STANDARD OPERATING PROCEDURE

Hotel Laundry and Linen SOP

Document no.	SOP-HTL-006
Revision	1.0
Owner	Laundry Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep the property supplied with clean, undamaged linen and towels at all times by following a consistent collection, wash and distribution process.

2. Scope

Applies to on-site laundry staff processing guest room and food and beverage linen. Guest self-service laundry requests are covered separately within this SOP's guest laundry steps.

Definitions

Par level	The set quantity of clean linen that should always be in stock per room or outlet to cover normal turnover.
Soiled linen	Used linen collected from guest rooms or outlets before it has been washed.
Rewash	A load sent through the wash cycle again because it did not come out clean, stained or fully rinsed the first time.

3. Responsibilities

Laundry Attendant	Sorts, washes, dries and folds linen, and flags damaged or stained items that cannot be reused.
Laundry Manager	Sets wash schedules and par levels, orders replacement linen, and resolves quality issues.
Room Attendant	Collects soiled linen from rooms and requests guest laundry service when asked.

RACI matrix

Activity	Laundry Attendant	Laundry Manager	Room Attendant
Set par levels by linen type	I	R/A	-
Sort and wash soiled linen	R	A	-
Process guest laundry requests	R	A	R
Inspect and retire damaged linen	R	A	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Commercial washer and dryer
- Laundry detergent, bleach and fabric softener
- Color-coded soiled linen bags or carts
- Folding table and linen shelving
- Guest laundry bags and order forms
- Par level tracking sheet

Personal protective equipment

- Disposable gloves for handling soiled linen
- Apron

5. Procedure

Step	Task	Owner	Done
5.1	**Collect soiled linen** Collect soiled linen bags from guest rooms and outlets on the scheduled pickup, keeping bathroom and bedroom linen separated by the color coding used on the cart.	Room Attendant	☐
5.2	**Sort linen by type and soil level** Sort incoming linen by fabric type, color and soil level, separating heavily stained items for pre-treatment before washing. **Warning:** Check pockets and folds for sharps or guest belongings before loading linen into the washer.	Laundry Attendant	☐
5.3	**Pre-treat stains** Apply the appropriate stain treatment to heavily soiled items and let it sit per the product's instructions before washing.	Laundry Attendant	☐
5.4	**Load and wash** Load the washer to its rated capacity, not overfilled, and select the wash cycle and detergent amount for the linen type and soil level. **Checkpoint:** Washer loads are not overfilled beyond the machine's rated capacity.	Laundry Attendant	☐
5.5	**Inspect linen before drying** Check washed linen for remaining stains before drying, and set aside anything still stained for a rewash rather than drying it in. **Checkpoint:** No visibly stained item goes into the dryer without a rewash first.	Laundry Attendant	☐
5.6	**Dry to the correct setting** Dry linen on the heat setting and cycle time appropriate for the fabric, and avoid overdrying, which weakens fibers and shortens linen life.	Laundry Attendant	☐
5.7	**Fold and stack to standard** Fold linen to the property's standard fold and stack it neatly by type on the shelving, keeping older stock in front for first-in, first-out use.	Laundry Attendant	☐
5.8	**Inspect for damage and retire worn linen** Check folded linen for tears, thinning fabric or permanent stains, and remove anything that no longer meets the property's standard from circulation.	Laundry Attendant	☐

Step	Task	Owner	Done
5.9	**Restock floor par levels** Deliver clean linen to floor closets or the housekeeping cart area to bring each par level back to the target set for that floor.	Laundry Attendant	☐
5.10	**Process guest laundry requests** Log guest laundry orders with the room number and items requested, wash and dry them separately from house linen, and return them by the promised time.	Laundry Attendant	☐
5.11	**Track par levels and reorder** Compare linen counts to the par level tracking sheet weekly, and order replacement stock for any category running consistently short.	Laundry Manager	☐

6. Quality checks

- No stained or damaged linen reaches a guest room after processing.
- Par levels on each floor are at or above target during weekly counts.
- Guest laundry orders are returned by the promised time.
- Washer loads follow the rated capacity and correct cycle for the fabric type.

7. Records

- Par level tracking sheet
- Guest laundry order log
- Damaged linen retirement log
- Replacement linen orders

8. KPIs

- Linen rewash rate
- Par level compliance by floor
- Guest laundry on-time return rate
- Linen replacement cost per month

9. Common mistakes

- Drying a stained item instead of sending it for a rewash.
- Overloading the washer, which leaves linen only partly clean.
- Mixing new and old stock instead of rotating first-in, first-out.
- Not checking pockets or folds for guest belongings before washing.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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