

# HOUSEKEEPING

## LAUNDRY OPERATIONS

### VIDEO COMPANION MATERIALS

Produced by the  
Educational Institute  
for the  
American Hotel & Motel Association



Sponsored by Diversey Corporation

#### INTRODUCTION

*Housekeeping: Laundry Operations* demonstrates the entire process of producing clean linen and the skills needed to do the job correctly and efficiently. The "Key Points" section in these companion materials outlines the videotape's content in more detail.

With just a little planning, this video can provide an effective training tool adapted to the specific needs of your establishment. For complete instructions on how to plan a training session around this video, see the section entitled "Conducting a Video Training Session" in these companion materials.

This videotape is designed for maximum training flexibility. The four segments built into the videotape allow you to stop the video for discussion or to conduct an activity with employees. Simply show the videotape until you see the title of a new segment on the screen. Then stop the video and refer to the "Segment Questions" or "Segment Activities" in these companion materials that correspond to the titles on the video. Safety tips are also included throughout the program. Watch the video for the safety symbols and graphics that indicate a safety tip.

#### KEY POINTS

##### Introduction (1 min., 47 sec.)

- The responsibilities of all laundry attendants are the following: producing clean linen, maintaining work areas, and performing preventive maintenance.
- Laundry safety issues include fire safety, chemical safety, movement and lifting safety, bloodborne pathogen safety, and machine safety.
- Each piece of linen follows the cycle of laundry operations: use, collect, transport, sort, wash, dry, fold, store, and inventory.

##### Producing Clean Linen (13 min., 40 sec.)

###### Collect

- Separate stained or damaged items by placing them in a pillowcase or bag. (Items stained with blood or body fluids need special handling.)
- Remove any non-linen items, such as flatware or glass items.
- Promptly take linen to the proper collection point.

###### Transport

- Use separate carts for dirty and clean linen.
- Make sure carts are clean and in good condition.
- Report sharp edges or rusty areas on carts to your supervisor.
- Keep items from hanging over the edge of the cart.
- Push your cart carefully to avoid leaving scratches on walls and furniture.

*Safety Tip:* Use your legs to push carts to avoid straining muscles.

###### Sort

- Sort items by fabric type, color, and stain.
- Safety Tip:* Avoid bloodborne pathogen exposure by looking for potentially contaminated items. Don't handle potentially contaminated items unless you've been trained in the proper procedures. Report possible contamination to your supervisor and designated personnel. Wear heavy latex utility gloves when sorting designated personnel.
- Watch for and remove non-linen items.
  - Handle rags separately from other linen.
- Safety Tip:* Separate greasy rags, which are a fire hazard, from other rags.
- Pre-spot or pre-soak stained items and wash immediately.

*Safety Tip:* Wash your hands after handling soiled linen.

###### Wash

- Follow your establishment's guidelines for the proper washer load size.
- Fill washers from front to back and side to side, leaving a three- to four-inch gap at the top.
- Wash using the correct wash formula: length of time, water temperature, type and amount of supplies, and mechanical action.

*Safety Tip:* Handle laundry supplies properly by reviewing Material Safety Data Sheets and chemical labels. Never mix chemicals or reuse empty containers.

- Remove wet items promptly from washers to prevent wrinkles.

*Safety Tip:* Don't wrestle with heavy, wet linen. Remove a few items at a time from the top of the washer load. Don't overfill your cart.

###### Dry

- Dry using the correct time, temperature, and cool-down time for each type of linen.
  - Remove linen promptly to avoid wrinkles and fire hazards.
- Safety Tip:* Clean dryer lint traps at least twice daily.
- Safety Tip:* Know how the safety guards work on each machine and follow manufacturer instructions to operate equipment efficiently and safely.

###### Fold

- Fold according to your establishment's standards.
- Fold each item the same way every time.
- Make sure your shoes are comfortable and slip-resistant, and have closed toes.
- Sort out damaged items for repair or disposal.

###### Store

- Store items on the correct shelf with the fold side facing out.
- Allow linen to "relax" for an adequate time.

###### Inventory

- Take inventory of the linen to make sure there is an adequate supply.

##### Maintaining Work Areas (1 min., 10 sec.)

- Use a spray cleaner to wipe off the outside of machines; avoid getting cleaner on door gaskets.
- Clean and inspect carts; lubricate cart wheels.
- Clean up litter and wipe up spills.
- Mop daily.

*Safety Tip:* Test heaviness when lifting objects. Stand close to the item, bend your knees, and lift with your legs, keeping your back straight.

##### Preventive Maintenance (1 min., 54 sec.)

- Look and listen for unusual noises or operation of equipment and report any problems to your supervisor.
- Clear floor drains to prevent backup.
- Check chemical supply levels and supply lines.
- Make sure water temperatures are correct.
- Check water levels in washers.
- Measure water hardness.
- Check pipe insulation for damage.
- Inspect gas burner flames.

#### CONDUCTING A VIDEO TRAINING SESSION

##### Step One: *Prepare*

1. Read these companion materials.
2. Preview the video.

##### Step Two: *Present*

1. Introduce the video.
2. Show the video straight through or stop it at each segment.
3. Discuss the video using the Segment Questions in these companion materials.
4. Explain differences between the video and your establishment's procedures.

##### Step Three: *Practice*

Activities can help employees practice skills. Use the Segment Activities in these materials as well as your own training program.

##### Step Four: *Follow Up*

Following up with employees is important to their continued success. Offer praise when they perform well and suggestions when they need to improve. Suggest that they watch the video periodically for review.