

Laundry-Collection

Purpose	To provide a laundry, valet and pressing service to our guests
Start	When guest uses the laundry, valet service
Materials	Laundry list, Valet amenity tray/pack

Actions:	This is how we do it:
1. Laundry list to include: 	<ul style="list-style-type: none"> Hours of service and collection/delivery instructions Collection telephone number unless speed dial is clearly marked on the telephone Clearly stated applicable prices Option for folded or hung shirts Valet amenity tray/pack must include laundry bags
2. Collecting laundry from the room: 	<ul style="list-style-type: none"> Knock three times with knuckles only on the door and announce, "Laundry Valet" into the crack between the door edge and door jamb and count to three waiting for an answer If no answer, knock three times again with knuckles only and announce "Laundry Valet" into the crack between the door edge and door jamb and count to three waiting for an answer Keep door open while inside the room using a door stopper Never allow anyone in the room Close door securely
3. Collecting laundry from the guest: 	<ul style="list-style-type: none"> Laundry/pressing must be collected within 10 minutes of the request Knock three times with knuckles only on the door and announce, "Laundry Valet" into the crack between the door edge and door jamb and count to three waiting for an answer Greet guest in a friendly manner and use the guest's name at least once during the interaction Confirm with the guest that the laundry list is in the bag Thank the guest
Task	To provide a laundry, valet and pressing service to our guests
Standards	<i>The hotel must provide a laundry, valet and pressing service, at a minimum, five days a week. Service to be same day 24-hour where possible. Laundry/valet bags (2) and order slips (2) must be available in guestroom and replenished each day as needed. The hotel must maintain maximum pricing integrity within its market.</i>