National Occupational Standards

Sector: Housekeeping

Occupation: Linen / Laundry Supervisor

MQF Level: MQF Level 4

Units:

- LS401: Health, safety and security requirements at the workplace
- LS402: Preparing chemical and necessary equipment for the provision of laundering of hotel\(^1\) linen
- LS403: Supervisory responsibilities within the housekeeping department laundry section
- LS404: Customer care
- LS405: Work Ethics

\(^1\) The term hotel refers to any tourist accommodation facility.
This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health, safety and security requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow and encourage health, safety and security procedures which ensure that their actions or those of their team members, do not create health, safety and security risks to self or others (or their property or belongings.)

**Performance Criteria**
The candidate must have the necessary knowledge and skills to:

1. Follow and promote health, safety and security regulations for preparing and disposing of materials, storing of linen, equipment and products.
2. Ensure that tools, machines, equipment, materials and products within the laundry section are used in an appropriate manner to prevent damage to themselves and others, to the building, (and its furnishings) and to hotel linen.
3. Carry out safe working practices and ensure their application, according to the workplace health, safety and security regulations.
4. Apply and ensure that hazards, security threats and injuries within the laundry section are dealt with in accordance to organisational procedures.

**Required Knowledge**
The linen / laundry supervisor at MQF level 4 must know, demonstrate and explain:

1. The role and responsibilities of themselves and of others within their team in accordance to the Health and Safety regulations and legislation.
2. The different types of hazards found at work especially the ones caused inadvertently by team members. Identify ways how to monitor the laundry area and not leaving it unattended.
3. The value of risk assessment and the process to use when conducting one in different working areas (washing / drying areas, ironing area, folding area, sorting area, delivery / dispatch area and storage area.)
4. The evacuation procedures for superior and staff within their responsibilities and the designated area for preventive equipment (eg: fire extinguisher / water hose).
5. The basic first aid and persons to contact internally in case of requirement/s.
6. The importance of personal health and hygiene practices in facilitating one’s ‘modelling’ (leading by example) role.

**Required Skills**
The linen / laundry supervisor at MQF level 4 should be able to:

1. Monitor and ensure the application (within the team) of health, safety and security practices in line with internal procedures at all times.
2. Ensure redirection of practices and suggest further training where required.
3. Ensure the use of appropriate procedures following the reporting of hazards. Suggest improvement to practices in order to ensure similar situations do not recur.
4. Demonstrate effective emergency procedures during drills/ or real occurrences.
5. Carry out a basic risk assessment in the laundry areas (washing / drying areas/ ironing area/ folding area, sorting area, delivery / dispatch area and storage area).
6. Lead by example in grooming and personal health and hygiene.
LS402: Preparing chemical and necessary equipment for the provision of laundering of hotel linen

This unit lists the knowledge and skills needed by a person holding this position to carry out the monitoring of the standards of the laundering process of hotel and guest linen. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare and be equipped with that is needed for the laundering of hotel and guest laundry.

Performance Criteria
The candidate must have the necessary knowledge and skills to:

1. Prepare laundry reports and distribution of the work for all the linen/laundry attendants.
2. Prepare the documentation used in-house and with possible commercial laundry.
3. Collaborate with housekeeping, food and beverage and banqueting accordingly.
4. Update oneself and remind members of team if required with challenges/priorities/special requests from hotel departments.
5. Ensure that before the laundry/linen attendants start their shift all required material, tools, chemicals and machinery are available and operational.
6. Prepare additional materials if still required.
7. Retain open positive communication with housekeeping personnel and food and beverage outlets.

Required Knowledge
The linen/laundry supervisor at MQF level 4 must know, demonstrate and explain:

1. The purpose of each document issued for the organisation of laundering of linen including hotel laundry, and uniforms.
2. How to compile each linen report.
3. How to allocate daily work to all linen attendants.
4. The quantities of detergents used for the washing of linen process, their storage and their safe use.
5. How to care for and use the washing, drying, iron and folding machineries safely.

Required Skills
The linen/laundry supervisor at MQF level 4 should be able to:

1. Plan and process daily laundering reports for laundry employees.
2. Carry out pre-shift briefing for all linen attendants.
3. Motivate team members to get ready for immediate start of work whilst providing assistance as required.
4. Collaborate and maintain positive communication with housekeeping, food and beverage and banqueting accordingly.
5. Ensure that before the laundry/linen attendants start their shift, all required material, tools, chemicals and machinery are available and operational.
6. Prepare additional materials required per daily operation.
This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with hotel standards the provision of daily clean linen to designated departments and run the laundry operations within the property smoothly. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to take care and monitor the laundry operations within the accommodation establishments.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Define the right amount of par stock that suites the hotel operations.
2. Identify the appropriate linen to be used according to purpose.
3. Plan the provision of the right amount of fresh linen to run the hotel operations and follow budgetary requirement to purchase the required items (linen, machinery etc.)
4. Interact with commercial laundry for laundering and hiring of linen as per establishment requirements.
5. Evaluate and supervise the work done linen/laundry attendants, commercial laundry and possible tailors.
6. Analyse the movement of linen, the way linen is maintain and do the necessary stock takes.
7. Design and implement training programmes within the laundry section in consultation with direct superiors.
8. Follow health and safety regulations for storing linen, handling linen and usage of chemicals and equipment/machinery.

**Required Knowledge**

The linen / laundry supervisor at MQF level 4 must know, demonstrate and explain:

1. The ideal par stocks of linen that should be purchased to run the hotel operation smoothly.
2. The counting procedures (with assistance) of linen to be sent for washing at the commercial laundry and the returned fresh linen from commercial laundry (this applies if hotel do not clean linen in-house).
3. How to select appropriately with assistance of laundry attendant the right amount of linen per department and hand it out accordingly per daily operation.
4. The importance of maintaining a register of linen movements and checking the linen regularly.
5. The procedures when identifying potential hazards in the laundering, storing and dispatching areas (such as electricity, slippery surfaces, contaminants, irritants, fire, heights and improper use of chemicals, tools, equipment and machinery).
6. The training procedures for laundry staff in relation to the proper use of tools, machinery and equipment.
7. The procedures of proper labelling and storing per department and type of linen.
8. The procedure of maintaining good stock control.
9. The best practices for washing and caring of hotel laundry.

**Required Skills**

The linen / laundry supervisor at MQF level 4 should be able to:

1. Apply a responsible system for caring of all hotel linen and assign tasks to laundry attendants accordingly.
2. Plan a system to send dirty linen to commercial laundry and having it checked piece by piece when having it returned fresh to the property (applies to hotels without in-house laundry).
3. Examine laundered linen before sending it for ironing and storing.
4. Apply a good storing system once linen is washed, ironed, folded and mended (if necessary).
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<td>5.</td>
<td>Proceed with the handing out of linen to various departments with the assistance of the laundry attendant.</td>
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<td>6.</td>
<td>Review linen movement register and check and count the linen as required.</td>
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<td>7.</td>
<td>Examine the laundering processes, ironing, folding, storing of hotel linen, guest linen and uniforms.</td>
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<td>8.</td>
<td>Prepare clean linen daily and provision of enough suitable uniforms for all property staff with the assistance of the laundry attendant.</td>
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<td>9.</td>
<td>Ensure that health and safety regulations and other relevant regulations that apply on the job are carried out and adhered to.</td>
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<td>10.</td>
<td>Design and implement training programmes within the laundry section in consultation with the direct superior.</td>
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<td>11.</td>
<td>Liaise with property departments on the ideal linen to be purchased according to the usage purpose.</td>
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<td>12.</td>
<td>Liaise with commercial laundry on the laundering and care of linen and possibilities for hiring of linen if required.</td>
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<td>13.</td>
<td>Interact with laundry attendants and discuss any possible difficulties encountered within the performance of the daily assigned tasks.</td>
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<td>14.</td>
<td>Assess work done by commercial laundry, in-house linen attendants and tailor.</td>
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<td>15.</td>
<td>Proceed with any suggestions for the benefit of the linen care and laundry section.</td>
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This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with hotel standards when dealing with technical, mechanical and guest complaints in a professional manner. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to take care and handle in a professional way technical, mechanical, attitudinal, service related and unusual complaints from the guests.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Define the right way to deal with technical and mechanical complaints (e.g. malfunctioning of laundry machinery).
2. Practice the professional attitude when guest laundry service is not up to standard (e.g. delivered late, not ironed properly etc.)
3. Operate professionally when guests complain about rude and lack of professionalism in laundry attendant’s behaviour when picking up or delivering guest laundry.
4. Interact professionally with guests when dealing with unusual complaints.

**Required Knowledge**

The linen / laundry supervisor at MQF level 4 must know, demonstrate and explain:

1. How to deal with guest’s various concerns such as lack of professionalism from team members.
2. The hotel procedures in relation to guest complaints.
3. The procedure of technical and mechanical complaints.
4. The reporting procedure of guest’s complaints.
5. How to reasonably compensate the guest without exceeding the linen/ laundry supervisor line of authority.
6. The actions that need to be taken to solve laundry related issues.
7. The follow up procedure to ensure the laundry related problem is resolved to the guest’s satisfaction.
8. Possible follow-up procedures with management to address and propose improvements to any shortcomings in the system.

**Required Skills**

The linen / laundry supervisor at MQF level 4 should be able to:

1. Discuss any issues with guests in confidentiality.
2. Show that they shall be dealing with the linen related problem in a professional and efficient manner.
3. Speak to guest and address guest by his title and surname frequently.
4. Show that they are taking the complaint seriously.
5. Operate by concentrating on the problem and not appointing the blame.
6. Explain to the guest the action to be taken and listen to the guest to check if any other actions are proposed or if guest is happy with the action that is going to be taken.
7. Speak to the guest personally when action is taken and ask if they are happy with the result.
8. Interact professionally with guests when dealing with unusual complaints.
9. Report the entire event, the actions taken and the conclusion of the accident on the designated log book.
10. Report any technical or mechanical complaints such as malfunctioning of laundry machinery.
11. Follow-up with management to address and propose improvements to shortcomings in the system.
**LS405: Work Ethics**

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics in relation to guests, team members, and colleagues alike.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to:
1. Always maintain a proficient and polite attitude with customers and team members.
2. Maintain a pleasant working environment with team members and with colleagues within and outside the laundry section.
3. Respect work obligations and boundaries of self and one’s team members.
4. Deal with difficult or unexpected situations in a professional manner adopting adequate communication skills and mediate in support of a member of staff when required.

**Required Knowledge**
The linen / laundry supervisor at MQF level 4 must know, demonstrate and explain:
1. What constitutes a positive and pleasant work culture and the overall benefits of applying such a strategy.
2. How the role of supervisor can simplify or hinder this positive ‘work culture.’
3. The significance of discretion and privacy when dealing with guest and team members’ issues.
4. The advantages and challenges of working with diverse employees.
5. The impact of unethical behaviour on customers, team members and organisation alike.

**Required Skills**
The linen / laundry supervisor at MQF level 4 should be able to:
1. Identify poor team work and devise a plan to address this.
2. Remain objective even when issue effects oneself.
3. Show integrity and understanding when necessary.
4. Ensure that no forms of discrimination and preference is perceived by team members.
5. Ensure that attained information from guests or team members is not shared inappropriately.
6. Deal with difficult or unexpected situations in a professional manner, adopting adequate communication skills and get involved in support of a member of staff when required.