
	RESOURCE LIBRARY - LAUNDRY Task: Desk Procedures	CODE: 03.06.034
		EDIT/ON: 1
		PAGE 1 of 2

OBJECTIVE: The Laundry desk is the nerve center of all functions in the Laundry Department and acts as a coordinating point.

PROCEDURE:

What	How	Why
1. Number of rings	The phone should be answered before the 4 th ring.	Efficiency
2. Putting people on hold	No one should be placed on hold longer than 15 seconds, or in case of longer holds, a call back will be offered and provided in less than 3 minutes.	Efficiency and professionalism
3. Attitude on answering the phone	Team members should sound calm and organized and answer with the appropriate greeting. 'Good morning/afternoon/evening, Laundry, this is (name), how may I help you?'	Give a professional image.
4. Logging guest requests	All phone calls should be logged with the following information: <ul style="list-style-type: none"> - Date - Time of request& request - Room Number/Department - Given to, completed and time completed. 	Efficiency & follow up
5. Passes on Guest Requests	Attends to Guests calls, requests and passes on the information to the relevant person.	Speed of execution
6. Coordination with other departments	With Engineering for maintenance and with Front Office regarding charging laundry.	Improve efficiency and communication.
7. Processes	All special requests. All maintenance requests and follows up on completion.	Follow up
8. Responsibilities	Preparing stores requisitions, Cleanliness of valet area, Maintaining all files	Control
9. Handover	Ensures all information is handed over and any	Communication

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		<i>EDIT/</i> <i>ON:</i> 1
		<i>PAGE</i> 2 of 2

	pending issues are handed over to the next shift.	
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