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		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

**Description:**


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**OBJECTIVE**

- To reduce / control operating costs through the application of effective linen control measures.

**STATEMENT OF POLICY & PROCEDURE**

1. Line expenses represent a sizeable portion of the laundry and housekeeping costs. The need for better Linen control and conservation is one of the functions which management must pay attention to.
2. Establishing a Linen control and conservation program or critically analyzing the present program is required to maintain the cost at a reasonable level.
3. The co-operation of everyone concerned in the processing and use of linen must be obtained. This can be accomplished in most cases when the personnel understand the economic impact of improper usage; how many times is good linen used for a job which it was not intended for?
4. An effective conservation and linen control system will help reduce these losses and extended the life of the linen in use. The objectives of a linen control program are:
  - a. To provide the best laundry and linen service at the lowest possible cost.
  - b. To provide the correct time in the right department, in sufficient quantities, at the right time.
  - c. To select the purchase the item which best meets the needs of the using departments and to standards times as much as possible.
  - d. To guard against improper use of linen and to establish security measures to reduce theft of linen.
  - e. To control linen by adequate and accurate records.
5. In order to obtained the maximum benefit from the linen control program and successfully reach its goals, the following areas must be considered:
  - a. Standardization and selection of the linen items used:
    - i.) A thorough analysis should be made of each item used by the various departments. Consider which times will be the best and most economical. All possibilities must be considered and their value weighed very carefully.
    - ii.) Often items in use are acceptable but more expensive that another item, which would serve the same purpose. Investigation may reveal that highly priced item is being used but due to its loss ratio, a less expensive item would better serve the needs of the department using it.
    - iii.) While high quality cloth has more appeal due to the high loss ration of this item, a lighter weight, less expensive cloth would be more economical to use.
    - iv.) On the other hand, there is the erroneous idea that purchasing the cheapest textile item will save money. Balancing purchase price against the actual cost requires careful study since the

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		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3

higher priced item can be less costly in the long run because of extended wear life. The cost of processing and our high standards must also be considered in the selection of the item.

- v.) Attempt must be made to standardize as many items as possible. For Example:
- In a hotel with a normal quantity of single beds, double sheets may be used, thus eliminating the need to purchase single sheets. The same applies for a queen and double sheets.
  - Reduce the number of colors used by banqueting and use the same linen in restaurants.
- b. Establishing accurate linen requirements :
- i.) It is essential to determine accurate linen quotas (pars) for all departments where linen is used. The quota (par) is established on the maximum 24-hour requirements provide several advantages and the basic key for controlling usage:
- They ensure that each using area receives an adequate supply of linen.
  - They provide an easy way to calculate how much each using area is to receive.
  - They will indicate any abnormal usage of linens by using area. They will pinpoint the areas where linen are being lost and wasted.
- ii.) The importance of making an accurate calculation of linen requirements cannot be overstressed.
- iii.) Too much linen in circulation results in the following problems:
- Poor stock rotation
  - May lead to abuse
  - May result in low productivity in the laundry
  - Ties up capital
- iv.) Too little linen in circulation can result in the following problems
- Extended laundry operation hours.
  - An increase in laundry costs, especially payroll.
  - A decrease in laundry productivity and efficiency, because partial loads may be washed.
  - Decreased productivity by Room Attendants waiting for linen.
  - A hoarding of linen by Room Attendants.
  - Shortening of use life of linen because it can not rest the required time.
- v.) Likewise it is of paramount importance to keep the quantity of linen in-circulation up to par by issuing new linen from reserve on a regular basis. Inventoried must be taken at least four times per year for hotels with on-site laundry and once per month for hotels using outside laundry.
- c. Conservation of linen during use:
- i.) Linen are handled and use by many people for many purposes. Any linen control and conservation program depends on the full co-operation of all those involved. The program must explain how the items are to be handled and used and stress the importance of avoiding the misuse and abuse of linen. Some ways to reduce linen damage, abuse and losses are:
- Training – make employees aware of the cost



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**Introduction to Linen Control**

CODE: 03.05.080

EDITION: 1

PAGE 3 OF 3

- Supply sufficient cleaning rags to employees.
- Check for sharp and rough edges: banquet table, room service table's beds, couches, Room Attendants trolleys and linen shelves.
- Insist that stained and torn linen be set aside and brought separately to the housekeeping or laundry departments. If this practice is not followed, the linen will be unnecessarily washed and put back into circulation.
- Do not let linen lie on floors; just stepping on it will damage the fibers.
- Inspect employees' locker rooms.
- Control linen issue and return. (Soiled for clean is the best system).
- Inspect the linen chute periodically:
  - use plastic bags filled with pillows
  - put carefully into chute on top floor
  - inspect plastic bag in the chute room
  - if u see snags, there is a possibility that your chute is damaged
  - start with the lowest floor
  - inspect bag
  - continue to check every floor until you have found the damage
  - Report this to your engineering department and insist that it is repaired immediately. (Discontinue use of the chute until it is repaired).
- Pillow cases that are slightly stained could be used as inner slips.
  - To control abuse of Food and Beverage linen, the only way is to establish system which prevents this linen from going into the kitchen.
  - Discarded table linen can be cut and sewn into items such as runners, basket, tray and trolley liners to avoid the use of table cloths and napkins.
  - One individual only should be responsible for handling and recording discards.
  - Make sure that foreign objects are not in the linen when sent to the laundry. These objects may cut or tear the linen and reduce the wear life.
  - Make sure that floor line rooms are locked at all times to discourage theft.
  - Separate damp or wet-stained linen and process quickly to avoid mildew or spread of the stain.
    - Train Room Attendants in the correct way to strip beds so they do not tear sheets or strain fibers.
    - Provide container in each floor linen room for linens needing repair or re-washing.
- ii.) Any linen conservation and control program should emphasize the need for continued training for all personnel handling or using linen.