

Provide a linen service

Overview

This standard is about taking delivery of linen supplies, checking deliveries and completing any relevant forms. The standard also covers storing linen under the correct conditions and using stock rotation procedures. This standard could be for a linen keeper, one of the housekeeping or cleaning staff or the owner of a small establishment.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Provide a linen service

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Performance criteria

You must be able to:

Receive and check clean linen

1. Convey a positive image of your organisation to external and internal customers
2. Check deliveries of linen supplies to ensure that they match orders and delivery notes
3. Complete delivery documentation accurately
4. Report any discrepancies with deliveries to the appropriate member of staff
5. Move clean linen safely to the storage area
6. Check linen meets presentation requirements and report any discrepancies to the appropriate member of staff
7. Keep receiving areas clean, tidy, hygienic and secure

Store and issue clean linen

8. Store linen supplies under the correct conditions
9. Follow stock rotation procedures
10. Issue the correct type and quantity of linen to staff
11. Convey a positive image of your organisation to internal customers
12. Keep accurate and complete records of items received, stored and issued
13. Report signs of missing stock immediately
14. Keep storage areas clean, dry and secure
15. Report signs of pest infestation immediately

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Knowledge and understanding

You need to know and understand:

For the whole unit

1. Current relevant legislation relating to safe working practices when handling and storing linen
2. The importance of conveying a positive image to internal and external customers/visitors

Receive and check clean linen

3. Why you should not accept damaged goods
4. What procedures you should follow if the amount delivered does not match order and delivery notes
5. What procedures you should follow if the linen delivered does not meet the required standards of presentation
6. What you should do if you spot bedbugs or other infestation in clean linen
7. Why you should keep receiving areas clean, tidy and free from rubbish
8. Why you should check that linen you receive is correctly folded

Store and issue clean linen

9. Why storage conditions are important and what effect they have on linen items in storage
10. What procedures you should follow to store linen
11. Why stock rotation procedures are important
12. What procedures you should follow to issue linen items to staff
13. Why you should maintain accurate records of clean linen items received, stored and issued
14. Why it is important to secure linen stores against unauthorised access
15. What procedures you should follow to make sure pest infestation does not occur
16. What you should do if you identify pest infestation
17. The types of problems that may happen when storing linen, and how you should deal with these

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Scope/range

1. Deliveries

- 1.1 internal linen supply
- 1.2 external linen supply

2. Presentation requirements

- 2.1 clean
- 2.2 free from stains
- 2.3 free from fabric damage
- 2.4 folded correctly

3. Conditions

- 3.1 lighting
- 3.2 ventilation
- 3.3 temperature
- 3.4 cleanliness

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Glossary

Internal linen supply

For example, from other departments in your organisation

Pest infestation

For example, bed bugs, rats, mice, cockroaches

Receiving area

Anywhere in your workplace where you receive deliveries

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