

	RESOURCE LIBRARY - LAUNDRY Task: Valet Reports	CODE: 03.06.029 EDITI ON: 1 PAGE 1 of 1
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OBJECTIVE: To check correct procedures are implemented.

PROCEDURE: Valet reports consist of valet pick up card, daily revenue, DND card, delivery card.

What	How	Why
1. Pick up card	Show time of call and time of pick up	To make sure standard is being implemented.
2. Daily revenue	To promote training sell...sell as staff will be aware of importance of reaching targets on daily bases and to know how much we made revenue Of dry clean / washing for accounting purposes.	To involve staff and motivate them in producing more income to the department.
3. D.N.D card	When we have a DND sign on the door we would leave a card informing the guest that his items are ready but we where unable to deliver the items because of the sign items would be kept at H.K office.	When we have the DND sign on the door it means guest don't want and body to knock on the door.
4. Delivery card	Time of delivery is recorded.	To monitor delivery process.