

	RESOURCE LIBRARY - LAUNDRY Task: Sequence for Delivering Items to Rooms	CODE: 03.06.011
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OBJECTIVE: To ensure items are cleaned, checked, delivered on time

PROCEDURE:

What	How	Why
1. Prepare trolley for delivery	Make sure the trolley is clean, neat& well oiled wheels.	It has to look in excellent shape so as to go to the floors.
2. Start with the lower floors moving up check the items for packing & number of items	Check nbr of items from the list& gather them from the finished trolleys and put them on the valet trolley in room nbr order	To make sure you don't miss any item.
3. Check that all items are there& count them for all rooms.	Check that what is in the list, special requests are done& number of items is correct.	To make sure guest satisfaction& no items are missing and special requests are done
4. Check that the baskets are clean & in good shape	Make sure the wood in good shape & color	All baskets to look the same so as to look neat on the trolley.
5. Check that all items for that room are in the basket.	Check that the nbr of items on the list is the same as what is in the basket	So as not to forget any item when delivering to the room& special requests where done.
6. Stamp each list to the items being delivered on the trolley & tick the delivery card on checked.	Using the stapler stamp the list on the lift side of the bag & make sure that list belongs to those bags or bag	So as not to delay guest when delivering the items.
7. Take the trolley to the floors using the lift	Make sure the trolley is well prepared & looks presentable.	Hotel standard
8. Follow entering guest rooms standard	See Previous SOP	