

	RESOURCE LIBRARY - LAUNDRY Task: Priority of Service	CODE: 03.06.005 EDITI ON: 1 PAGE 1 of 1
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OBJECTIVE: To give priority attention to the servicing of VIP items.

PROCEDURE:

- Items should be cleaned giving the following categories priority to ensure Guests needs are being satisfied.

What	How	Why
1. Priority Service – VIP items.	As frequently as possible items of in-house VIP Guests should be given first priority to be collected.(Unless the rooms are on DND, then service should be given as soon as this is removed. All VIP rooms should be collected by 11am unless otherwise directed by the guest).	In anticipation of guests needs.
2. Please collect Cards with express ticked	Rooms displaying the Please collect cards for stay-over rooms should be given the next priority in item cleaning.	Guest requests dealt with as a priority
3. Please collect cards requesting for laundry service.	These should be collected according to expected delivery time or as requested by guest. All items should be ready before 5pm.	To ensure items are ready for guests, so they should not be required to wait.