



# The Catholic University of Eastern Africa

<b>TITLE</b>	<b>AUTHOR</b>
PROCEDURE FOR LAUNDRY SERVICES (DVC-ADM/HSK/01)	SR. IN-CHARGE OF HOUSE KEEPING
	NO. OF APPENDICES:
	3 (THREE) (A-C)
<b>AUTHORIZATION</b> This Standard Operating Procedure is issued under the authority of:	
<b>TITLE</b>	DEPUTY VICE CHANCELLOR ADMINISTRATION
<b>SIGNATURE</b>	
<b>DATE</b>	19 <sup>th</sup> March 2014
<b>ISSUE DATE</b>	19 <sup>th</sup> March 2014
<b>STAMP CONTROLLED / UNCONTROLLED</b>	<b>CONTROLLED</b>
<p>NOTE:</p> <p>Write amendments on the page provided (Clause 0.2)</p> <p>Controlled copies of this document will be in the Sr. In Charge and DVC Administration's offices.</p>	

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## 0. CONTENTS AND RECORD OF CHANGES

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### 0.2 RECORD OF CHANGES

No.	Date (dd-mm-yy)	Details of Changes		Authorization
		Page	Clause/subclause	Title
01	11.03.2014	1	Approvals and Dates	MR
	11.03.2014	3	cls. 3.1, and 6.1-6.5	MR
	11.03.2014	5	cl. 7.1	MR
	11.03.2014	6	cl. 7.2	MR
	11.03.2014	7	cl. 7.3	MR


### 0.3 DISTRIBUTION / CIRCULATION

This standard operating procedure is available at relevant function for authorized users.

### 1.0 PURPOSE

To ensure that laundry services are provided in an efficient and effective manner at CUEA.

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## 2.0 SCOPE

This procedure applies to all CUEA students and staff

## 3.0 TERMS AND DEFINITIONS

- 3.1 *Client*: specific person who is part of CUEA who requires the laundry service.
- 3.2 *Room Attendants*: Housekeeping staff shall be in charge of collecting the dirty items and takes to/returns from/ the laundry.
- 3.3 *Laundry Attendants*: Laundry staff who shall carry out the laundry services.
- 3.4 *Laundry List*: document which shall be used to verify laundry items. [Appendix A and B]
- 3.5 *Housekeeper*: The staff in charge of the housekeeping department

## 4.0 REFERENCES

CUEA: Catholic University of Eastern Africa


## 5.0 PRINCIPAL RESPONSIBILITIES

The Housekeeper shall ensure that the process is rightly followed and applied.

## 6.0 METHOD

- 6.1 The client shall place the dirty items in the laundry bag outside the door in the morning at 7:00am with a Laundry List CUEA/DVC ADM/HSK/01/L1 (for staff) or CUEA/DVC ADM/HSK/01 L2 (for students) see Appendix A & B. These will be collected by the Room Attendants at 7:15am who take them to the Laundry, while in the vacated rooms the attendants enter the rooms and collect the dirty items and records them on the Laundry List CUEA/DVC ADM/HSK/01/L3 (see Appendix C).
- 6.2 The Laundry Attendants receive the dirty items at 7:30am from the Room Attendants. The Laundry Attendant will sort them out according to colour and put an Identity Mark (room number) behind the collar.
- 6.3 The Laundry Attendant places them in the automatic washing machine for 1 hour 20 minutes while those placed in the manual washing machine takes 1 hour 30 minutes. Items to be washed by hand will be done separately for at least 1 hour.

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6.4 After washing, the clothes are put in the spinning machine for 3 minutes. They are then removed and put in the drying machine according to material. Drying of blankets and towels will be at 50°C, while the other material at 40°C. The Laundry Attendant keeps on checking the drying machine every 10 minutes to remove the dry items.

6.5 All items are ironed manually using an electric ironing box and folded.

6.6 The items are arranged and collected by the Room Attendants for return back to their respective rooms at 3:30pm.


## 7.0 APPENDICES

7.1 Appendix A: Staff Laundry list.


7.2: Appendix B: Student Laundry list.

7.3. Appendix C: Laundry List for use by Room Attendants

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## 7.1 APPENDIX A: STAFF LAUNDRY LIST



### Housekeeping Department (Laundry Section)

Organization: CUEA  
 Department: **Housekeeping Department**  
 Section: **Laundry**  
 Campus: \_\_\_\_\_

Doc No: **CUEA/Housekeeping 05**  
 Revision Status: **01**  
 Issued by: **Housekeeper**  
 Authorized by: **DVC, Administration**

#### STAFF LAUNDRY LIST

Room No: .....

Items Week 1	No.	Items Week 2	No.	Items Week 3	No.
Shirts	[ ]	Shirts	[ ]	Shirts	[ ]
T-Shirts	[ ]	T-Shirts	[ ]	T-Shirts	[ ]
Under Vest	[ ]	Under Vest	[ ]	Under Vest	[ ]
Jackets	[ ]	Jackets	[ ]	Jackets	[ ]
Sweaters	[ ]	Sweaters	[ ]	Sweaters	[ ]
Pullovers	[ ]	Pullovers	[ ]	Pullovers	[ ]
Kaunda Suits	[ ]	Kaunda Suits	[ ]	Kaunda Suits	[ ]
Long Trousers	[ ]	Long Trousers	[ ]	Long Trousers	[ ]
Pair of Shorts	[ ]	Pair of Shorts	[ ]	Pair of Shorts	[ ]
Jeans	[ ]	Jeans	[ ]	Jeans	[ ]
Table Clothes	[ ]	Table Clothes	[ ]	Table Clothes	[ ]
Pair of Socks	[ ]	Pair of Socks	[ ]	Pair of Socks	[ ]
Towels	[ ]	Towels	[ ]	Towels	[ ]
Bed Sheets	[ ]	Bed Sheets	[ ]	Bed Sheets	[ ]
Bed Covers	[ ]	Bed Covers	[ ]	Bed Covers	[ ]
Blankets	[ ]	Blankets	[ ]	Blankets	[ ]
Pillow Cases	[ ]	Pillow Cases	[ ]	Pillow Cases	[ ]
Mosquito Nets	[ ]	Mosquito Nets	[ ]	Mosquito Nets	[ ]
Albs	[ ]	Albs	[ ]	Albs	[ ]


**For Official Use**

Week (Date)	Name / Signed Collected by: (Room Attendant)	Name / Signed Verified by: (Laundry Attendant)	Name / Signed Released by: (Laundry Attendant)	Name / Signed Collected by: (Room Attendant)
1 <sup>st</sup> Week Date: _____				
2 <sup>nd</sup> Week Date: _____				
3 <sup>rd</sup> Week Date: _____				


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## 7.2 APPENDIX B: STUDENTS LAUNDRY LIST



### Housekeeping Department (Laundry Section)

Organization: CUEA  
 Department: Housekeeping Department  
 Section: Laundry  
 Campus: \_\_\_\_\_

Doc No: CUEA/Housekeeping 06  
 Revision Status: 01  
 Issued by: Housekeeper  
 Authorized by: DVC, Administration

### STUDENT LAUNDRY LIST

Room No: .....


Items Week 1	No.	Items Week 2	No.	Items Week 3	No.
Shirts	[ ]	Shirts	[ ]	Shirts	[ ]
T-Shirts	[ ]	T-Shirts	[ ]	T-Shirts	[ ]
Under Vest	[ ]	Under Vest	[ ]	Under Vest	[ ]
Jackets	[ ]	Jackets	[ ]	Jackets	[ ]
Sweaters	[ ]	Sweaters	[ ]	Sweaters	[ ]
Pullovers	[ ]	Pullovers	[ ]	Pullovers	[ ]
Kaunda Suits	[ ]	Kaunda Suits	[ ]	Kaunda Suits	[ ]
Long Trousers	[ ]	Long Trousers	[ ]	Long Trousers	[ ]
Jeans	[ ]	Jeans	[ ]	Jeans	[ ]
Table Clothes	[ ]	Table Clothes	[ ]	Table Clothes	[ ]
Towels	[ ]	Towels	[ ]	Towels	[ ]
Bed Sheets	[ ]	Bed Sheets	[ ]	Bed Sheets	[ ]
Bed Covers	[ ]	Bed Covers	[ ]	Bed Covers	[ ]
Blankets	[ ]	Blankets	[ ]	Blankets	[ ]
Pillow Cases	[ ]	Pillow Cases	[ ]	Pillow Cases	[ ]
Mosquito Nets	[ ]	Mosquito Nets	[ ]	Mosquito Nets	[ ]
Albs	[ ]	Albs	[ ]	Albs	[ ]

**For Official Use**


Week (Date)	Name / Signed Collected by: (Room Attendant)	Name / Signed Verified by: (Laundry Attendant)	Name / Signed Released by: (Laundry Attendant)	Name / Signed Collected by: (Room Attendant)
1 <sup>st</sup> Week Date: _____				
2 <sup>nd</sup> Week Date: _____				
3 <sup>rd</sup> Week Date: _____				

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### 7.3 LAUNDRY LIST FOR VACATED ROOMS



#### Housekeeping Department (Laundry Section)

Organization: CUEA  
 Department: Housekeeping Department  
 Section: Laundry  
 Campus: \_\_\_\_\_

Doc No: CUEA/Housekeeping 07  
 Revision Status: 00  
 Issued by: Housekeeper  
 Authorized by: DVC, Administration

#### LAUNDRY LIST FOR VACATED ROOMS

Room No: .....

<u>Items Week 1</u>	<u>No.</u>	<u>Items Week 2</u>	<u>No.</u>	<u>Items Week 3</u>	<u>No.</u>
Blankets	[ ___ ]	Blankets	[ ___ ]	Blankets	[ ___ ]
Pillow Cases	[ ___ ]	Pillow Cases	[ ___ ]	Pillow Cases	[ ___ ]
Mosquito Nets	[ ___ ]	Mosquito Nets	[ ___ ]	Mosquito Nets	[ ___ ]
Window Nets	[ ___ ]	Window Nets	[ ___ ]	Window Nets	[ ___ ]
Window Curtains	[ ___ ]	Window Curtains	[ ___ ]	Window Curtains	[ ___ ]
Towel	[ ___ ]	Towel	[ ___ ]	Towel	[ ___ ]
Bed Cover	[ ___ ]	Bed Cover	[ ___ ]	Bed Cover	[ ___ ]
Albs	[ ___ ]	Albs	[ ___ ]	Albs	[ ___ ]
Chair Covers	[ ___ ]	Chair Covers	[ ___ ]	Chair Covers	[ ___ ]
Stoles	[ ___ ]	Stoles	[ ___ ]	Stoles	[ ___ ]
Bed Sheets	[ ___ ]	Bed Sheets	[ ___ ]	Bed Sheets	[ ___ ]
Others :.....	[ ___ ]	Others :.....	[ ___ ]	Others :.....	[ ___ ]
.....	[ ___ ]	.....	[ ___ ]	.....	[ ___ ]

**For Official Use**

Week (Date)	Name / Signed Collected by: (Room Attendant)	Name / Signed Verified by: (Laundry Attendant)	Name / Signed Released by: (Laundry Attendant)	Name / Signed Collected by: (Room Attendant)
1 <sup>st</sup> Week Date: _____				
2 <sup>nd</sup> Week Date: _____				
3 <sup>rd</sup> Week Date: _____				

CUEA/DVC ADM/HSK/01 L3



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