

	RESOURCE LIBRARY - LAUNDRY Task: Trolleys	CODE: 03.06.009
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OBJECTIVE: To ensure all laundry employees are fully equipped to carry out their duties.

PROCEDURE:

What	How	Why
1. Trolleys are to be properly stored	Trolleys should be stored in the laundry.	Safety & Security
2. Trolleys to be kept clean & tidy	Should be in a good state of repair and as per standards. No stickers or graffiti permitted.	Guest Impressions
3. Clean trolleys	Trolleys should be cleaned at the end of each day.	Ready for the next working day.
4. Loading of trolleys	Should not be overloaded with items	Safety & ease of movement
5. Broken trolleys	To be taken to engineering Office.	For Repair
6. Position of trolley while collecting/delivering of guest items.	Trolley to be placed next to the guest room door, as close as possible to the wall, ensuring no obstruction to the flow of traffic.	Safety & Security
7. Unattended trolleys	Trolleys should not be left in the corridors or service areas unattended.	Safety
8. Fire Alarm procedure	When the alarm sounds the trolley & all equipment should be put in the nearest vacant room or pantry.	Safety – to avoid obstructions.
9. Push with care	Avoiding walls and guests in corridors.	To avoid accidents