

# 9: Linen, Uniform and Laundry Operations

## This chapter will help you to:

- Understand the importance of crisp clean linen in hotel housekeeping.
- Learn about the right way to store and launder the linen as per the industry standards
- Review the ways to ensure laundry operations is smooth cost effective.
- Learn about the uniform design and the prerequisites of the careful selection of the uniform

## Linen and its importance

Clean, immaculate linen adds to the guest satisfaction and therefore it is vital to pay attention to the quality and cleanliness of the linen. Supplying the finest cotton bed linen and luxurious soft towels and robes adds to the guest experience and encourages them to come back to the hotel property time and again. The main concern of the guests while checking in a guest room is about the hygiene and cleanliness of the bed and bath linen.



**Figure 9.1:** Luxurious towels add to the guest experience. These are from Star Linen, one of the UK's major suppliers. View their ranges at <https://star-linen.co.uk>

The companies which manufacture the linen are building hygiene into it by managing the moisture content of the linen and ensuring unfavourable conditions for the bacteria and mildew. This built-in hygiene is a boon and will reduce the stress for the guests.

The more recently manufactured linen is designed to be biodegradable and thus the condemned linen will not put a threat to the environment, another important concern which is being addressed by the manufacturers. Hotels are making a choice of sustainable and hygienic linen to offer a safe stay to their customers.



**Figure 9.2:** High thread count cotton feels soft and silky. These 800 thread count cotton Savoy pillowcases from Richard Haworth, one of the UK's oldest linen suppliers, are sure to give your guests an unforgettable night's sleep. Explore their range at <https://www.richardhaworth.co.uk>

### Points to consider while storing linen:

- It is important to allow the linen to rest for minimum 24 hours before it is used, as this allows the wrinkles to smooth out, especially in poly-cotton fabrics.
- However, care needs to be taken that linen is not held for a long time after wash – prolonged storage is to be avoided.
- The linen storage room should be well-ventilated and free of humidity. It is important to ensure that linen is kept dry, otherwise mildew and moulds will grow as it is made up of natural fibres.
- Good quality shelves, or snag-free storage racks need to be used to store the linen, to avoid tearing of the fabric. Metal storage shelves should be used to store, as wooden storage can lead to the growth of micro-organisms.