



Laundry- Delivery and Presentation

Purpose	The delivery and presentation of guest laundry
Start	When a guest laundry is ready for delivery
Materials	Hanger, Calling card, Laundry bill, Laundry box/basket/tray

Actions:		This is how we do it:
1. Delivery		<ul style="list-style-type: none">• All laundry must be delivered within specified time. If any delays, inform guest immediately.• Return pressed items within 1 hour of them being collected and returned as requested (folded, hung)• If “Do Not Disturb” signs is on the door leave Calling Card under the door• If bill is presented with the laundry, bill must be clearly itemized and totaled• All laundry items must be properly cleaned and pressed
		
2. Presentation		<ul style="list-style-type: none">• All laundry items must be appropriately cleaned and pressed• Inform the guest with a card if stain cannot be removed from garment• All hanging garments must be returned on good quality hangers and covered in plastic. Items must be free of odor• Folded items must be delivered in a box/basket/tray• Replace buttons that are lose or have fallen off and in case of French cuffs, use clips• Garments must be free of pins or staples and all tags must be removed• Socks must be in pairs and folded
		
Task	To provide a consistent laundry, valet and pressing product to our guests	
Standards	<i>If guests are not present in the room when laundry is returned then, laundered items required to be hung must be hung in the closet/wardrobe, and the remainder of the items must be left in plain sight in the room. In cases where “do not disturb” sign is displayed when the laundry is returned, a calling card must be placed under the door inviting the guests to call for delivery at their convenience.</i>	