

	RESOURCE LIBRARY - LAUNDRY Task: Sequence for Collecting Items from Rooms	CODE: 03.06.010
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OBJECTIVE: To ensure rooms are collected and in time, according to our standard.

PROCEDURE:

What	How	Why
1. Take the collection form from valet desk	Check the form for serial nr.& in good shape	For Collecting guest items
2. Start your round from bottom floors up	Write down room nr. and time of collection	To make sure you have collected that room.
3. Check that the room number is on the list & what service required	Room nbr should be on the bag before you move to another room.	To make sure you don't miss the bag with another room.
4. Do the floor	Check the collecting form so as not to miss any room.	To make sure that you have done the floor.
5. When the trolley is full take it to the laundry	Using the lift taking care not to drop any bag	To bring the items to the marking machine
6. Check the form for space	Make sure there is space for other floors	To do the rest of the floors
7. Complete the floors	Same as before	To make sure that you have collected all rooms
8. Start to mark the items & inspecting them Taking guest calls & collecting new rooms	Using the form to write new rooms calling& what time they have called and any special requests	To make sure collection done on time & special requests done and guest satisfaction guaranteed
9. Take calls & collect callers laundry	Write the room nr. & time of call and service required.	To make sure that express service is done & the records show that it's been requested