



Preparation



Cleanliness



Supplies



Service



Tools

External Laundry

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Objective and scope

This procedure describes the tasks related to the management of the external laundry: Request, reception, inventory and control of the linen packages.

A thorough control of the quality of the washing and ironing should be carried out as well as ensure that the external company that provides this service covers both the needs of the hotel at all times as well as meet the required quality standards of our company.

Both the Housekeeper and the Maître will be responsible for carrying out the tasks of the external laundry service for their corresponding departments (Housekeeping and F&B) as described.

Summary

- 1 Linen equipment
- 2 Daily service performance
 - 2.1 Removal of the dirty linen from the rooms
 - 2.2 Analysis of the change of the linen
 - 2.3 Removal of the dirty linen and the delivery of clean linen
 - 2.4 Complaint
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- 3 Management of the linen
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1 Linen equipment

The company that provides this service must cover the needs of the hotels by providing sheets, pillow, napkins, tablecloths, etc.

Usually, NH Hoteles has negotiated to dispose of five sets of linen per room. This is because there are five stages for the replacement of the linen:

- 1 set: Being washed
- 1 set: Being transported (to the cleaning company or to the hotel)
- 2 sets: In the storage room
- 1 set: In use

It is necessary to carry out a thorough control of the linen **received**, as well as take note of all the incidents and inform the Purchasing Department to find a solution.



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2 Daily service performance

Responsible: Housekeeper

Previous actions:

The Housekeeper will make an estimate of the minimum stock recommended to cover the average occupancy and check outs of the hotel taking into consideration the stored linen and the linen being used.

2.1 Removal of the dirty linen

- Linen from rooms: The chambermaid will remove all the linen that needs to be washed from the different rooms and place them in the trolley to send them afterwards to the laundry.
- Linen from the F&B departments: The maître will collect all the dirty linen to be sent to the external laundry company.

2.2. Analysis of the change of the linen:

- The Housekeeper will analyze the information provided by the system which displays the rooms to be cleaned so as to calculate if it is necessary to increase the demand of the order to the external laundry company.
- The Maître make its own forecast for the next day.
- The Housekeeper and the maître will analyze the linen needed based on the occupancy forecast and if it is necessary to order more packages of linen for the following days. If no modification is notified to the supplier, the usual stock will be sent.

2.3. Removal of the dirty linen and delivery of cleaning linen:

The supplier will collect all the dirty linen of the hotel. At the same time, the supplier will hand in the batches of the clean linen.

- Delivery note, distribution of the linen and the counting of the linen: The Housekeeper and/or the maître (the receptionists available if applicable) will sign the delivery note (keeping a copy) and will distribute the batches between the F&B departments and Housekeeping.

At that moment, each Department Head of each area will:

- Check that the crates or containers and the laundry bags show the sign of the corresponding establishment.
- Count the linen received.
- If the linen is rented: count all the clean linen received by the supplier
- If the linen is owned: count all the dirty linen send and received from the supplier in order to check with the bill.



- Register the quantity of linen received in **good condition** in the purchasing registration form.
- Check that the linen is in good condition and remove any linen which is torn or in poor conditions (dirty or not ironed well), taking note of this to claim to the supplier.
- The linen will be distributed to the various storage rooms in the different floors (if they exist) or to the trolleys of the chambermaids.
- The F&B Department will store their own linen in their corresponding storage rooms.

2.4 Complaint

- If there is any incident such as the delivery of less quantity than ordered, dirty or damaged linen, this will be registered in the purchasing registration form indicating only the correct amount of the units received.
- Inform the supplier of the incidents detected and request for a credit note or else for the delivery note to be amended.
- It is recommended to place the defective or damaged linen in a separate cart to be sent back to the supplier once a week, prior to notifying the supplier.
- If a time lag occurs between the initial order and the one received, contact the supplier for an urgent replacement in the hotel if this is necessary. In case you receive the supplies the same day, it will not be necessary to modify the delivery note.

2.5 Registration of the delivery note in the system and filing

For hotels with Click & Buy System

- The Housekeeper, administration staff or the maître (depending on each hotel), will register in the *"Template for the laundry services delivery"* in the excel file of the purchasing department indicating the number of units included in the delivery note (only for hotels with Oracle).
- The suppliers will send on the last day of the month, the proforma invoice of all the deliveries of the month which the hotel should register in Oracle (before the second working day of the following month)
- To validate the information submitted by the supplier on the proforma invoice, register on a daily basis the delivery notes in the Excel templates created for this purpose. Consult, with the objective of previously contrasting the proforma invoice sent by the supplier before registering it in Oracle.
- If there is a discrepancy between the invoice of the supplier and the registration of the delivery notes in the Excel template of the hotel, it should be resolved before entering the monthly statement in Oracle. To resolve it, it is necessary to contact the supplier to indicate the differences found in the delivery note (s) and item (s).
- Only register a single order and delivery to be resumed at the end of the month.



- o It is very important to register the summary of the orders in Oracle on the established date. The deadline would be on the second working day of each month. To register the delivery notes on the system, it is necessary to follow *“Order – reception purchase.”*

For hotels without Click & Buy System

- o The current operating will be followed in each BU.

3 Management of the linen

The quantity of linen received at the hotel and shown on the delivery note must contain the same quantity in the batches received. (Actual count).

In order to maintain the corresponding batches in the hotel, it is recommended carrying out a inventory, using the template *“Linen Control.xls”*, in order to check that there has not been a decrease in the initial stock of the hotel. In case there are any discrepancies, contact the supplier in order to evaluate the situation.

4 Related procedures

Order – Reception Purchases

5 Template and file

- o **Hotels with Click & Buy** system implemented must keep physical delivery orders for 5 years, grouped by supplier and month. All the delivery orders must be identified by the reception number in Oracle.
- o **Hotels without Click & Buy** system has to send the delivery orders to Account department to be filed.

Template	Responsible	File Period
Linen control	Housekeeper	Opcional
Template for the laundry services delivery	Housekeeper	Opcional

6 Procedure Validation

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