



Preparation



Cleanliness



Supplies



Service



Tools

Management of the uniforms

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Objective and scope

The following procedure establishes the procedure to follow for the correct control of the uniforms to be carried out by all the hotels of all Business Units.

The Hotel Director will decide whether the Housekeeper or each Head Department will be responsible for carrying out the correct implementation and management of this procedure (taking charge of the delivery as well as handing back the uniforms to the employees). The Housekeeper will be in charge of controlling the stock of the uniforms.

Summary

- 1 Daily service performance
- 2 Template and file
- 3 Procedure validation

1 Daily service performance

Responsible: Housekeeper

To carry out the correct management and control of all the uniforms, it is necessary to complete the template: *"Inventory of the Uniforms.xls"*.

In the registration form, the following information should be completed:

- Reference
- Description of the item
- Initial inventory: The result of the previous inventory of each garment will be noted down.
- Incoming of garments: Indicate the number of garments and the date of entry in the storage room.
- Dispatch of garments: Indicate the number of garments dispatched and the date.
- Remove or retract: Take note of the garments which have been removed from the storage room (torn) and the corresponding date.
- Stock in circulation: Total result of the current uniforms in the hotel (including those garments which are in possession of the employees).
(*Stock in circulation: Initial inventory + incoming of garments - garments dispatched - Garments removed.*)
- Stock in the storage room: Result of the actual uniforms in the storage room (without counting the garments distributed to the employees).
(*Stock in the store: Initial inventory + incoming of garments - garments dispatched.*)

Organization Department – Management of the uniforms



To each new full time employee, two uniforms, 5 blouses/shirts will be handed out and registered in the Registration form: *"Uniform control sheet.xls"*. This form will be signed by the Housekeeper or Department Head and by the employee who receives the uniforms.

In this registration form, all the times the uniform has been changed during the employee's working period in the establishment will be registered.

Each one of the garments which make up the uniform must be identified, either by the personal numerical code which is assigned to all the employees or by the employee's name.

Shirts and blouses cleaning has to be done by employees

In case uniform items are given to staff of outside companies for large functions, the same template should be filled in and everything needs to be handed back and signed of at the end of the shift (for F&B service), rooms outside labour uniform should be provided by the company.

When the employee no longer works for the organization of the hotel, he/she should hand in all the uniforms to the Housekeeper or the Department Head and sign the Registration form: *"Uniform control sheet.xls"* when delivering it.

The Housekeeper will establish the time of delivery of the uniforms.

2 Templates and file

The following registration forms are obligatory and should be completed by the Housekeeper of the hotel:

Template	Responsible	File Period
Uniform control sheet	Housekeeper	12 months
Inventory of the Uniforms	Housekeeper	12 months

3 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	Operations Control Director	Anja Loijens	March 2012
		Chief Operations Officer	Ramón Aragonés	
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 26/03/2012