

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	<p><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></p>