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Guest Laundry

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Objective and scope

This procedure describes the steps to follow in case a guest use laundry service of the hotel.

The objective is that the service provided fulfills the level of excellent quality established by our company, whether the laundry is cleaned in our own establishment or whether it is sent to an external laundry or dry cleaner's.

This procedure applies to all the Housekeeping staff (Housekeeper, Chambermaids, laundry staff) as well as to the Reception staff (Front Office Manager, Receptionists and bellboys).

Summary

- 1 Daily service performance
 - 1.1 Service Request
 - 1.2 Removal /pick up of laundry by hotel staff
 - 1.3 Execution of the service
 - 1.4 Delivery of the laundry to the guest
 - 1.5 Service performance
- 2 Arrangement and presentation of the laundry
- 3 Related procedures
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1 Daily Service Performance

1.1 Service Request:

Responsible: Housekeeping, chambermaids, laundry staff, receptionists



- As a general rule, the guest must fill out the "Laundry form" available in the closet of the room which specifies the instructions for the use of the service.
- In case the guest contacts the Laundry department or the Reception requesting this service:
 - The guest will be indicated to leave his/her laundry bag prepared having completed the laundry form placed in the room which will later on be removed by the Housekeeping department.
 - Afterwards, the employee who receives this request will inform the corresponding staff member: laundry staff, chambermaid, Housekeeper, etc.

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- In case the guest hands in the laundry bag to the Reception, the Housekeeper or chambermaids will discreetly verify the information provided on the laundry form: room number, date, name of the guest and signature, as well as the items marked on the sheet.
- According to NH Environmental Plan, laundry services bags are biodegradable.

1.2 Removal /pick up of laundry by hotel staff

Responsible: Housekeeping, Chambermaids

The person who removes/ picks up the laundry bag must verify the following:

- The laundry form has been completed correctly by the guest (room number, name of the guest, dates, etc.)
- The number and type of garments matches with what the guest has marked.
- The type of service requested:
Dry Cleaning / Washing and Ironing / Ironing Only
Normal or Express (if available)
- If the garments need any special care or if there are any delicate garments (especially those that do not have any labels with any washing/care instructions).
- If all garments have washing labels.
- If any garment has any imperfection / worn-out.
- The dates and times requested for the delivery correspond to the service provided.
- Contact telephone number of the guest for any incidents (if possible).
- The signature of the guest (if possible).

Whatever incident will require for us to contact the guest in order to complete the service. Under no circumstance, will any unlabelled garments which might be damaged (shrink, fade...) be washed unless we have the approval and instructions from the guest to do so.

It is important to emphasize on checking the rooms so as to avoid any forgotten laundry bag and this will be checked by the chambermaid and Housekeeper.

In case we find in the room the laundry bag with laundry inside and no laundry form has been completed, the laundry bag will not be removed and therefore sent out to be cleaned.

1.3 Execution of the service

Responsible: Housekeeping, Chambermaids, Laundry staff

Depending on the hotel, the service can be done by the hotel itself or by an external laundry company.



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1.3.1 In-house Laundry service:

The hotel that is equipped with the facilities needed to carry out this task will provide laundry and pressing service at the hotel.

The laundry staff will classify the garments by colors, type and subsequently proceed to mark the garments by using one of the following methods:

- Clothing tag machine
- Piece of cloth with a special marker and safety pin
- Colored threads
- Fabric adhesive with a special marker (do not use on delicate garments, underclothes or socks)

1.3.2 Laundry service by an external company:

If the clothes are washed in the dry cleaner's or by an external laundry company, the laundry will be properly classified by each guest's name and or by room numbers in order to prevent any loss.

The laundry company, depending on the agreement must deliver to the hotel on the same day the cleaned laundry. (Only when the guest has handed in the laundry before the external company has passed by to pick up the clothes). If not, the laundry will be delivered the next day. The terms and conditions for the use of the external laundry service shall be explained on the "Laundry Form" which is available for the guests.

1.4 Delivery of the laundry to the guest:

Responsible: Chambermaids, designated staff

Within the deadline established, the laundry will be delivered to the guest's room along with a copy of the delivery note. This will be completed by the hotel staff indicating the amounts to be billed by calling twice to the room, introducing themselves and react in accordance to the different situations:

1.4.1 If the guest is in the room:

Ask permission to enter and greet the guest politely and place the laundry:

- On the bed if the clothes are folded
- In the closet if the clothes are on hangers

Dismiss the guest wishing him/her a pleasant stay and ask if you can assist with anything else.

1.4.2 If the guest is not in the room:

Enter the room and proceed to place the laundry:

- If the clothes are folded: on the bed along with the delivery note
- If the clothes are on hangers: inside the closet, leaving the door ajar (displaying the clothes within the sight of the guest) and also place the delivery note in a visible place (on the desk, on the bed, etc.)





1.5 Service performance:

Responsible: Housekeeping, Chambermaids, Laundry staff

The form provided to the guest indicating the type of garment sent to the laundry contains 2 copies:

In-house laundry service:

- One copy is for the hotel.
- The other copy will be handed in to the guest once the cleaned laundry has been delivered.

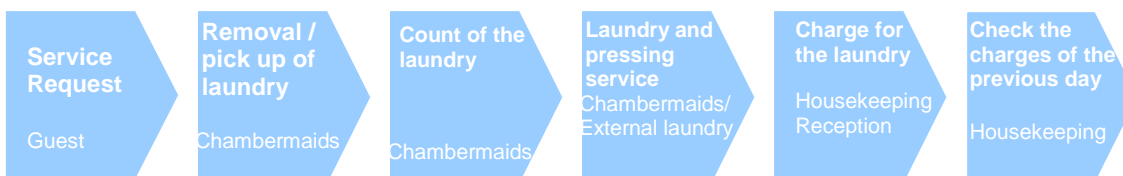
External laundry service:

- The laundry to be sent out will be clearly labelled in the delivery note provided by the external laundry company. A delivery note will be used for each guest and the original and a copy will be sent out to the external laundry company.
- The laundry will be returned along with a copy of the delivery note, and the prices will be transferred to the internal NH laundry form. Never display the delivery note received from the external laundry company with the guest's laundry.
- The housekeeper / laundry staff will sign the delivery note of the external laundry company and subsequently register it for accounting purposes.
 - Hotels with "Click & Buy" system implemented, procedure **"Order – Reception purchases"** must be followed.
 - Hotels without "Click & Buy" system implemented, should be follow the current purchasing procedure established per BU.

The charge for laundry service will be posted in the guest's bill by reception or designed person.

The Housekeeper will check the charges made the previous day along with the details that have been filed in the report *"EHLISUNS - Production by services"*.

Summary:



In case incidents arise with the laundry of the guest, you must act as follows:

- Inform the Reception about the incident.
- Anomalies detected during the removal /pick up of the laundry: Whilst checking the laundry left by the client, if we observe any anomaly (difficult stain to eliminate, missing button, torn garment, etc.), the guest will be notified as soon as possible in order to comment this or else leave a note with an explanation.

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- Anomalies detected during the delivery of the laundry: In case the guest is not found in the room at the time of the delivery of the laundry, it will be explained on the delivery note.

In both cases, an alternative solution should be offered as soon as possible in order to minimize the inconveniences this may cause the guest.

- When the numbered laundry and that included in the template do not match: The chambermaid should call the guest and explain the situation:
 - If the guest agrees, the chambermaid should update the template but if not, the chambermaid should take the laundry bag and show it to the guest. If the guest agrees, the chambermaid will continue the next step and if the guest does not agree, the dirty laundry will be returned to him/her.
 - If the guest is not found in the room, the chambermaid will update the template under his/her name by adding to the form the correction made.
- In case the guest has left the hotel without the laundry: If the reason is due to the fact that the laundry was not delivered on time, it will be sent free of charge to the address the guest provides us with.

If the reason is due to the fact the guest forgot the laundry, it will be sent to the address provided by the guest and paid by him or her upon receiving the items.

The Laundry or Reception staff will check at the beginning of each service the status of the pending deliveries. In case, a delay or incident is detected, it will be communicated with urgency to the guest in order to be able to adopt a quick solution without forgetting to apologize for the inconveniences.

2 Arrangement and presentation of the laundry

Responsible: Chambermaids, Laundry staff

Depending on the type of garment, it will be presented the following manner by using the standardized NH bags when necessary.

The suits of the guests such as pants, and jackets that are handed in by the external laundry company, will be left hanging inside the closet with the door ajar.

In the case of the shirts, they will be delivered on hangers, unless specified otherwise by the guest. The rest of garments will be presented folded.

3 Related Procedure

Order – Reception Purchases

4 Templates and file

Template	Responsible	File Period
Laundry form	Front Office	18 months



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5 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