

Housekeeping

The Pressing and Laundry Standard

Five steps from the laundry bag to the wardrobe, with pressing back within an hour. A shirt that comes back late is usually the shirt for the meeting.

Who
Valets, room attendants and laundry staff

When
Every laundry, pressing or shoeshine request, day and evening

You need
Laundry bags and forms, garment tags, the laundry log, envelopes

Measured by Pressing returned within one hour · Laundry back the same day if in by 10:00 · Every item tagged and counted at pickup

1 Collect

Collect within 10 minutes of the call. Count every item with the guest if they are in, or with a colleague if they are not, and write the count on the form before you leave the room.

"Mr Haddad, I have two shirts and one suit, pressing only, back by 3pm. Is that right?"

Common mistake Counting in the laundry instead of the room. If a sock goes missing, nobody can say where.

2 Read it

Read every care label and empty every pocket. Note stains, missing buttons and damage on the form, and call the guest before cleaning anything at risk: silk, leather, sequins, a stain they did not mention.

"Mrs Mensah, there is a coffee mark on the blue dress. Shall we treat it, at some risk to the colour?"

Common mistake Treating a stain without asking. If the colour runs, the hotel now owns a dress it cannot replace.

3 Tag and log

Tag every item with the room number and date before it leaves the floor. Log the time in, the service and the promised return time. Anything found in pockets goes in an envelope marked with the room.

"612 / 14 Oct / 2 shirts, 1 suit / press / due 15:00. Pen and receipt in envelope."

Common mistake Leaving pocket contents loose in a tray. A receipt or a key card ends up in another guest's parcel.

4 Return on time

Return pressing within one hour and laundry the same day if it was collected by 10:00. Shirts come back hung or folded, as the guest ticked on the form. Polished shoes go on a cloth by the door.

"Your shirts are back in the wardrobe, Mr Haddad, on hangers as you asked."

Common mistake Finding nobody in and taking the laundry back down. Unless the DND is on, hang it inside and leave the note.

5 Leave a note

Leave a card on the desk listing what came back and anything you found. If an item is late or damaged, the supervisor calls the guest before they discover it, with a new time and a solution.

"Returned 14:40: 2 shirts (hung), 1 suit. A jacket button was loose, so we sewed it on."

Common mistake Hoping the guest won't notice the missing shirt. They will, at 7am, before the meeting it was for.

Your Laundry Promise

Fill in the times your hotel can actually keep. Put one copy in the valet room and one at the front desk so both promise the guest the same hour.

Pressing

Last pickup time _____

Return time promised _____

Who collects _____

Who calls if it's late _____

Same-day laundry

Last pickup time _____

Return time promised _____

Who collects _____

Who calls if it's late _____

Shoeshine

Last pickup time _____

Return time promised _____

Who collects _____

Who calls if it's late _____

How to use this with your team

Agree the times with the laundry manager on Monday and brief them at every shift that week. Every return later than this card is logged, and the supervisor reviews the log on Friday.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.