

Unit D9E6 04 (HS18)

Maintain the linen service

This Unit has the following elements:

Element 1 (HS18.1)

Prepare the linen service

Element 2 (HS18.2)

Supervise the running of the linen service

Element 3 (HS18.3)

Review and improve the effectiveness of the linen service

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

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Unit Summary

Guests expect clean, fresh linen during their stay. The linen service has the responsibility for making sure that this happens, and that guests' expectations are met, or exceeded.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ planning what equipment, supplies and staff you need for the linen service
- ◆ obtaining these resources
- ◆ helping to improve procedures to run the linen service
- ◆ briefing and debriefing your staff on procedures
- ◆ answering staff's questions
- ◆ producing staff rotas
- ◆ supervising the linen service to make sure that standards are met
- ◆ identifying and dealing with problems
- ◆ collecting customer feedback
- ◆ identifying ways in which your linen service could be improved

What some of the words in this Unit mean	
Contingency plans	plans that allow you to identify, and plan for things that may go wrong
Customers	customers could be paying guests but could include other departments or organisations
Equal opportunities	ensuring that no-one is discriminated because of race, religion, gender, disability, health or sexual orientation
Evaluation	analysing the feedback from customers and staff and identifying how effective the service is
Legal requirements	any laws or regulations that cover the running of a linen service, including health and safety
Records	these could be paper-based or computerised
Resources	what your staff need to run the linen service effectively, these would include; equipment, materials and the necessary skills
Targets	what your organisation requires the linen service to achieve
Variations to normal work routines	when the work of staff needs to change; this may come about as a result of requests from your own department, other departments, management or customers

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Element 1 (HS18.1)

Prepare the linen service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have sufficient staff with necessary skills to provide the linen service	
2	Make sure your staff have the resources they need when they need them	
3	Communicate the procedures for the linen service to your staff	
4	Brief your staff on any variations to their normal work routines	
5	Encourage your staff to ask questions if there is information they do not understand	
6	Ensure your staff's personal presentation follows organisational policy and legal requirements	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Making sure staff have the following types of resource, all required from the following:</i>						
Equipment						
Supplies						
Time						
<i>Preparing service for the following types of linen, at least two required from the following:</i>						
Hired						
Owned						
laundered on site						
laundered off site						
<i>Communicating the following procedures for, at least three required from the following:</i>						
the collection of soiled linen						
processing linen						
storing linen						
distributing linen						
reporting faults						
ordering supplies						

Unit D9E6 04 (HS18)**Maintain the linen service****Element 1 (HS18.1)****Prepare the linen service**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9E6 04 (HS18)

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Element 2 (HS18.2)

Supervise the running of the linen service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff follow the correct linen procedures	
2	Deal with any problems that may disrupt the linen service when they occur	
3	Inform your staff and customers about any changes to the service that may affect them	
4	Complete the required records	
5	Make sure the linen service complies with relevant legal requirements and organisational policy	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Making sure your staff follow procedures for, at least three required from the following:</i>						
the collection of soiled linen						
processing linen						
storing linen						
distributing linen						
reporting faults						
requesting supplies						
<i>Maintaining the following types of linen, at least two required from the following:</i>						
hired						
owned						
laundered on site						
laundered off site						
<i>Dealing with problems relating to the following, at least one required from the following:</i>						
equipment						
supplies						
staff						
customers						
outside contractors						

Unit D9E6 04 (HS18)**Maintain the linen service****Element 2 (HS18.2)****Supervise the running of the linen service**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9E6 04 (HS18)

Maintain the linen service

Element 3 (HS18.3)

Review and improve the effectiveness of the linen service

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Collect feedback from staff and customers	
2	Record and pass on information relating to customer feedback to the appropriate people following your organisation's policies	
3	Suggest changes to the linen service that would meet customer needs and improve efficiency	
4	Support your suggested changes with appropriate evidence	
5	Identify what implications your proposed changes may have for the organisation	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Collecting the following types of feedback, both required from the following:</i>						
verbal						
written						
<i>Improving the linen service to meet the following customer needs, at least two required from the following:</i>						
quality of service						
speed of service						
special requirements						
adequate supply						
<i>Identifying implications for the organisation in terms of, at least three required from the following:</i>						
quality of service						
speed of service						
flexibility to meet special requirements						
staff workload						
impact on other departments						
adequate supply						

Unit D9E6 04 (HS18)**Maintain the linen service****Element 3 (HS18.3)****Review and improve the effectiveness of the linen service**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

What you must know for the Unit	
For the whole Unit	
K1	The roles and responsibilities of different people within your department and in the organisation that relate to running the linen service
K2	Your organisation's objectives and policies that are relevant to the running of the linen service
K3	How the linen service integrates with other departments in the organisation
K4	What may happen if the linen service and other departments do not work together
K5	How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice
K6	What action you should take when legal requirements are not met
Element 1 (HS18.1) Prepare the linen service	
K7	How to build effective teams
K8	How to communicate effectively with others
K9	How to collect and analyse feedback
K10	How to estimate the time required for activities in the linen service
K11	How to estimate your requirements for other resources for activities in the linen service
K12	Why it is important to have contingency plans and how to develop them
K13	How to write procedures and work instructions
K14	How to explain procedures to staff, taking account of their abilities and circumstances
K15	Who to approach to get approval for the use of additional resources
K16	Why it is important to seek views and gain feedback from your staff and customers
Element 2 (HS18.2) Supervise the running of the linen service	
K17	How to monitor staff performance against your organisation's standards
K18	What action to take when staff performance falls below your organisation's standards
K19	The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each
K20	The types of problems that are likely to occur when running a linen service and how to deal with them
K21	What the limits of your own authority are when dealing with problems
K22	Who to approach when you do not have the authority to implement a solution to a problem
Element 3 (HS18.3) Review and improve the effectiveness of the linen service	
K23	How to collect the information you need to maintain the linen service
K24	Which colleagues in the organisation should receive information on the linen service
K25	How to assess the requirements of customers
K26	What methods can be used to review and update plans, targets, objective, activities and work performance

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____