

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Linen Exchange	CODE: 03.05.035
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Policy & Procedure:

- Each Food and beverage outlet is responsible for sorting out and counting of dirty linen.
- The following procedure should be used when sorting linen:
 - All linen is inspected for damage – holes, tears and stains which cannot be removed and this linen is tied and kept separately.
 - Napkins are tied in bundles of 10.
 - Tablecloths are folded and tied in bundles of 10 according to sizes.
 - Skirting is folded and kept separately.
- Once linen has been sorted it is placed in the linen cart and taken to the Linen room for exchange.
- Linen should be exchanged at specific times for each area to avoid congestion and excess waiting.
- All linen is recorded in a logbook (see attached sample) and the Supervisor will sign for receipt of the linen. The linen room should verify the count as per logbook
- F&B team member will collect clean linen in equal numbers to the dirty linen given, at specified times.
- Damaged linen should be returned in a separate pile, logged and if problem is rectified returned to outlet. If to be discarded follow the discard procedures.

LINEN CONTROL LOG					
DATE	ITEM	QUANTITY	DELIVERED BY	RECEIVED BY	REMARKS

- Under remarks the following could be noted:

- Quality of the returned/given linen
- Discrepancies in linen count



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DAMAGED LINEN CONTROL LOG

GIVEN TO LAUNDRY

RECEIVED FROM HOUSEKEEPING