

aberdeen **Laundry** services



LINEN HIRE GOOD PRACTICE GUIDE

Pg #

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CUSTOMER SERVICE CONTACT DETAILS

**ADDRESS: SPIRES BUSINESS UNITS, UNIT 1 MUGIEMOSS RD,
BUCKSBURN, ABERDEEN AB21 9NY**

OPENING HOURS: MONDAY – FRIDAY, 8AM – 4PM

PHONE: 01224 941 360

EMAIL: CUSTOMERSERVICES@ABERDEENLS.CO.UK

ACCOUNT MANAGER: ALICJA DZIEWONSKA

MOBILE: 07301 010 247

EMAIL: ACCOUNTMANAGER@ABERDEENLS.CO.UK

LINEN DELIVERY & COLLECTION

SOILED LINEN COLLECTED IS RETURNED CLEAN ON AGREED TURN AROUND SCHEDULE IN A LIKE-FOR-LIKE EXCHANGE.



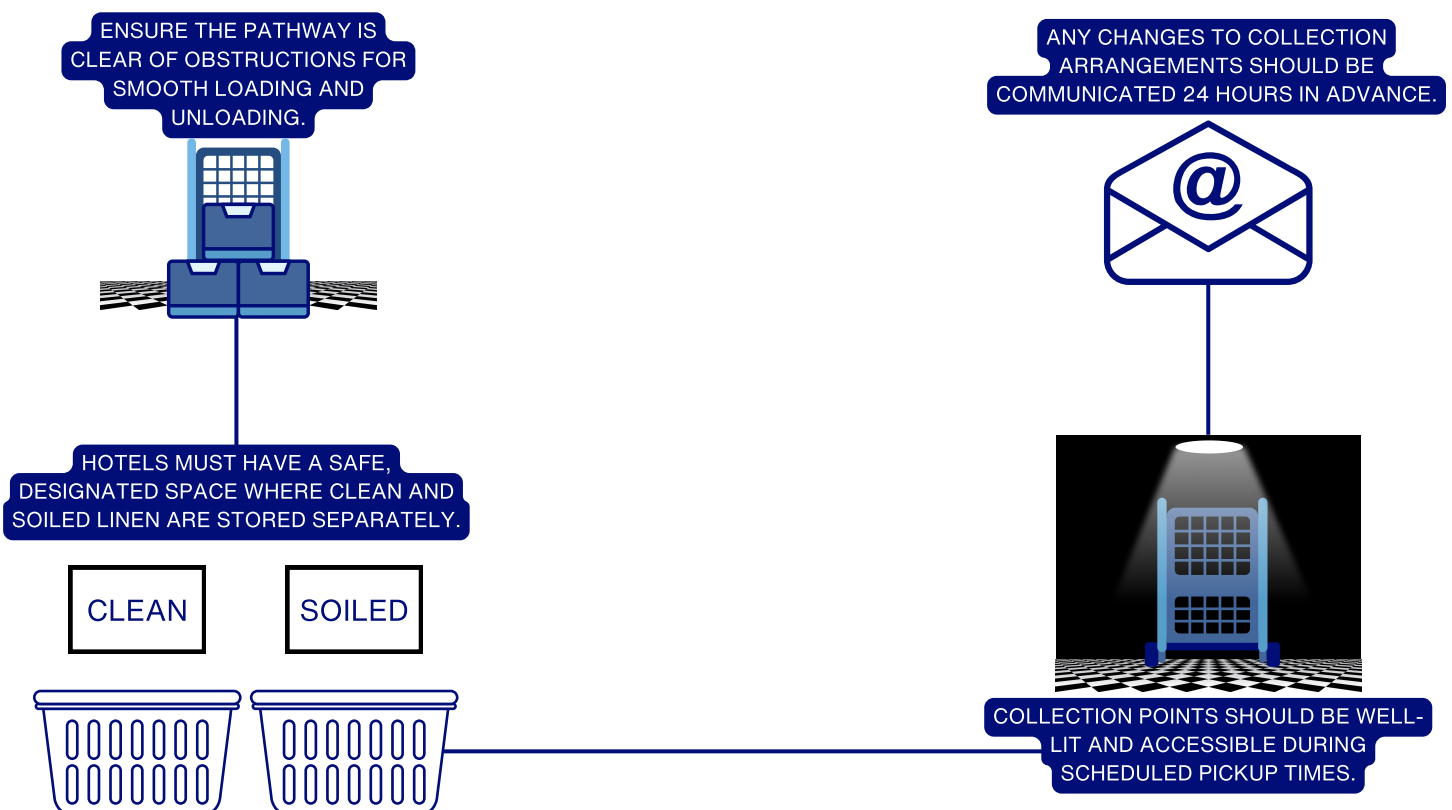
HOW THE EXCHANGE WORKS:

- CUSTOMERS RECEIVE CLEAN LINEN IN EXCHANGE FOR THE SOILED LINEN THEY PROVIDE, MAINTAINING A CONSISTENT CIRCULATION OF STOCK.
- THE AMOUNT OF CLEAN LINEN RETURNED IS BASED ON THE QUANTITY OF SOILED LINEN COLLECTED, UNLESS A STOCK ADJUSTMENT IS REQUESTED.
- ANY ADDITIONAL STOCK REQUIRED OUTSIDE OF THE STANDARD EXCHANGE MUST BE REQUESTED IN ADVANCE (SEE DOCKET INSTRUCTIONS SECTION).

SOILED LINEN COLLECTION

1	SORT LINEN INTO CATEGORIES
2	RECORD EACH ITEM ON DOCKET
3	LABEL ALL CAGES OR BAGS WITH COMPANY DETAILS
4	SECURE BAGS AND CAGES (MAX 13KG PER BAG)
5	PLACE DOCKET VISIBLY ON LAUNDRY BAGS/CAGES
6	YOU MUST REPORT DISCREPANCIES WITHIN 48 HOURS

DELIVERY & COLLECTION POINT



CUSTOMER POLICY FOR DEALING WITH REJECTS

POLICY OBJECTIVE:

REJECTS ARE AN IMPORTANT PART OF LINEN HIRE; WE FULLY UNDERSTAND THAT AT SOME POINT WE MAY SEND AN ITEM TO A CUSTOMER THAT IS NOT FIT FOR PURPOSE.

OUR CUSTOMERS SHOULD SEND REJECTS IN A SEPARATE BAG WITH A SEPARATE DOCKET OR RECORD ON THE DOCKET WHENEVER AN ADDITIONAL COLUMN FOR REJECT IS AVAILABLE. THE BAG SHOULD BE CLEARLY MARKED "REJECTS."

HANDLING REJECTED LINEN BY CUSTOMER:

HERE ARE THE STANDARD PROCEDURES WHICH SHOULD BE FOLLOWED BY ALS CUSTOMERS:

1	IDENTIFICATION	CUSTOMERS IDENTIFY LINEN ITEMS THAT DO NOT MEET QUALITY STANDARDS. COMMON ISSUES INCLUDE TEARS, HOLES, EXCESSIVE THINNING, STAINS, DISCOLORATION, OR ADHESIVE RESIDUES.
2	SEGREGATION	PLACE THE REJECTED LINEN IN DESIGNATED REJECT BAGS TO PREVENT CROSS-CONTAMINATION WITH CLEAN LINEN.
3	NOTIFICATION	NOTIFY ALS ABOUT THE REJECTION, PROVIDING DETAILS OF THE REJECTED ITEMS RECORDED ON A SEPARATE DOCKET OR ON THE SAME DOCKET WITH SOLID LINEN WHENEVER AN ADDITIONAL COLUMN FOR "REJECT" IS AVAILABLE. THE BAG SHOULD BE CLEARLY MARKED AS "REJECT."
4	COLLECTION	ALS COLLECTS THE REJECTED LINEN FOR INSPECTION AND VERIFICATION.
5	INSPECTION	ALS WILL CONDUCT A THOROUGH INSPECTION TO CONFIRM THE ISSUES AND DETERMINE THE ROOT CAUSE. THIS MAY INVOLVE CHECKING FOR PROCESSING ERRORS OR MATERIAL DEFECTS.
7	REPLACEMENT	ALS PROVIDE REPLACEMENT FOR THE REJECTED ITEMS AS PER THE AGREEMENT WITH THE CUSTOMER, WITH NO ADDITIONAL CHARGES.
8	RETURN	ALL REJECTED ITEMS WILL BE RETURNED BY ALS IN A TIMELY MANNER WITHIN A WEEK FROM THE DATE OF COLLECTION, IN A SEPARATE BAG CLEARLY MARKED "REJECT" WITH AN ATTACHED DOCKET.
9	DOCUMENTATION	DOCUMENT ALL STEPS TAKEN BY ALS, INCLUDING THE REJECTION NOTICE AND INSPECTION FINDINGS. ALL INFORMATION SHOULD BE AVAILABLE UPON CUSTOMER REQUEST. THIS HELPS IN TRACKING AND PREVENTING FUTURE ISSUES.

PREVENTING LINEN MISUSE

 **DO NOT USE LINEN FOR:**

WEDGING DOORS OPEN	
DUSTING OR CLEANING MIRRORS	
MOPPING UP SPILLS	
SHOE CLEANING OR MAKEUP REMOVAL	

CLEAR POLICIES ON LINEN ABUSE

LINEN ABUSE REFERS TO THE IMPROPER USE OR HANDLING OF LINENS, WHICH CAN LEAD TO DAMAGE, EXCESSIVE WEAR, OR CONTAMINATION. PREVENTING LINEN ABUSE HELPS MAINTAIN THE QUALITY AND LONGEVITY OF LINENS, ENSURING THEY REMAIN CLEAN AND PRESENTABLE FOR FUTURE USE.

1	CHEMICAL DAMAGE	LINEN EXPOSED TO HARSH CHEMICALS SUCH AS BLEACH, INDUSTRIAL CLEANERS, OR OTHER SUBSTANCES THAT CAUSE DISCOLORATION, HOLES, OR WEAKENED FABRIC, THIS CAN OCCUR WHEN LINENS ARE USED TO CLEAN BATHROOM.	EXAMPLES: <ul style="list-style-type: none"> A BED SHEET WITH LARGE BLEACH STAINS AND THIN, BRITTLE AREAS WHERE THE FABRIC HAS BEEN WEAKENED. PILLOWCASES/BATHMAT, HAND TOWEL WITH BLUE STAINS USES FOR CLEANING TOILETS.
2	MECHANICAL DAMAGE	TEARS, RIPS, OR EXCESSIVE WEAR CAUSED BY IMPROPER USE, SUCH AS DRAGGING LINENS ALONG ROUGH SURFACES OR USING THEM FOR NON-INTENDED PURPOSES.	EXAMPLES: <ul style="list-style-type: none"> TOWELS WITH FRAYED EDGES AND MULTIPLE TEARS, INDICATING THEY WERE USED TO SCRUB ROUGH SURFACES. SHARPY HOLES ON LINEN WOULD BE SIGNED THEY WERE USED TO HOLD DOORS.
3	PERMANENT STAINS	STAINS THAT CANNOT BE REMOVED THROUGH NORMAL LAUNDERING PROCESSES, INCLUDING INK, PAINT, FAKE TAN (EXCLUDING MAKE UP FOUNDATION AND MASCARA) STAINS OR OTHER SUBSTANCES.	EXAMPLES: <ul style="list-style-type: none"> TABLECLOTHS/NAPKINS WITH PERMANENT INK MARKS AND PAINT SPLATTERS THAT REMAIN EVEN AFTER THOROUGH WASHING. BROWN STAINS ON BED LINEN, INDICATING THEY WERE ABUSED BY REMOVING FAKE TAN.
4	BURN MARKS	SCORCH MARKS OR BURN HOLES CAUSED BY EXPOSURE TO HIGH HEAT OR DIRECT CONTACT WITH HOT SURFACES.	EXAMPLE: <ul style="list-style-type: none"> NAPKINS WITH SMALL BURN HOLES AND SCORCH MARKS FROM BEING PLACED TOO CLOSE TO A HEAT SOURCE.
5	IMPROPER USE	LINENS USED FOR PURPOSES OTHER THAN THEIR INTENDED USE, LEADING TO DAMAGE OR EXCESSIVE WEAR.	EXAMPLES: <ul style="list-style-type: none"> TOWELS USED AS CLEANING RAGS, RESULTING IN HEAVY STAINS AND FABRIC WEAR. TOWELS/PILLOWCASES USED AS SHOE CLEANING. TABLECLOTHS/NAPKINS DRAGGED/USE FOR CLEANING ACROSS ALUMINIUM KITCHEN COUNTERS AND EQUIPMENT
6	BIOLOGICAL CONTAMINATION	LINENS CONTAMINATED WITH BIOLOGICAL SUBSTANCES SUCH AS BLOOD, BODILY FLUIDS, OR FOOD WASTE THAT CAUSE PERMANENT DAMAGE OR POSE HEALTH RISKS.	EXAMPLE: <ul style="list-style-type: none"> BED LINENS WITH LARGE BLOODSTAINS THAT CANNOT BE FULLY REMOVED AND POSE A CONTAMINATION RISK

STOCK CHECKS





HOW TO PREPARE FOR A STOCK CHECK:

ENSURE ALL LINEN IS STORED NEATLY	
HOUSEKEEPER TO PREPARE 1 PAR (1 BED SET UP) ON STOCK TAKE DAY	
KEEP A RECORD OF SOILED LINEN READY FOR COLLECTION	
ACCOUNT MANAGER WILL COMPARE STOCK WITH THE CIRCULATING INVENTORY REPORT	

LINEN INVENTORY SHOULD BE MAINTAINED AT ADEQUATE LEVELS DEPENDING ON THE BUSINESS NEEDS. THERE SHOULD ALWAYS BE ENOUGH CLEAN STOCK ON SITE TO PREPARE THE BEDS BEFORE THE UPCOMING DELIVERY.

BIOHAZARD LINEN HANDLING

BIOHAZARD LINEN REFERS TO CONTAMINATED FABRICS, SUCH AS BEDDING, TOWELS, OR UNIFORMS, THAT HAVE BEEN EXPOSED TO BODILY FLUIDS, INFECTIOUS MATERIALS, OR HAZARDOUS CHEMICALS, POSING A RISK OF SPREADING DISEASE.

<p>PLACE BIOHAZARD LINEN IN A RED SOLUBLE PLASTIC BAG AND SEAL IT TIGHT.</p>	
<p>PLACE THE SEALED BAG INSIDE A CLEAR PLASTIC BAG.</p>	
<p>RECORD BIOHAZARD LINEN ON THE DOCKET AND EMAIL CUSTOMER SERVICES BEFORE SENDING THE ITEM TO THE LAUNDRY.</p>	
<p>MARK BAG ACCORDINGLY;</p> <ul style="list-style-type: none">• HOTEL NAME• ITEM TYPE AND QUANTITY• DATE OF COLLECTION	

PEST CONTROL & BEST PRACTICES

1	REGULARLY INSPECT LINEN STORAGE AREAS FOR SIGNS OF PESTS. E.G. BED BUGS (LIVE INSECTS, EGGS, OR DARK SPOTS ON LINENS), RODENTS (DROPPINGS, GNAW MARKS, OR SIGHTINGS), OTHER PESTS (INSECTS, EVIDENCE OF NESTING).
2	ENSURE ALL LINEN IS STORED OFF THE FLOOR AND IN SHELVING UNITS.
3	REPORT ANY PEST SIGHTINGS TO FACILITY MANAGEMENT IMMEDIATELY.
4	ISOLATE AFFECTED LINENS IN MARKED SEALED BAGS OR SEAL OFF AREAS IMMEDIATELY AND DOCUMENT THE ISSUE WITH PHOTOS IF POSSIBLE. KEEP DOCUMENTATION.
5	MAINTAIN A CLEAN STORAGE ENVIRONMENT TO AVOID ATTRACTING PESTS.
6	CONTACT ALS ABOUT TYPE OF PEST AND LOCATION OF INFESTATION. ALS WILL RESPOND TO REPORTS AND IMPLEMENT CORRECTIVE ACTIONS.

DOCKET INSTRUCTIONS

HOW TO FILL IN THE DOCKET:

- CUSTOMER NAME: WRITE THE HOTEL'S NAME.
- DATE: ENTER THE DATE OF COLLECTION.
- SOILED COUNT COLUMN: RECORD THE NUMBER OF SOILED LINEN ITEMS.
- CLEAN DELIVERY COLUMN: LEAVE BLANK—THIS IS COMPLETED BY THE PRODUCTION TEAM.
- STOCK ADJUSTMENT COLUMN: ENTER (+) FOR INCREASES AND (-) FOR DECREASES IN STOCK LEVELS.
- REJECTS COLUMN: INDICATE THE NUMBER OF REJECTED ITEMS GIVEN TO THE DRIVER (NO NEED FOR A SEPARATE DOCKET FOR REJECTS).
- BAGS OUT: RECORD THE NUMBER OF BAGS/CAGES SENT TO THE LAUNDRY.
- IF ANY STOCK INCREASE ADJUSTMENTS, PLEASE EMAIL CUSTOMER SERVICE. MINIMUM 72 HOURS IN ADVANCE (MON-FRI).



Customer: The Inn
Date: 01/01/2025

Item	Soiled Count	Clean Delivery	Stock Adjustment (+/-)	Reject
S/K/Sheet				
King Sheet				
Double Sheet				
Single Sheet	6	6		
S/K/D/Cover				
King D/Cover				
Double D/Cover				
Single D/Cover	6	6		
Pillow Case	6	6		
Oxford Pillow Case				
Hand Towel				
Bath Towel				
Bath Sheet	15	10	-5	
Bath Mat				
F/Cloth				
Napkins				
36/36				
54/54				
54/70				
70/70				
70/108				
70/144				
90/90				
Chef's Jacket				
Chef's Trouser				
Coats				
Aprons				
B/Suits				
Robes				
K/Cloth				

BAGS IN 2 BAGS OUT 3 PACKER DRIVER

↑
ALS FILLS IN HOW MANY CLEAN BAGS/CAGES HAVE BEEN GIVEN BY DRIVER

↑
YOU THE CUSTOMER FILL IN HOW MANY BAGS/CAGES ARE GIVEN TO DRIVER

Have you met Pasha?

It's a simple tale
about the not-so-
simple life and
times of a simple
linen product.

Pasha the Pillow case!



*Find out more.
Watch the video's to
see Pasha's story!*

