



# HOTEL LINEN OPERATIONS

## *DESCRIPTION OF EVENT*

Participants will sort, fold, and stack bath and bed linens. They will complete an inventory of linens.  
Ohio Department of Education Career Field Standards

### **Hospitality and Tourism Core Body of Knowledge**

- 2.3 Apply active listening skills.**
- 2.7 Communicate with co-workers and supervisors.**
- 13.1 Adhere to health and safety regulations.**
- 13.2 Follow safety procedures.**
- 13.3 Apply sanitation procedures.**

### **Lodging and Travel Services Pathway**

- 37.5 Create and maintain productivity standards.**
- 37.8 Manage inventory.**
- 39.2 Process cleaned laundry.**
- 39.3 Complete fulfillment responsibilities.**
- 40.1 Assess the importance of physical facilities in the guest experience.**

## *ELIGIBILITY*

1. Participants are affiliated members of the State and National FCCLA organizations.
2. Participants are enrolled in Lodging and Travel Lodging Pathway programs where the course of study includes tasks and duties in laundry operations.

## **Hotel Linen Operations**

### *PURPOSES*

1. To demonstrate sorting and folding bath and bed linens according to industry standards.
2. To demonstrate stacking folding linens to allow a count to be taken quickly and accurately.
3. To demonstrate a knowledge of inventory management of bath and bed linens according to industry standards.
4. To demonstrate safety and sanitation procedures, good body mechanics, and efficient work methods in handling bath and bed linens.
5. To exhibit appropriate grooming, attire, and hygiene acceptable for laundry personnel.
6. To demonstrate teamwork skills in planning and executing work.
7. To demonstrate evidence of active listening and effective communication skills while working as a team.

## ***PROCEDURES***

1. On the day of the event, register and find assigned room.
2. Report to the assigned room 30 minutes prior to assigned judging time. Participants and their advisor may briefly see the room set-up prior to competing.
3. During setup, rearrange tables and carts as desired.
4. Participants will begin the event with sanitized hands. Depending on the facilities, the participants may need to use a hand sanitizing product.
5. Each participant must demonstrate the ability to fold each type of linen.
6. Participants will demonstrate the ability to fold and stack bed and bath linens to hotel and resort standards. All linens will be neatly stacked in piles of 5 like items (may be bundled or stacked individually).
7. Teams will respond to 5 questions from the prepared list.
8. Teams will complete an inventory worksheet, demonstrating knowledge of par laundry. For PAR inventory and room attendant cart inventory, assume that the hotel triple sheets (2 flat and 1 fitted sheet per bed).
9. Timer will start time when demonstration of folding begins.

### **TEAM EVENT ( 2 participants )**

<b>TIMING FOR EVENT</b>	
<b>Preparation/Set-up</b>	<b>5 min.</b>
<b>Demonstrate Folding Skills</b>	<b>20 min.</b>
<b>Demonstrate Inventory Knowledge</b>	<b>10 min.</b>
<b>Questions/Discussion</b>	<b>5 min.</b>
<b>TOTAL TIME FOR EVENT:</b>	<b>40 min.</b>

# **Hotel Linen Operations**

## ***RULES***

1. Participants are allowed a maximum of 40 minutes for the activity with 5 minutes for preparation set-up, 20 minutes to complete the introduction and demonstration, 10 minutes to complete an inventory worksheet, and 5 minutes for participants and evaluators to discuss the performance.
2. Participants are to dress in clothing and shoes appropriate to hotel and resort laundry personnel.
3. Personal hygiene is expected to reflect hotel and resort standards.

## ***SUPPLIES AND EQUIPMENT***

### ***PROVIDED BY PARTICIPANT***

1. clean uniform
2. clean shoes
3. hair restraint
4. dry hand wash sanitizer
5. calculator (optional)
6. pen or pencil

### ***PROVIDED BY RALLY SITE***

1. 3 six or eight foot tables (30 in. wide)
2. Linen cart for bath linens with 10 washcloths, 10 hand towels, 10 bath towels, and 10 bath mats
3. Linen cart for bed linens with 5 full-size fitted sheets, 5 full-size flat sheets, and 20 standard pillowcases
4. Judge's table and 3 chairs

# Hotel Linen Operations

## QUESTIONS AND ANSWERS FOR HOTEL LINEN OPERATIONS SKILL EVENT REGIONAL AND STATE LEVELS

**To Skill Event Judges:** You are encouraged to write positive and constructive comments in the appropriate column on the rubric. The participants and instructor welcome your comments and use them to improve the event. Whenever lower performance levels are selected, they need to be justified with written comments. Thank you for giving your time and expertise for this event.

All participants are to be asked five (5) questions from the following list of twenty. The same five (5) questions do not have to be given to each participant. Answers by the participant will vary. Use your judgment as to whether it is close to the answer supplied. Select the appropriate performance level based on the varying levels in the rubric.

### LAUNDRY ATTENDANT QUESTIONS AND ANSWERS

1. What procedures need to be followed to protect you from infectious diseases and blood borne pathogens?

- *Wear PPE when handling soiled linens*
- *Be observant in handling linens*
- *Wash hands often*

2. How does the laundry attendant's work affect hotel guests?

*It affects:*  
*guest comfort*  
*sleeping environments*  
*dining experiences*  
*decisions to return to property*

3. What is repetitive stress injury and how can a laundry attendant protect themselves from it?

- *Repetitive stress injury is injuring muscles by doing the same motion over and over.*
- *To protect from RSI do the following before beginning shift and at various times during the shift.*

*shrug shoulders several times*

*touch toes several times*

*make small circles holding arms out, increasing size of circles*

*switch tasks at times with another laundry employee to use various muscles*

4. What are three ways that you can protect your health in lifting and moving laundry?

- *Push carts; don't pull*
- *Use well-maintained carts with large, low resistance wheels*
- *Hold items close to body*
- *Avoid lifting/reaching above shoulder height*
- *Avoid awkward postures while lifting*
- *Limit the weight of the items to be lifted*

## Hotel and Linen Operations

5. What PPE (personal protective equipment) would be needed in the laundry area?
  - *apron or gown*
  - *gloves*
  - *goggles*
  - *masks*
  - *closed toe, non-slip shoes*
  - *hearing protection in some areas*
  
6. What is contaminated laundry?
  - *Laundry which contains blood borne pathogens, sharps, or other bodily fluids which may be infectious.*
  
7. What are five components of the laundry cycle?
  - *collecting linens*
  - *transporting linens*
  - *sorting linens*
  - *loading linens*
  - *washing linens*
  - *finishing linens*
  - *drying linens*
  - *folding linens*
  - *storing linens*
  - *transferring linens to use area*
  
8. What is the proper way to stack clean linens?
  - *Clean linens should be stacked with the fold facing out so that they can be easily counted.*
  
9. What does the term par number refer to in laundry operations and what is the standard number used by most hotels?
  - *The standard quantity of a particular inventory item that must be on hand to support daily linen needs to outfit all guestrooms at one time. Most lodging operations use 2.5 as par.*
  
10. Why is it important to properly pace washing and drying with linen folding?
  - *Washing and drying items faster than they can be folded leads to unnecessary wrinkling and re-soiling.*
  
11. How do laundry attendants perform maintenance as part of their daily routines?
  - *submit repair requests*
  - *clean lint filters*
  - *store laundry items in proper place*
  - *keep work tables clean*
  - *check floor drains*
  - *oil laundry cart wheels*
  - *keep floor clear of trash and other items*

## Hotel Linen Operations

12. What are three reasons to reject a linen item during inspection?

- *soiled*
- *stained*
- *otherwise unsuitable*

13. What five (5) lodging areas use the most linen?

- *banquet*
- *restaurants*
- *employee check-in areas*
- *housekeeping closets*
- *recreation area*

14. What is the usual procedure in conducting a physical linen inventory?

- *conducted quarterly, if not monthly*
- *usually involves two people counting all linens*
- *amounts recorded on inventory count sheet*

15. What are the three major types of linen?

- *bed*
- *bath*
- *table*

16. What fiber is used in making bath linens and why?

- *The fiber used in making bath linens is cotton terry cloth due to its excellent absorbency ability.*

17. Why should you clean out the lint trap on the dryer?

- *The lint trap needs to be cleaned out on a regular basis to prevent fire.*

18. Why is the “cool down” cycle important to use when drying linens?

- *It is important to use the “cool down” cycle when laundering linens to help prevent wrinkles in the materials and to prevent burning your hands in handling the materials.*

19. Why would you use a MSDS sheet?

- *MSDS means Material Safety Data Sheet.*
- *You would use an MSDS sheet for first aid information for treatment of a chemical injury from the product.*

20. What are three common methods of transporting soiled linens?

- *linen chutes*
- *hand carrying*
- *carts*