

Unit 30: Principles of Collecting Linen and Making Beds

Unit code: L/502/8256

QCF Level 1: BTEC Specialist

Credit value: 1

Guided learning hours: 8

Unit aim

The aim of this unit is to enable learners to gain knowledge of how to collect clean linen and bed coverings and move them to the rooms and how to strip and make beds.

Unit introduction

The efficient collection and dispersal of linen from designated secure linen room or sub-areas, such as linen closets/cupboards, by room attendant staff is a logistical routine that takes place at least daily. This activity takes place in all types of hotels and other serviced accommodation units where guest bedrooms require servicing. These routines are integral to and contributory factors in ensuring that business standards for guest accommodation areas are consistently met.

Learners will develop their knowledge of the correct methods and techniques to use when collecting clean bed linen for use in guest bedroom accommodation. They will learn the process of following safe lifting and handling techniques used in the collection of clean bed linen and the reason for it. Learners will be taught correct manual handling techniques, identifying standards for quality and cleanliness of bed linens.

Learners will consider the need to keep clean linen separate from soiled at all times and how to make and re-sheet beds using the correct bed linen. They will look at ways of dealing with unexpected problems that might occur when collecting linen and when stripping and making beds. Learners will be taught the procedures related to the discovery of bedbugs and other infestations in guest accommodation and procedures for reporting these incidents.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Know how to collect clean linen and bed coverings</p>	<p>1.1 Describe safe lifting and handling techniques and their importance</p> <p>1.2 Identify standards for quality of linen and bed coverings</p> <p>1.3 Describe the importance of keeping soiled linen separate from clean linen</p> <p>1.4 Describe the importance of security procedures for linen and linen store</p> <p>1.5 Describe the importance of checking linen to make sure it is clean and up to standard</p> <p>1.6 Describe the types of problems that might occur when choosing and collecting linen from a linen store</p>
<p>2 Know how to strip and make beds</p>	<p>2.1 Identify the correct procedures to deal with soiled linen</p> <p>2.2 Identify the correct practice to sort different fabrics</p> <p>2.3 Identify standard procedures for making and re-sheeting beds</p> <p>2.4 State the importance of using the right sized linen</p> <p>2.5 State the types of unexpected situations that might happen when stripping and making beds</p> <p>2.6 Describe procedures to use when bedbugs or other infestations are found</p>

Unit content

1 Know how to collect clean linen and bed coverings

Safe lifting and handling techniques: thinking before lifting/handling; keeping the load close to the waist; adopting a stable position; getting a good hold; starting in a good posture; not flexing the back any further while lifting; avoiding twisting the back or leaning sideways; keeping the head up when handling; moving smoothly; not lifting or handling more than can be easily managed; putting down, then adjusting

Importance of safe lifting and handling techniques: understanding the correct technique to be used when lifting/handling heavy items; receiving sufficient manual handling training; avoiding pulling muscles/suffering long-term damage to the back, upper limbs and knees

Standards for quality of linen and bed coverings: relevant British Standards; bedding of good quality and condition; importance of standards (customer satisfaction, good first impression, repeat business, recommendations, reputation, zero tolerance, nil complaints)

Importance of keeping soiled linen separate from clean linen: lightly-soiled linens can pick up dirt from heavily-soiled items, separating clean linens from other whites; avoiding cross-contamination and infections

Importance of security procedures for linen and linen store: preventing theft; keeping control of stock movement; adhering to health and safety legislation; reducing costs

Importance of checking linen for cleanliness and standard: daily checks (ensuring linen is free from – stains, fabric damage, faded colours, mildew, mould); folded correctly to business standards; appropriate minimum and maximum stock levels

Problems when choosing and collecting linen from a linen store: damaged stock (reporting to supervisor and supplier, sending back, credit notes); insufficient stock; pest infestation; accident/injury; remaining calm (tone of voice, body language); limit of authority (requesting assistance, contacting line manager); explaining situation (informing and updating)

2 Know how to strip and make beds

Procedures for dealing with soiled linen: soiled linen must not be shaken or dumped on the floor; keeping it held away from the body; place soiled linen in appropriate bags or hampers for laundering; washing hands before and after handling soiled linen; wearing personal protective equipment (PPE); not allowing soiled linen to come into contact with clean linen

Correct practice to sort different fabrics: sorting fabrics according to – the washing labels; types of material; colour; the degree and type of soiling; textile families (large flat, small flat, linen to tumble dry, all the rest)

Procedures for making and re-sheeting beds: removing dirty sheets; tossing the bottom sheet over the bed; smoothing the bottom sheet and tucking under any loose corners; tucking in the edges and corners of the bottom sheet; spreading the top sheet over the bottom one; pulling the top sheet up to the top of the mattress and smoothing it out; pulling the blanket up; folding the top edge of the sheet over the blanket; folding the edges and corners of the top sheet and blanket under the mattress; covering the bed with the comforter; placing the pillows beneath the top of the comforter and smoothing the comforter over top of them; working on top of the comforter, sliding a hand beneath the pillows to create a crease in the comforter where the pillows are, the comforter may alternately be folded at the foot of the bed

Importance of using the right-sized linen: appearance; smooth running of operations

Unexpected situations that can happen when stripping and making beds: incorrect linen issue; theft of linen from room; torn sheet or bed covering

Procedures to use when bedbugs or other infestations are found: reporting infestation to supervisor/line manager; prohibiting access to the room for all staff; contacting a pest control company to professionally treat the infestation; not removing any items from the room; if required, transferring guests to another room

Essential guidance for tutors

Delivery

This unit introduces learners to the principles of collecting linen and making beds.

This unit can be delivered through supervised practical activities, as well as through simulated classroom-based work. Learners will be taught the procedures used in collecting linen and making beds.

Tutors will teach learners the techniques, standards, procedures and materials used in collecting linen and making beds, and how to develop basic competency in the practical application and use of all practices and materials.

Audiovisual materials as well as input from experienced practitioners can be used to help deliver some aspects of this unit. Examples of professionals collecting linen and making beds can be accessed on the internet (YouTube). Tutors can provide examples of scenarios that can be used to illustrate unexpected situations that occur when collecting clean linen and stripping and making beds, including bedbug and other infestations for learners to discuss. Peer observation can also be used in providing feedback on practical activities.

Outline learning plan

The outline learning plan has been included in this unit as guidance and can be used in conjunction with the delivery of multiple choice tests.

The outline learning plan demonstrates one way of planning the delivery and assessment of this unit.

Topic and suggested activities
Introduction to unit.
Group discussion about the principles of collecting linen and making beds.
Tutors to introduce learners to how to collect clean linen and bed coverings and strip and make beds.
Visits to hospitality businesses – learners find out about safe lifting and handling techniques and their importance, standards for quality of linen and bed coverings, the importance of keeping soiled linen separate from clean linen, of security procedures for linen and linen store, of checking linen to make sure it is clean and up to standard, and the types of problems that might occur when choosing and collecting linen from a linen store.
Visits to hospitality businesses – learners identify the correct procedures to deal with soiled linen, the correct practice to sort different fabrics, standard procedures for making and re-sheeting beds, the importance of using the right sized linen, and the types of unexpected situations that might happen when stripping and making beds, and procedures to use when bedbugs or other infestations are found.
Tutorial support and feedback.
Self-initiated learning time.

Assessment

Tutors should ensure that learners cover all the unit content.

Essential resources

Although this is a knowledge-based unit, learners should have access to suitable practical accommodation facilities, relevant experienced staff and equipment such as a room attendant's trolley/cart. Learners will need access to current resource materials and also, where necessary, access to instructional materials such as DVD training videos or online materials.

Indicative resource materials

Textbooks

Health and Safety Executive – *Essentials of Health and Safety at Work, 4th Edition* (HSE Books, 2006) ISBN 9780717661794

Jones T – *Professional Management of Housekeeping Operations, 5th Edition* (John Wiley and Sons, 2007) ISBN 9780471762447

Nitschke A and Frye W – *Managing Housekeeping Operations, 3rd Edition* (Educational Institute of the American Hotel, 2008) ISBN 9780866123365

Journal

Caterer and Hotelkeeper – Reed Business Information

Websites

www.hiltonfranchise.com/ArchDesign/Standards/HiltonBeddingBrochure.pdf	Hilton – bedding standards
www.hse.gov.uk/pubns/priced/essentials.pdf	HSE – Essentials of Health and Safety at Work
www.people1st.co.uk	People 1st – Sector Skills Council for Hospitality, Leisure, Travel and Tourism
www.portsmouth.gov.uk/living/19390.html	Portsmouth City Council – bedbugs
www.youtube.com/watch?v=1L0Q1LPkFU8	YouTube – Housekeeping Room Attendant – Emerit Training and Certification
www.youtube.com/watch?v=5x688J_F3Kg&feature=related	YouTube – checking rooms after they have been cleaned by the room attendants