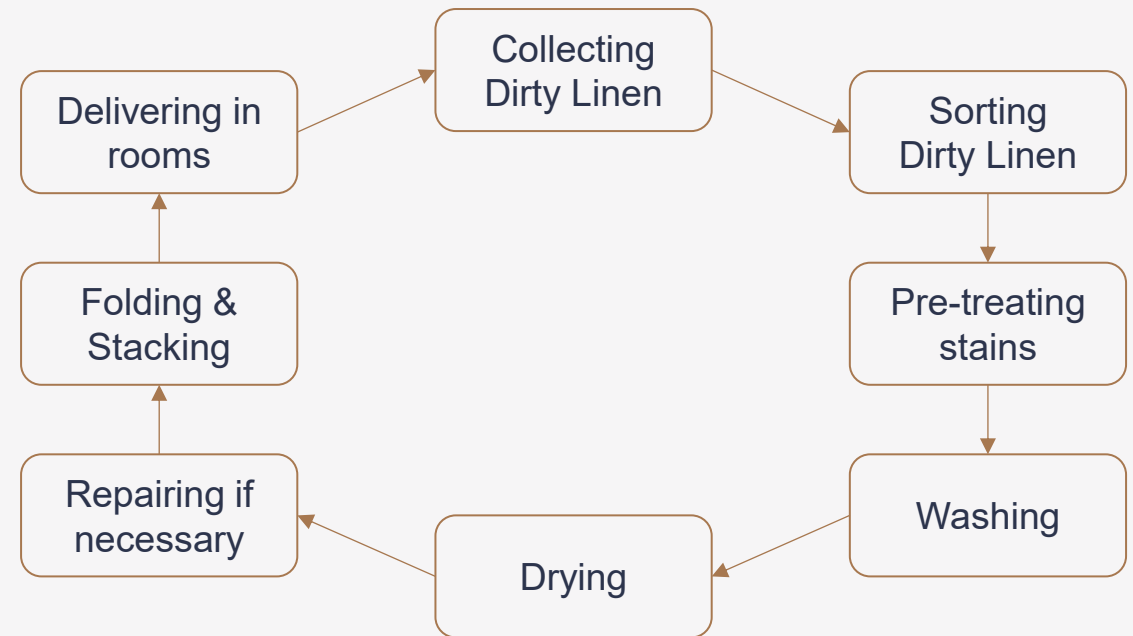
✓ **In-house laundry :**

- ✓ If the hotel has its own laundry – the Par Stock number should be lower.

✓ **Outsourced laundry :**

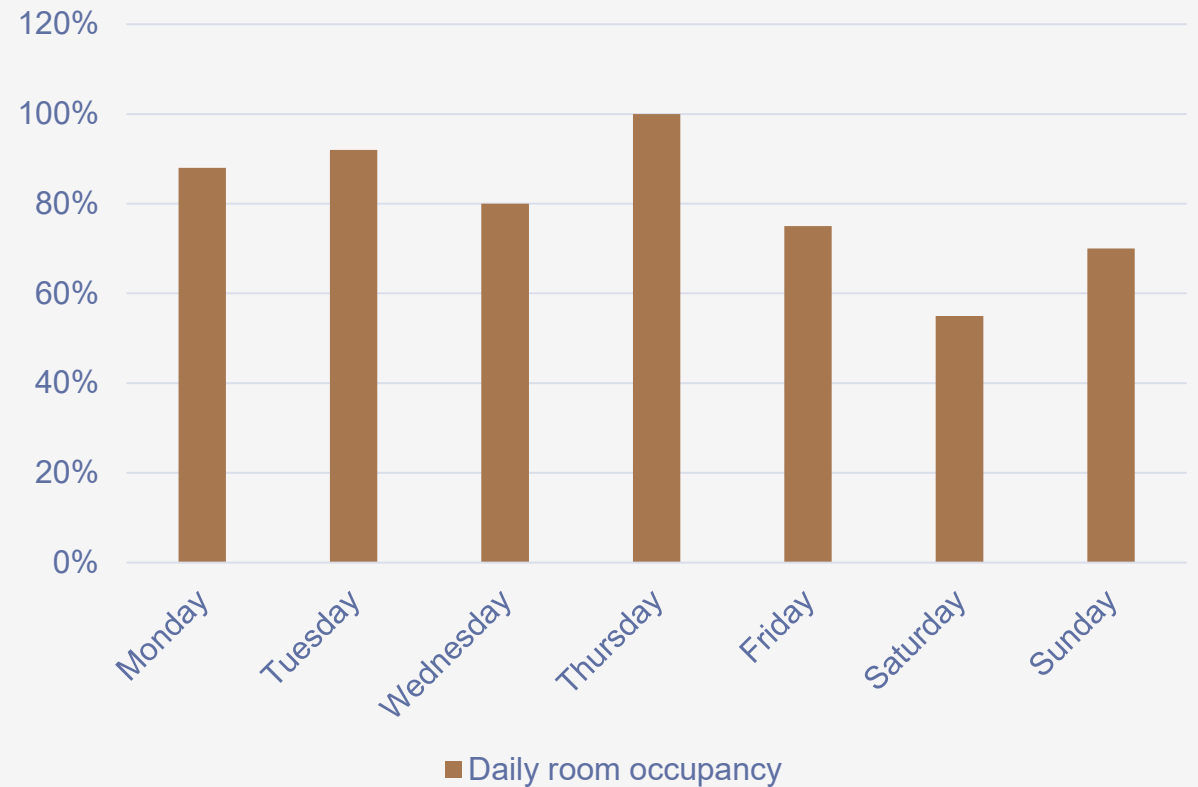
- ✓ If the hotel uses an external company for the laundry services – the Par Stock number should be higher.

Why ?



Occupancy

- ✓ **How busy is the hotel ?**
- ✓ If the average occupancy is 80%, will we buy linen to cover only 80% of the rooms ?
- ✓ **What about the peak period ?**
- ✓ **It is important to take into consideration the summer season and the humid climate that will generate more frequent changes of linen.**
- ✓ **If we decide to lower the Par Stock, we need to be aware that it will lead to overuse and rapid deterioration.**



Replacement & Emergency

✓ **Replacement :**

- ✓ The general rule of replacement is to store one full par-stock on an annual basis.

✓ **Emergency :**

- ✓ A power failure or an equipment damage may shut down the hotel's laundry operation.
- ✓ One Par Stock should be kept for this kind of situations.
- ✓ As we try to anticipate a flooding or a fire that may happen, we try to keep this specific Par Stock in a separated location.
- ✓ However, it should be kept away from humidity and preferably sealed in airtight bags or containers.



Par Stock Calculation

- ✓ **Usually, in high-end hotels, the Par Stock is minimum of 4 or 5 when an outsourced laundry service is used and is minimum of 3 or 4 when there exists an in-house laundry.**

Example:

- ✓ **In a hotel that has 100 King-size beds, using an outsourced laundry service, the Par Stock is 5. The 500 sheets are divided as follows:**
- ✓ 100 – dirty to be removed from all beds on this day
- ✓ 100 – yesterday's dirty linen being washed at that moment
- ✓ 100 – linen that has been already washed, and is to be delivered on that same day
- ✓ 100 – kept for replacement purposes
- ✓ 100 – stored for emergency situations

Inventory

- ✓ **The stock inventory is a physical verification, done by manual counting of the existing stocks of all linen items.**
- ✓ **It is carried out usually 4 times per year, and in large or high-end hotels - once per month.**
- ✓ **It is done manually, so that it is as accurate as possible.**
- ✓ **It gives us an overview of the linen needed to be ordered.**



Laundry types

✓ Outsourced laundry

- ✓ Caters to the hotel on a contract basis
- ✓ The contract specifies the price for each different item, the time needed, the delivering conditions, etc.
- ✓ Soiled linen can take between 24 and 72 hours to be washed and delivered to the hotel (In Switzerland for example they are closed on Sundays and Bank holidays, therefore, it can take even longer time)

✓ In-house laundry

- ✓ Usually located in the basement of the hotel
- ✓ It is equipped with all the heavy-duty machines for washing and caring for the linen



Outsourced Laundry

✓ **Advantages :**

- ✓ No capital outlay
- ✓ Little technical expertise required
- ✓ Labor and cleaning costs are saved

✓ **Disadvantages :**

- ✓ Less control over standards
- ✓ Delivery and collection delays
- ✓ Higher Par Stock required (the process is longer)
- ✓ Loss of articles may increase
- ✓ Extra costs for special treatment



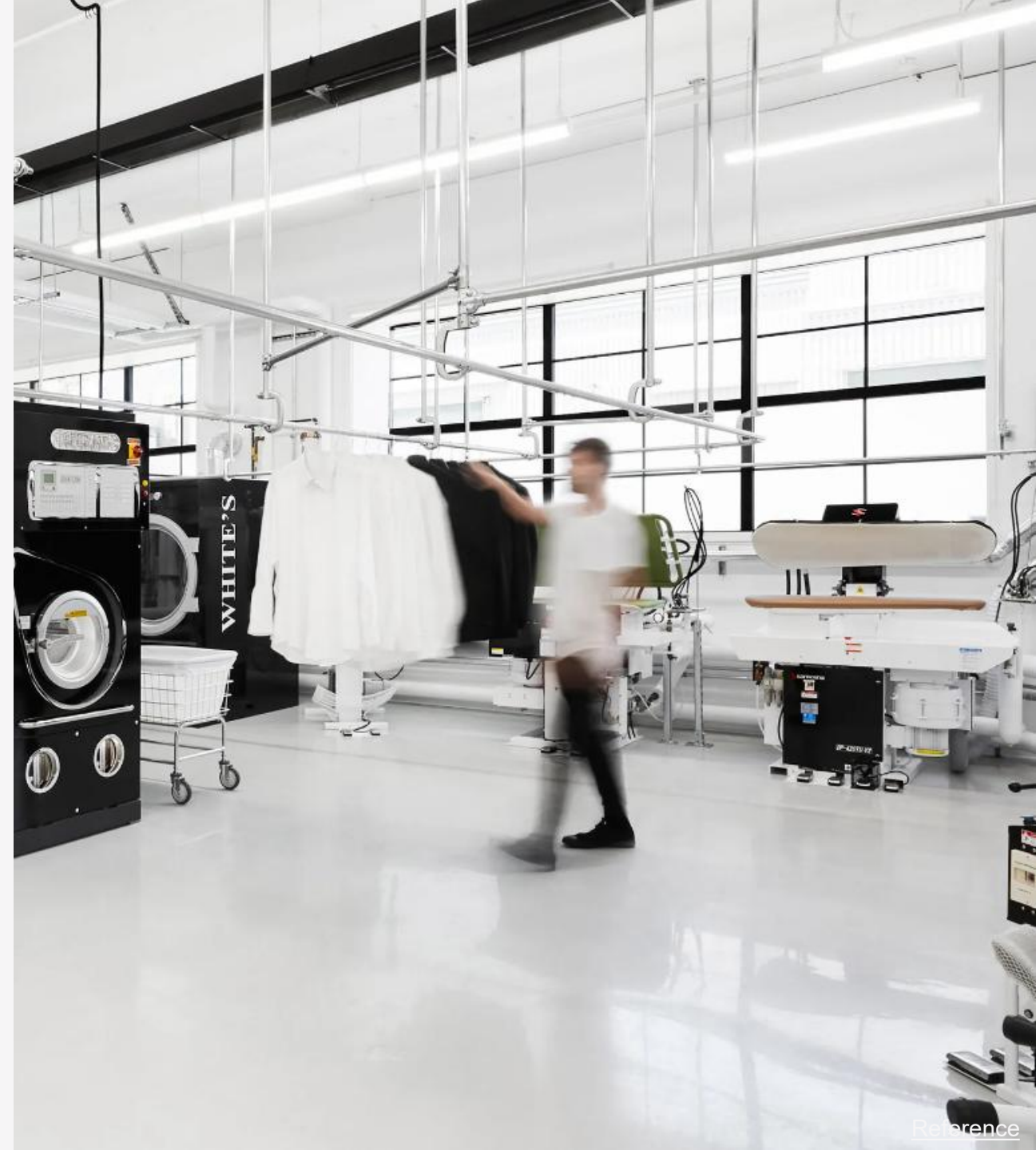
In-house Laundry

✓ **Advantages :**

- ✓ No losses or shortfalls on articles
- ✓ Lower Par Stock required
- ✓ Possibility of covering emergency requirements
- ✓ Serves as a capital asset

✓ **Disadvantages :**

- ✓ Initial investment is high
- ✓ Higher costs (labor, electricity, products)
- ✓ Special expertise and managing skills required
- ✓ Higher costs of maintenance repairs





Any questions ?



Par Stock Exercise



Thank you

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