



THE LINEN ROOM

The linen room is the centrestage for the supporting role that the Housekeeping Department plays in the hotel. Most linen rooms are centralized and act as a storage point and distribution centre for clean linen. Usually, a par stock is maintained on each floor or at each unit to suffice immediate requirements. Although the term 'linen' originally referred to those fabrics made from the fibre derived from the stem of the flax plant, linen in this context means all launderable articles and often includes pillows, mattresses, shower curtains, fabric lampshades and upholstery that are also handled by the linen room.

THE ACTIVITIES OF THE LINEN ROOM

COLLECTION AND TRANSPORTATION

SORTING AND COUNTING

PACKAGING

DISPATCH

DELIVERIES

CHECKING AND INSPECTION

STORAGE

DISTRIBUTION TO UNITS

MONOGRAMMING

REPAIRS AND ALTERATION

STOCK TAKING AND RECORDS

SECURITY

Collection and Transportation

This is facilitated through chutes, canvas bags, trolleys, collapsible wire carts, skips.. It is an essential activity when laundry services are on contract. Guest laundry may also be collected, and billing and marking undertaken, should the laundry be off-premises.

Sorting and Counting

Sorting is carried out primarily to make counting possible as well as for streamlining laundry procedures. Linen is counted in order to make a record so that issuing to departments may be accurate and it is possible to tally the exchange of linen between the linen room and the laundry and a basis for billing exists.

Packaging

Linen is packed in canvas bags to prevent damage to the linen articles. Those articles that need mending and those, which are heavily stained, may be segregated and put into separate canvas bags. The use of colour coding in this respect is useful.

Dispatch

This obviously refers to the off-premises laundry. The time for dispatch is usually anytime between 1300 hrs and 1600 hrs so that servicing of rooms is over by then and guest laundry will have been collected. It is possible that soiled linen from the F&B outlets will also have been collected.



Deliveries

Clean linen is delivered in the morning hours and evening deliveries are usually for guest laundry.

Checking and Inspection

Checking the quantity to ensure that the amount of laundered linen tallies with the amount of soiled linen articles sent. Inspection of the quality of wash i.e. stains and dirt removed, no damages, no loss of shape or colour, no blue streaks or patches from the optical brightener, properly ironed. It is also possible that articles belonging to other hotels have been inadvertently delivered, so checking for this is essential.

Storage

The amount of space to be allocated for storage depends on the size and type of operation and the linen coverage

When designing the storage space for linen it is necessary to consider the type of shelves required, the method of storage as well as hygiene and safety factors.

Distribution to units

This is generally done on a clean-for-dirty basis. Some hotels use other systems of exchange such as topping up or a fixed issue based on expected occupancy. Still others may use a package system. Linen may be colour-coded for convenience.

Whatever the system, it must be practical and serve the purpose of control. In some hotels specific timings are fixed for issue of linen.

Monogramming

The name or logo of the establishment is put onto the linen item for identification.

The supplier may do this or the establishment, by embroidering, printing or embossing either directly on the fabric or on labels which are attached to the linen article. In special cases, the logo/name may actually be incorporated in the weave by the manufacturer. To judge the life span of an article, the date that it was first put into circulation may also be indicated on the article.

Repairs and Alteration

Damaged items are mended by stitching or darning. Alteration of uniforms is usual and condemned linen is converted into useful items called cut-downs/ makeovers. It is important to maintain a record of the condemned articles and the makeovers, so that they can be adjusted in the stock records.

SUGGEST WHAT USEFUL ITEMS CAN BE MADE OUT OF THE FOLLOWING CONDEMNED LINEN ARTICLES:

Bedsheets, pillowcases, blankets, bedcovers, curtains, towels, shower curtains, tablecloths, serviettes,

Stock-taking and Records

Many records are entered on a day-to-day basis for the exchange of linen between the linen room, laundry and floors/ departments. Purchase records are essential and records of condemned linen and makeovers are usually maintained. Periodical



stocktaking is carried out and the annual stocktaking is recorded in the stock register, thereby providing the value of linen as an asset.

Security

It is important that the access to the linen room is restricted so as to prevent misuse and pilferage. Also linen is prone to fire breakouts so precautionary measures are taken to prevent this and the linen room is strictly a non-smoking area.

Uniforms

Usually there is a section in the linen room for this purpose. However in large organizations, where each uniform is specially designed, there is need for a separate uniform room.

HOURS OF OPERATION

This varies from one organization to another but is usually from 7a.m. to 7 p.m. or at least for 10 hours in the day. When locked, the keys are kept with the Security or the Resident Manager or the Housekeeper. In the event of an urgent requirement of linen during the night, the Duty Manager or the Night Houseperson may remove items from an emergency store or from the main Linen Room and leave a note with details of what has been removed.

LOCATION OF THE LINEN ROOM

- adjacent to the laundry if on-premises, usually with an interconnecting window between the rooms.
- near the service entrance if the laundry is off-premises.
- near the service elevator for easy transportation to various units.
- away from the food production area to avoid a fire hazard as well as prevent linen from absorbing food odours, smoke, soot and dampness.

LINEN ROOM REQUIREMENTS - Equipment and Areas

- storage shelves both open and closed
- hanging space
- Reserve Stock storage
- drop counter for exchange of linen (stable-type door)
- trollies for clean linen
- soiled linen hampers
- Linenkeeper's desk and storage space for records
- telephone and computer
- stepladder
- washbasin
- storage for materials required to clean the room
- sink and drying rack (optional)
- iron and ironing board
- area for accumulation of soiled linen
- area for receiving laundered linen
- area for sorting and counting of linen



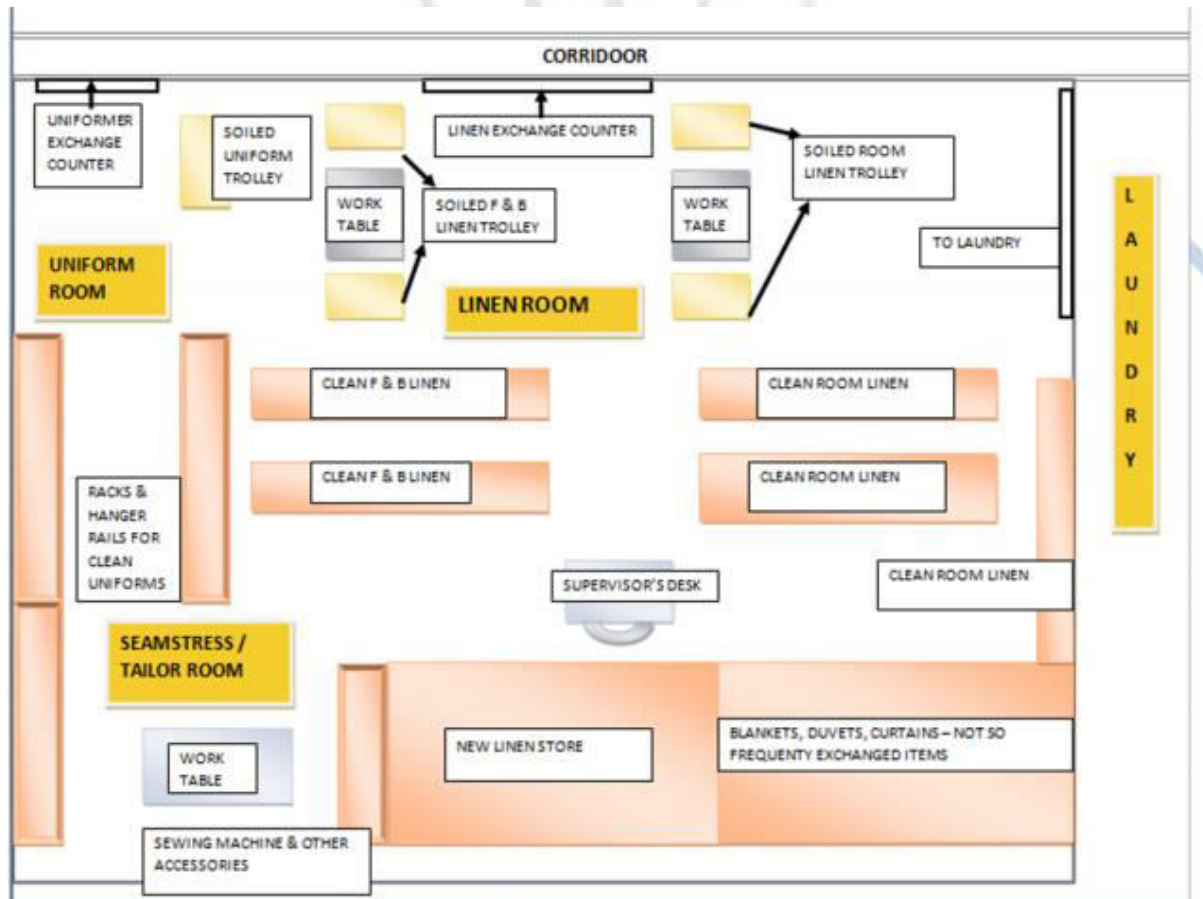
- sewing section
- work tables (with table tops in contrast to white)
- traffic lane to laundry
- traffic lane to uniform room

PLANNING THE LAYOUT OF THE LINEN ROOM

Like the planning of any other operational area, the following must be considered

1. Architectural features 2. Hygiene and Safety aspects 3. Activity areas

Assignment:



CLASSIFICATION OF LINEN

BED LINEN
BATH LINEN
SOFT FURNISHINGS
GUEST LAUNDRY
NAPERY
CLEANING CLOTHS
STAFF UNIFORMS

SELECTION CRITERIA FOR LINEN ITEMS

Each individual piece of linen requires special consideration in terms of quality, type



and size.

BED LINEN

Bedsheets

Should have a good finish, usually with a slight lustre, and be made from a non-crease fabric so as to retain its appearance. For comfort, the texture should be soft and smooth, absorbent and free from static. They should be easily laundrable and the fabric should not lose colour in repeated washes.

Superior quality bedsheets made from linen or union (a combination of cotton and linen) are expensive and not easily available. Cotton is absorbent, less expensive and is capable of withstanding extremely hot washes. Cotton may be Percale or Muslin. More frequently used are combinations of natural and man-made fibres like polyester cotton or terry-cot. Blending with man-made fibres offsets the disadvantages of the natural fibre. The introduction of a man-made fibre increases durability and makes laundering easier, but some of the absorbency is lost. 65% of cotton and 35% man-made combinations are the best. Blended no-iron sheets must be folded while still warm from the tumbler to eliminate creasing.

The crinkle sheet or night sheet is made from cotton seersucker.

A sheet should be large enough to be tucked in securely all around the mattress. The width of the fabric is dependent on whether the bed is single or double. When cutting the length of fabric for the bedsheet, it is necessary to make a provision for: Fitted sheets are unpopular as they have more disadvantages than advantages.

Pillowcases

These are generally made from the same fabric. The housewife tuck-in type is now rapidly being replaced by the longer bag-type which are folded in at the open end. In order to calculate the amount of material required to stitch a pillowcase, it is necessary to measure the circumference of the pillow and add on 2 to 4 inches to allow for shrinkage and a perfect fit.

Blankets

These need to adhere to the body in order to provide warmth. In order to be comfortable, they should be soft, smooth and resilient and not too heavy. Though expensive, pure woollen blankets that are napped are ideal in this respect, but they are difficult to launder and are attacked by insects. To cut costs, improve launderability and prevent attack by insects, wool is often blended with a synthetic fibre (acrylic) and the percentage of woollen fibre is mentioned on the label. A less durable alternative is made from nylon fibres electrostatically flocked on polyurethane (fibrelock)

This is suitable for those who are allergic to wool. Electric blankets are uncommon as they are difficult to maintain and anchor to prevent pilferage. Moreover persons who suffer from phobias would opt for the ordinary blanket.

SOFT FURNISHINGS

Duvets

Duvets have become increasingly popular in hotels and are fast replacing the blanket, especially on double beds. They consist of a filling sandwiched or stitched in a fabric case with a changeable cover.



The fillers may be duck/goose down, a feather mix or a combination of the two. The down feathers are the small, fluffy feathers from beneath the wings and the breast of the fowl. Goose down is superior and lightweight because of the hollow quills. The well-known Eider goose and Siberian goose down are the best. Although they are warmer, professional cleaning is necessary and they are heavier and more expensive than their synthetic counterparts. The synthetic filling is usually polyester fibres.

These duvets are lighter and can be washed in large-capacity washing machines. Casings can be cotton cambric or synthetic fabric but must have a close weave to keep the filling in place. The higher the tog value or rating, the warmer the duvet will be. 10.5 is the average tog rating. While the polyester fibre-filled duvets have a tog between 8 and 11, the best down duvets have a count between 11 and 14. The tog rating is generally printed on the duvet. Even if the establishment uses natural fillings to provide the best degree of comfort, a small stock of duvets filled with man-made fibres should be made available for anyone who has an allergy to the natural product.

It is essential for the duvet to have an outside cover. Changing a duvet cover is a skill which is developed with practice. To save laundry costs and labour, it is advisable to provide a covering sheer in conjunction with the duvet cover. Though it is common to have all of them in white, the duvet cover, the bottom sheet and valance could be part of the colour scheme of the guest room.

Using a duvet in hotel bedrooms has advantages and disadvantages

Bedspread/Bedcover/Counterpane

These are purchased, considering appearance, durability and size. The colour and print should match the décor, and soil should not show easily. The weave should not be susceptible to snagging. The fabric should drape well and not crease easily (quilted for this purpose). The durability of the fabric is judged by the effect of laundering and constant use. The life expectancy may be totally disregarded in order to meet with a certain decorative colour scheme. Readymade bedcovers lack individuality so they are usually stitched and a number of styles are possible. Bedcovers should be interchangeable wherever possible. The amount of fabric required to stitch a single bedspread is approx. 8 metres.

Curtains/Draperies

These are also purchased considering appearance, durability and size. Sheer curtains/net curtains/glass curtains combined with heavy draperies are usual in a guest room. This combination allows light to pass through and facilitates privacy as well. Sheer curtains are generally made from synthetic/blended net or lace or from plain nylon or terylene. It is advisable to use a fire-resistant finish or fabric for these curtains. Draperies are usually lined. Lined curtains are thicker, fall better and allow less light to pass through. They are less likely to fade, soil less easily and thereby last longer. When selecting the curtains, the appearance is judged by ensuring that the colour and pattern match the décor; viewing the fabric hanging and gathered in folds; viewing the fabric with daylight behind it; viewing the fabric with artificial



light falling on it. It is also advisable to select patterns which are repetitive after shorter lengths to reduce wastage when stitching wide curtains. The amount of material required is dependent on the window treatment and 15 metres is the average requirement. A heavy fabric is usual for public areas and a lighter one in the guest rooms.

Cushion Covers and Upholstery

Like the rest of the soft furnishings, these must also match the décor. It is also important that they are resistant to dirt, accumulation of dust and snagging. The fabric should be non-slip without being rough and free from static so that it does not cling to customer's clothes. It also should not lose lint or colour easily.

Cushion covers should be laundrable and non-crease. Upholstery fabrics should not stretch after they have been fitted. In both cases the fabric should be firm with a close weave. This, however is more applicable in the case of upholstery and in most cases the fabric has a jute backing.

BATH LINEN

Requires to be gentle on the skin, with a high degree of absorbency and lint-free.

Linen or cotton are the fibres from which the towels are made. The weave may be a Dobby weave which is used to make a fabric called Huckaback, that is often used for face towels and sometimes hand towels. Bath towels are invariably made from Turkish towelling using a pile weave known as the Terry weave.

The loops of the towels should be at least 1/8" high for good absorbency. When selecting Turkish towels hold them against the light out find out how close the basic weave is. Coloured and patterned towels may be selected for public areas like the swimming pool, health club or beauty parlour, largely for identification. White towels are preferred to coloured ones.

NAPERY

Table linen

The fabric selection is largely dependent on its laundrability. Stain removal should be possible and it must have the ability to retain colour and shape. As far as appearance is concerned, it should match the décor and have a lustre for a good finish. The fabric should be preferably non-slip, as all restaurant tables do not have a baize top. Linen is better than cotton but very expensive. Starched cotton casement is commonly used. The fabric considered ideal for table linen is Damask. The pattern is highlighted by using lustrous yarns. Blends are unsuitable as the linen cannot be starched for the 'crisp' effect. Also, the resins present in blends attract grease, making oil stains difficult to remove and often these resins break down when exposed to the heat in the tumble dryer. Tablecloths should hang 9" over the edge of the table. Sizes vary according to the size of the table. If they are to be stitched, then an allowance should be made for 5% shrinkage along the length. Although it seems that it is only necessary to hem tablecloths at the ends that unravel, it is preferable to hem all four sides so that the article retains its shape.



Moultans

Where the dining tables, do not have a baize top attached, this length of baize cloth may be used.

Banquet Frills (Juponé)

These are coloured and lustrous, usually made from satin or rayon which may be plain or patterned. The pleats may be stitched or pleating may be done when draping the table. Varied styles may be used when draping which will affect the length of fabric required. The width of the fabric must correspond with the height of the table.

Clean linen in a good state of repair is responsible for the image of the hotel.

Utilizing good quality linen and changing it frequently reflects the standard of the establishment

PURCHASE OF LINEN

There are three major factors to be considered when purchasing linen:-

Quantity

Quality

Size

PURCHASE INDEX CARD								
ARTICLE NAME.....								
SPECIFICATION								
SUPPLIER'S NAME.....								
ADDRESS.....MOBILE NO/TEL NO.								
Date Received	Amount Received	Unit Cost	Date Issued	Amount Issued	Date Condemned	Amount Condemned	Stock	Sign,



Quantity

The quantity of linen purchased is largely dependent on the following factors:-

1. size of the establishment
2. standard of the organization (will determine frequency of change)
3. turnover or occupancy
4. laundering facility

Generally a hotel should have a minimum of three sets of linen

Linen Coverage is a term used to refer to the total number of sets of linen maintained by the hotel and their distribution. The number of sets is also referred to in terms of 'par'.

Quality

The best quality linen must be selected within the available budget.

To select good quality linen, it is necessary to give due importance to:-

1. fibre selection and quality of yarn
2. thread count

- the total number of warps & wefts in 1sq. in. of gray goods fabric.

The total thread count should be above 150. The balance between warp and weft is also important. The warp is higher and the weft should be no more than ten less. (indicated on fabric as warp no. X weft no)

This balance is especially necessary for stretch recovery during flatwork ironing.

3. finishes especially colour fastness
4. reputed manufacturers

It is advisable to obtain samples and launder them to observe the effects of laundering.

Size

Purchasing linen of the correct size is extremely important as wrong sizes can affect appearance and even hamper operations.

Selection of linen depends on

- fibre, percentage of fibre, mixtures/blends, yarn quality
- thread count, balance between warp and weft, firm selvedge
- finishes (for appearance and laundrability)
- VFM and Life expectancy v/s Frequency of replacement



BED LINEN	TYPES	SIZE (inches)	SIZE (cm)
SHEETS	SMALL SINGLE	72X108	180X270
	STANDARD SINGLE	80X117	203X295
	DOUBLE	90X108	225X270
	QUEEN SIZE	108X117	270X295
	KING SIZE	117X126	295X315
CRINKLE SHEETS	SINGLE	72X108	108X270
	DOUBLE	90X108	225X270
PILLOWCASES	STANDARD	20X30	50X75
	KING SIZE	20X36	50X90
BLANKETS	SINGLE	70X100	175X250
	DOUBLE	90X100	225X250
	GREEN-SIZE	100X117	250X295
DUVET COVERS	SINGLE	55X80	135X200
	DOUBLE	70X75	175X190
BEDSPREADS	Varies with bed spreads or may be fitted spreads.		

MATTRESS PROTECTORS	Single or double, according to bed		
BATH LINEN	BATH SHEET	40X70	100X175
	BATH TOWEL	30X54	75X135
	FACE TOWEL	20X40	50X100
	HAND TOWEL	15X24	38X60
	WASH CLOTH	12X12	30X30
	BATH MATS	24X36	60X90

RULES FOR LINEN PURCHASE

1. Check for the amount of 'dressing' that falls out from the fabric when rubbed together.
2. Look for a firm smooth weave and strong selvedge.
3. Machining should be strong (10 to 15 stitches per inch).
4. Obtain samples and test for laundering effects.
i.e. shrinkage, loss of shape, colour
5. Buy in bulk to avail of discount.



6. Stagger the supply to overcome/avoid storage problems.
7. Large orders should be marked or monogrammed by the supplier.
8. Select a supplier on the same level as your organization, preferably with a recommendation.
9. A Purchase Index Card must be maintained for every linen item in stock.
10. Accurate specifications must be provided when placing orders, particularly with reference to size.
11. Orders should be placed well in advance, so that the specifications may be met with.
12. A good rapport with the supplier is essential especially with regard to credit facilities.

Par Levels

A par level is a set number of inventory items that a hotel should have on hand at any given time.

calculate Linen Par Levels

Calculation of Linen Requirements As mentioned above it is essential for a hotel to keep minimum of three par of linen articles for smooth functioning of hotel operations. Let us understand with a help of an example: SAMPLE LINEN CALCULATION WORKSHEET Specification of the Hotel → Total number of rooms is 100 (50 double room + 50 twin room) → Maximum house guest is 200 → Linen distribution per room



➤ Par number considered in 4 b

BED LINEN

- 1 Bedsheet per bed
- 1 Duvet cover per bed
- 1 Duvet per bed
- 2 Pillows with Pillow cover per bed
- 1 Bed throw per bed

BATH LINEN

- 1 Bath towel per guest
- 1 Hand towel per guest
- 2 Face towel per guest

Linen Control Procedures And Records

Control of linen is an important task to manage the operations, it basically falls into three areas

of activities:-

- 1) Hygienic standards and appearance of linen
- 2) Daily routine exchange of linen between floors and departments linen room and laundry.
- 3) Purchase details, inventories and stock taking records

CHECKLIST TO REDUCE LINEN DAMAGE

1. Dropping large bundles of linen down the chute causes damage by abrasion against the sides of chute.
2. Knives and pointed tools should not be whipped with table cloth or waiter's cloth it can damage the cloth fiber
3. Careful handling of linen is required when stripping out from the bed.
4. All the dusters should be coded properly for specific area use; adequate dusters should be given to the staff for cleaning.
5. Hotel should provide tissues and shoe shine pads in the guest rooms.
6. Control the use of excessive bleach in the laundry process as it weakens the fabric, check and supervise the laundry is on-premises.
7. Insufficient stock and poor rotation of linen shortens the life span of the linen article as it does not have rest period.
8. Adequate inspection should be given to torn articles which should be mended



immediately.

9. Stained articles should be treated immediately.

10. Care must be taken on reserve stock to ensure that it does not develop marked folds or is

attacked by pests.

11. Frequent inspection of laundry baskets bins and trolleys, chutes as well as storage spaces

to detect protruding nails or sharp edges/splinters.

12. Sufficient care of damp area for linen causes mildew (black spots on cloth) thus causing

eventual tear and spoilage of linen.

1.8 Stocktaking Procedures And Records

1. Stocktaking is the physical inventory of the linen.

2. Taking of inventory for each article is carried out at periodic intervals or at the time of

'closing of books'.

3. Exact entry for inventory is recorded so that the overages and shortages can be determined from the difference between the physical count of balances and the balances

appearing in the account inventory ledger.

4. Physical counting is done in three months.

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5. The discards are stamped 'condemned' and kept separately.

6. Now the counted total inventory must be conducted in the presence of housekeeper.

7. Stocktaking for uniforms, restaurant linen can be done on a separate days.

LINEN HIRE

Hiring linen is not popular in India but many hotels in other parts of the world do not purchase

linen, they are comfortable in hiring laundered linen. Thus, it is a contract with a company which

provides laundered linen on rent.

ADVANTAGES

1) Purchase of initial investment for linen articles is eliminated.

2) Laundering of linen is not required.

3) No storage space is required.

4) No appointment of staff required which means saving in paying salaries.

5) Purchase function is eliminated as there is no need to order line.

6) Repairing of linen is not the responsibility of the hotel.

7) Linen hire charges may not be greater than the combined depreciation and laundering

costs.

DISADVANTAGES

1) Individuality is not maintained as it is the owned linen of the hotel.



- 2) There is always limitation for the choice of linen.
- 3) Linen cannot be cut down or reused.
- 4) Any damages or large permanent stain is to be paid for usually at higher rate.
- 5) The hotel is completely dependent on the hiring company.
- 6) Hotel does not have any control on the quality of the linen.

Recycling of Discarded Linen

Discarded or condemned linen are items that are no longer useful in their present condition due

to some irreversible damage such as a permanent stain or simply wear and tear.

‘Cutting Down’ refers to the using of any discarded material for some other purpose examples:-

- ☐ Bedsheets can be used as dust sheets , double bedsheet to single bedsheet, pillowcover.
- ☐ Simplest way is to discard into rags and dusters with marking of condemned linen so that the purpose of the linen is clear.
- ☐ Bath towels or bath sheets can be cut down into small toweling dusters.
- ☐ Large discard sheets can be cut down for use as crib sheets, aprons etc.
- ☐ Discarded linen is sold to hotel staff at reasonable prices.
- ☐ Donate to charities.

All discards should be recorded properly for different references like inventory control.

LINEN DISCARD RECORD							
Sign of EHK.....							
Sign of GM.....				Period ending.....			
DATE	BATH TOWEL	HAND TOWEL	FACE TOWEL	BATH MAT	DOUBLE SHEET	SINGLE SHEET	REMARKS

KEY WORDS

CUTTING DOWN- This refers to using any discarded materials for some other purpose, such as



bedsheets being used as dust sheets or being made into pillow covers.

LINEN-It is a textile made up from flax plant. Linen in hotel is used widely in rooms and

restaurants example bath towels, hand towels, table cloth etc.

LINEN CHUTE- A sloping channel or slide for conveying soiled linen from the upper floors to

the laundry, usually situated on the ground floor or in the basement.

PAR NUMBER-A multiple of the 'one par 'set-up quantity of stock required to support daily

housekeeping functions.

INVENTORY- Stocks of purchased operating supplies, equipments, and other items held for

future use in operations.

