

# **CHAPTER – 1**

## **INTRODUCTION**

# 1 INTRODUCTION

The hotel industry is the servicing business conducting another significant branch in the economic development of the country. The hotel industry associates many types of industry, such as the tourist industry, the transportation industry, and the food servicing industry. It is apparent that every country emphasizes on the significance of this kind of industry, with a belief that this is a source for employment, disseminating the income of the country, conducting the country's progression, especially the progressing country such as Thailand. It is accepted that the hotel industry brings a high income to the country. Therefore, the government sector and the public sector should cooperate in promoting this kind of business. whereby, the public sector would make the investment, and the government sector would support. It is complacent that generally the hotel industry in Thailand is being internationally accepted, due to the modernization of the hotel and the optimum service.

The Thai amiability to foreigners avails the progression of this kind of business. The Oriental Hotel is an example of success for Thai Hotel, in receiving the world best hotel award for eight consecutive years. This enables the image for the Thai hotel business to become in one of the top levels in the eyes of foreigners. Presently, various hotels expanded the network and branches, with a belief that the hotel business is still going well in Thailand, because people are still much interested to make a tour in this region of the world. Moreover, the booming tourist industry is enchanting people to put in more investment. These factors would conduce a great income to the country. More people give better interest in the study of the Hotel Academic. There was the intense teaching, training, and learning in this subject, to concur with the growth of this business. on the overall, this is directly advantageous to the hospitality industry. Because administrators and the operators attained the knowledge in the hotel business administration with a correct servicing knowledge, this would also be advantageous to other relevant business Housekeeping is the most important department in the hotel. The reason for this statement is simple: without housekeeping to clean the rooms, the reservationists, the front desk agents, and hotel sales departments would have nothing to sell.

The public areas would soon become messy and littered' the glass and brass in these areas would become dirty and streaked. the restrooms in the public areas would

begin to smell and run out of necessary items, the hallways on each floor would be dusty and dirty and the lobby would become uninviting. It needs little imagination, to think of what different places in a hotel would look like if they were not cleaned every few hours or at least daily.

Housekeeping is usually, one of the largest departments in a hotel. In spite of its importance, however, employees in this department are underpaid and overworked, which usually results in a very high turnover rate. This rate is generally ten to one hundred times the rate for other departments. This turnover rate costs the company thousands of dollars in recruitment, training, lost productivity and in some states,

A hotel can refer to various tasks and responsibilities within the hospitality industry, depending on the context. It can relate to employees working in different departments, students studying hospitality management, or guests receiving specific room allocations. Regardless of the perspective, a hotel assignment plays a crucial role in ensuring the smooth operation and overall guest experience within a hotel setting.

Hotels operate as complex organizations with multiple departments working together to provide quality service. Employees in a hotel may receive different assignments based on their roles. Front desk staff are responsible for welcoming guests, handling check-ins and check-outs, and addressing customer inquiries. Housekeeping staff ensure that rooms are clean and well-maintained, contributing to the comfort and satisfaction of guests. Restaurant and catering staff manage food services, ensuring that meals meet high standards. Maintenance teams handle technical issues to keep the hotel's infrastructure functioning properly. Each assignment given to employees contributes to the efficiency and reputation of the hotel.

In an academic setting, hospitality management students often receive hotel-related assignments to develop their understanding of the industry. These assignments may involve researching hotel operations, analyzing customer service strategies, or creating business plans for a hypothetical hotel. Such tasks help students build essential skills in management, communication, and problem-solving, which are critical for success in the hospitality industry. Additionally, practical training through internships allows students to gain real-world experience in handling hotel

assignments, preparing them for future careers.

From a guest's perspective, a hotel assignment can refer to the room allocated upon check-in. Hotels use reservation systems to assign rooms based on availability, guest preferences, and special requests. The process ensures that guests receive accommodations that match their needs, whether they require a suite, a standard room, or a space with specific accessibility features. Efficient room assignments contribute to guest satisfaction and overall hotel ratings.

In conclusion, a hotel assignment can have different meanings based on the context in which it is used. For employees, it represents specific tasks that contribute to hotel operations. For students, it serves as an educational tool to develop industry-related skills. For guests, it involves room allocation and service delivery. Regardless of the context, hotel assignments are essential to maintaining high standards in the hospitality industry.

The hospitality industry thrives on providing comfort, cleanliness, and exceptional service to guests. Among the many departments that contribute to a hotel's success, housekeeping and laundry services play a vital role in ensuring a pleasant and hygienic environment. Housekeeping goes beyond simply cleaning rooms—it involves maintaining the entire hotel, managing guest supplies, and upholding the establishment's reputation. Similarly, laundry services ensure fresh linens, towels, and uniforms, which are essential for guest satisfaction and smooth hotel operations. Additionally, other services such as front office management, food and beverage service, maintenance, and security all contribute to a well-rounded hotel experience.

Housekeeping is one of the most crucial departments in any hotel, responsible for maintaining cleanliness, order, and a welcoming ambiance. The housekeeping team ensures that guest rooms, corridors, lobbies, banquet halls, and other areas remain spotless and presentable.

One of the primary duties of the housekeeping staff is cleaning guest rooms. This includes making beds, vacuuming carpets, dusting furniture, sanitizing bathrooms, and replenishing toiletries. A well-maintained room directly impacts guest satisfaction and influences online reviews and hotel ratings. Housekeeping also involves deep cleaning procedures such as carpet shampooing, upholstery maintenance, and disinfecting high-touch areas to meet hygiene standards.

overtime costs. Successfully running such a department takes unique skills and a unique individual. In most lodging facilities this is the Executive Housekeeper. This position is generally standard in most full service hotels. Many limited service operations have followed suit and have someone designated as the Executive or Lead Housekeeper. Many hotels have elevated the position to 'Executive staff level, it should also be noted that along with the Executive chef, the Executive Housekeeper is amongst the highest paid positions in many hotels. This is done. Primarily, to retain and reward an employee who is performing an extremely necessary, difficult and thankless job.

In hospitality industries like hotels and hospitals, laundry services play a vital role in maintaining high standards of cleanliness and guest satisfaction. Efficient laundry operations contribute to time management, cost-effectiveness, and sustainability by using appropriate detergents, water-efficient techniques, and fabric care methods.

In households, regular laundry services help in maintaining a fresh and organized living space, preventing fabric damage, and extending the lifespan of garments and home textiles. Overall, an efficient laundry service is essential for maintaining a hygienic and comfortable environment in any housekeeping setup

## **1.1 OBJECTIVES OF THE STUDY**

- To analyze the effective management of Laundry service in hotel.
- To evaluate the proportion of staff attendance and staff required for managing the work.
- To analyze whether man power used in the laundry house keeping.
- To understanding about the process and time required for the completion of work.
- To evaluate and identify the satisfaction level of guest about the environment of room.

## **1.2 SIGNIFICANCE OF THE STUDY**

The significance laundry to any hospitality industry cannot be over emphasized because laundry has really been making things easier for both the establishment and guest even the staff of the hotel industry.

## **1.3. STATEMENT OF THE PROBLEM**

The statement of the study on the Importance of laundry service in hotel Most of the problems that are usually encountered by hotel in the laundry department is due to their or its inability to finance the laundry operation or unit frequent break down of the machines, in experience staff in operation, the particular, soap detergent for washing failure or power supply and separation of colours and washing.

## **1.4 AREA OF STUDY**

KK Residency Payyanur a premium 4 star hotel located in Payyannur It is the ideal choice of- stay for the traveler in you, who desires the most suitable space for business obligations, or recreation and leisure activities.

## **1.5 RESEARCH METHODOLOGY**

The research focuses on understanding the significance of laundry services in the hotel industry, highlighting their role in guest satisfaction, operational efficiency, and overall hotel reputation.

### **1.5.1 SOURCE OF DATA**

#### **1. Primary Data** (First-hand data collected specifically for this study)

Survey Questionnaires – Responses from hotel guests and staff about their perceptions of laundry services. Interviews – Insights from hotel managers, housekeeping supervisors, and laundry service providers on operational challenges and quality control.

#### **2. Secondary Data** (Previously collected data used for reference)

Academic Journals & Research Papers – Studies on hotel housekeeping, laundry management, and guest satisfaction. Hotel Websites & Policies – Official documents detailing laundry service operations in various hotel chains. Online Reviews & Ratings

### **1.5.2 SAMPLING SIZE &SAMPLING METHOD**

For this study a total number of 20 participants are interviewed with a structured questionnaire with a convenient sampling method of data collection.

### **1.6. LIMITATIONS OF THE STUDY**

- Time is the main constraint for making the detailed study.
- Planning fails to achieve the expected results
- Less Availability of data

## **1.7 .CHAPTERIZATION**

- ◆ **CHAPTER-1** The first chapter consist of introductory part giving a snap short of the study also includes objectives set for the study limitation and methodology and data source
- ◆ **CHAPTER-2** The second chapter contains reviews of litteratures.
- ◆ **CHAPTER-3** The third chapter is profile of the hotel this chapter includes overview and location of the hotel service offered facilities and room service
- ◆ **CHAPTER-4** The fourth chapter is analysis of data and interpretation of the data present the analysis of primary data collected from guest and staff
- ◆ **CHAPTER-5** The fifth chapter is findings suggestions and conclusions



**CHAPTER – 2**  
**REVIEW OF LITERATURE**

## 1.1 Review of Literature

Laundry service plays a crucial role in the hotel industry, as cleanliness and hygiene directly impact guest satisfaction, brand reputation, and operational efficiency. Several studies have examined the significance of laundry services in hospitality management, highlighting its impact on customer experience, sustainability, and cost management.

According to Kasavana & Brooks (2019), hotel laundry services contribute significantly to guest satisfaction by ensuring clean and fresh linens, towels, and staff uniforms. The quality of these services affects guest perceptions of hotel cleanliness and hygiene, which is a key factor in their overall experience. Studies by Jones and Lockwood (2020) also emphasize that negative reviews regarding unclean linens or poor laundry services can significantly harm a hotel's reputation. Managing laundry services efficiently is essential for reducing operational costs. Singh & Dev (2018) state that hotels often choose between in-house laundry services and outsourcing to third-party providers. While in-house services offer control over quality and faster turnaround times, outsourcing can reduce costs related to labor, equipment maintenance, and utilities. Chen et al. (2021) suggest that hotels must analyze costbenefit factors to determine the most effective laundry management strategy.

The hospitality industry is increasingly focusing on sustainable laundry practices. Research by Williams & Smith (2022) highlights how excessive water and energy consumption in hotel laundries contribute to environmental concerns. Many hotels now adopt eco-friendly laundry techniques, such as low-water washing machines, biodegradable detergents, and linen reuse programs, to minimize their ecological footprint. Gössling et al. (2023) argue that sustainable laundry practices not only help the environment but also attract eco-conscious travelers. Maintaining high hygiene standards in laundry services is essential, particularly in the post-pandemic era. Pizam & Holcomb (2021) note that proper linen sanitation protocols can prevent the spread of infections and ensure compliance with health regulations.

Hotels that fail to meet these standards risk negative health inspections and legal consequences. Advancements in laundry technology have transformed the efficiency of hotel laundry operations. Brown & Taylor (2020) discuss the impact of

automated washing systems, RFID tracking for linens, and smart detergents that optimize cleaning efficiency. These innovations help reduce human error, improve turnaround times, and lower operational costs.

Underscores the importance of laundry services in the hotel industry, affecting guest satisfaction, operational efficiency, sustainability, hygiene, and technological advancement. Hotels must balance quality, cost, and environmental responsibility to maintain a competitive edge in the market. Clean and fresh linens significantly impact the guest experience. According to Jones and Lockwood (2021), over 80% of hotel guests consider linen cleanliness as a key factor in rating their stay. Studies show that negative reviews often mention poor laundry services, affecting a hotel's reputation and bookings (Kasim & Munir, 2020).

The hospitality industry is held to strict hygiene standards, and laundry services play a crucial role in meeting these regulations. Research by the World Health Organization (WHO, 2022) highlights that inadequate laundering can lead to bacterial contamination, posing health risks to guests. Many hotels adopt high-temperature washing and chemical treatments to ensure sterilization and compliance with industry health guidelines (Chen et al., 2019). A significant consideration for hotels is whether to operate in-house laundry facilities or outsource services. Baker and Evans (2019) found that while in-house laundry allows better quality control and faster turnaround times, it requires high investment in equipment, water, and labor. On the other hand, outsourcing reduces overhead costs but may impact service consistency.

Sustainability is a growing concern in the hotel industry. Research by Smith and Brown (2020) suggests that hotels are increasingly adopting water recycling, energy-efficient washing machines, and biodegradable detergents to minimize their environmental footprint. Green certifications, such as LEED (Leadership in Energy and Environmental Design), encourage hotels to implement eco-friendly laundry practices. The adoption of technology in hotel laundry services has improved efficiency and reduced operational costs. Patel and Kumar (2021) discuss the use of RFID (Radio-Frequency Identification) tracking for linen inventory, smart washing machines that optimize detergent use, and ozone-based washing techniques that reduce water consumption. These advancements enhance productivity while ensuring high-quality laundering.

Laundry services are a critical component of housekeeping operations in the hotel industry, significantly influencing guest satisfaction, operational efficiency, and overall service quality. A comprehensive review of the literature highlights several key aspects underscoring the importance of effective laundry management:

The quality of laundered items, such as bed linens and towels, directly impacts guests' perceptions of a hotel's cleanliness and service standards. A study focusing on customer perceptions in star hotels in Salem emphasized that high-quality laundry services are essential for achieving guest satisfaction and fostering repeat business.

Efficient laundry operations contribute to the overall productivity of housekeeping staff. Research examining the influence of laundry layout systems and equipment on staff performance in five-star hotels in Surakarta found that well designed laundry facilities and modern equipment enhance staff efficiency and service quality.

**CHAPTER- 3**  
**PROFILE OF THE HOTEL**

### **3.1 KK RESIDENCY**

#### **ABOUT**

Here, luxury, comfort and elegance blend into the myths and hues of a legendary land KK residency is a 4 star-rated business hotel located in payyanur town

Bringing together the best of amenities and features, the hotel features 24-hour Room Service, Baby-sitting, Banquet hall, Boardroom, Car hire service, Chinese dishes, Coffee Maker, Color TV, Conference hall, Food, Gift Shop, Group Check-in, Handicap Facilities, Homely Kerala Food, In Room Safe, Internet facility, Iron/Ironing Board, Laundry, Meet-and-Greet Services, Mini , North Indian Dishes, Online reservation, Refrigerator, , South Indian Dishes, Travel desk, Wi-fi Lobby, Work Desk with Lampdedicated service will ensure you a grand and memorable stay, whether you're on a business trip or a leisure holiday.

At the KK Residency you'll find an addictively delicious range of exotic cuisines varying from Chinese to Indian Here, you also get to revisit the many forgotten flavours of Malabar's rich culinary heritage. which, we believe, the reason why KK Residency has turned into a local favourite today.

#### **3.2 Location and overview**

K K Residency is a four star business class hotel conveniently located at the heart of Payyanur town; the hotel is just opposite to old bus stand. The hotel offers 30 rooms and 2 well furnished suites with all modern facilities.

#### **3.3 PRODUCTS AND SERVICES OFFERED**

KK Residency has a wide range of products and services to cater to the varied requirements of their customers. The staff at this establishment are courteous and prompt at providing any assistance. They readily answer any queries or questions that you may have Pay for the product or service with ease by using any of the available modes of payment, such as Cash.

## **Property Policy**

- The property features a multi-cuisine restaurant to delight -your taste buds.
- There are state-of-the-art banquet halls where you can host impressive events.
- The property has a parking area so that you can park -your personal vehicle
- There is high-speed wi-Fi available favour convenience
- How to Reach the Property
- Payyanur Railway Station is 3 Km away from the property
- Payyanur Bus stand is just a stone's throw away from the property.

## **3.4 SERVICE OFFERED**

It is located in the city and is easily accessible by you and your guests in what ever form of transport you choose to avail. They have more than one event space in the venue and that allows you to host a variety of events simultaneously. They provide you with guest accommodation in the venue and add to the comforts. The venue is suitable for hosting pre-wedding rituals like mehndi, engagement, cocktails and so on followed by the main wedding ceremony and they are also a gorgeous set up suitable for hosting a grand services and that includes both vegetarian and no vegetarian platters to make it a royal food spread at dinner.

## **3.5 LAUNDRY SERVICE**

The hotel laundry service is responsible for washing, cleaning ironing, and folding all the linen used in the hotel, including bed sheets, pillowcases, towels bathrobes and other fabrics. The hotel industry service ensures that all the linen is hygienic, clean and odor-free. The laundry service in the housekeeping department typically involves washing ,drying, folding, and sometimes ironing guests' clothing and linens. This service is usually provided for hotel guests who require their clothes to be cleaned during their stay .Housekeeping staff may collect the laundry from the guest's room, or guests may drop of their laundry at a designated location. The laundry is then processed and returned to the guest in a timely manner.

### **3.6 IMPORTANCE OF LAUNDRY**

#### **1. Guest Satisfaction**

One of the primary reason for the importance of hotel laundry is guest satisfaction. When guests check- in to a hotel, they expect clean, fresh and soft linen. A well maintained laundry service guarantees that the linen is clean, fresh and hygiene. This creates a positive impression on the guests and leads to repeat business.

#### **2. Hygiene:**

The hotel laundry service plays a crucial role in maintaining the hygiene and cleanliness of the hotel. Clean and hygiene linen prevents the spread of germs and bacteria, which could lead to illnesses. The hotel laundry service ensures that all linen is cleaned and sanitized to prevent the spread of infections

#### **3. Cost effective**

well managed hotel laundry service can save the hotel a significant amount of money. Outsourcing laundry services can be expensive, but an in house laundry service can save costs on outsourcing fees, transportation, and inventory management. Moreover the house laundry service can control the quality of linen, and ensure timely delivery off linen to guests.

#### **4. Environmental friendly**

In house laundry services are more environmentally friendly as they use less Water and energy compared to commercial laundries. A well managed laundry service can reduce the amount of water and energy consumption by optimizing the washing machines and dryers, reducing the use of chemicals and detergents, and recycling water where possible.



### **3.7 ROLE OF LAUNDRY IN HOUSE KEEPING**

Laundry in hotel housekeeping refers to the process of cleaning, drying and ironing the linens, towels and clothes used by the hotel guests. It is a vital part of the housekeeping department as it ensures the cleanliness and comfort of the guests. The laundry staff is responsible for sorting, washing, drying and ironing the laundry. They also maintain the cleanliness of the laundry room and keep it well-stocked with laundry supplies.

A hotel laundry service is a person who washes and prepares food for you and your guests at your hotel. Laundry is one of the most common features of hotels, so if you drop off laundry one day, it should end up on the counter the next. The laundry service will help you dry, warm, and iron your clothes. Because of its high level of cleanliness, it is frequently used in many hotels. phosphates, which are found in this product, dissolve tough stains quickly. Laundry staff will assist you in getting dirty clothes and linens cleaned in the washer as soon as possible

A laundry attendant is in charge of ensuring that all hotel linens. Sorting, washing, drying, pressing, and folding cloth Laundry is responsible for washing dirty clothes and delivering clean and fresh linens to the hotel's guests as well as the housekeeping departments. Cleaning linens must be provided to the housekeeping department on a regular basis in order for the laundry to run smoothly A guest laundry is a laundry facility that you provide to your paying guests as a perk. Laundry can be done at this convenient location for a nominal fee if they prefer .Laundry rooms (also known as utility rooms) are places where clothes are washed and dried .Every night, hotel employees wash sheets, tablecloths, uniforms, and other items of clothing, washing thousands of towels, linens ,table cloths, and other items of clothing in quantities sufficient to fill a hotel's laundry room

### **3.8 THE ROLE OF LAUNDRY IN HOTELS**

A laundry attendant is in charge of ensuring that all hotel guests receive clean linens. Sorting, washing, drying, pressing, and folding clothing and other textile items are among the tasks that one might be assigned. Laundry can be classified in two ways. Laundry is a laundry located on the hotel's premises and is referred to as on-premises laundry. Commercial laundry, such as laundry at a retail store, is referred to as laundering on premises. Laundry on premises of a hotel has a number of advantages. Because transportation is less convenient, laundering takes less time. Most linen collection and transportation takes place in the linen room, but the laundry does the same. Sorting is carried out in accordance with the types of fabrics, colors, and types of soil used.

Clothing must be air-dried to avoid mildew. Tumble drying allows you to turn linen into dry linen by blowing hot air. In terms of positioning machines, a smooth flow of traffic is critical. It is critical to pay close attention to the following aspects: entry and exit, drainage, and ventilation. Wall space should not be used as a storage closet because it can be used as a strong shelf or bin. In order to be able to use this machine, it should be well connected to the power supply and light. A hydro-extractor and dryer are equipment used to remove moisture from damp items. Some pressing equipment is used for ironing various articles, such as the calender for sheets, curtains, and tablecloths, while others are used for ironing other items. Laundry agents and aids are used to increase the laundering results.

It is recommended that you wash your clothes and bedding at least once a week to move bacteria, dirt, fleas, mites, and other irritants or infections. Clothing and bedding should be washed and cared for to reduce the risk of contracting infectious diseases such as diarrhoeal disease, respiratory infections, scabies, and others. Laundry service is a necessary service in order to keep guests clean and healthy. Please walk in, make a gentle introduction as Laundry Service and leave. If you're expecting an overnight guest, ask if they'd prefer anything to be laundered at night. When we meet at "good morning, good afternoon sir/madam," please pick up your laundry by the time you arrive.

### **3.9 LAUNDRY AND TYPES OF LAUNDRY**

Laundry is the process of cleaning clothes and other textile items. There are many different types of laundry, from hand-washing to dry cleaning. The most common type of laundry is machine-washing, which uses water and detergent to clean clothes.

Laundry rooms are frequently damp because of the frequent use of water and the humidity caused by the appliances. When the machine is cleaned on a regular basis, it can produce up to 40 gallons of water. Because they provide more space than the ground floor or upper floor, laundry rooms are frequently located in the basement. Laundry that has been separated by color has a longer shelf life than laundry that has not been separated by color. Wear t-shirts and jeans with lighter-weight items like blouses or other dressier clothing. Wash clothes and other items with different types of fabric by changing the water temperature and drying cycle. Clogs in the Drain Line can clog up over time. What is the best way to hide unsightly pipes? Make certain that they are not exposed. Most hardware stores sell plastic or wooden pipe coverings. Buyers will be drawn to a laundry room if it is well-equipped. It's not too expensive, and it may be the final piece of the puzzle when it comes time to sell.

### **3.10 FUNCTION OF LAUNDRY DEPARTMENT IN A HOTEL**

In order to remove stains before washing the soiled linens, it is recommended that they be treated. Hotel laundry now uses chemicals (such as bleaches, detergents, softeners, and so on) to remove stains during the washing process rather than treating the items separately.

One of the most significant services a hotel provides is laundry. Laundry service is an excellent way to make your hotel an enjoyable place to stay. Uniform rentals allow your restaurant staff to dress in uniform and look the same way. Use this guide to help you select the appropriate professional clothing for your staff. Renting your catering uniforms rather than purchasing them will save you money in the long run. Nothing beats fine dining, which is made all the more enjoyable by properly covering tables, elegant cloth napkins, and a battalion of culinary professionals dressed in chef jackets. Every week, our linen and uniform service transports fresh coats, cleaning towels, and tablecloths to your restaurant door. Mat and mop cleaning is provided by General Linen. Here are five reasons why uniforms make good business sense. Chefs who work in a

professional kitchen must have varied levels of experience, skills, and responsibility, as well as the ability to collaborate on creating high-quality food. Scrubs are the most comfortable clothing you can wear on the planet. There are growing concerns about the possibility of medical staff spread in infectious diseases when they wear hospital-issued uniforms outside of hospitals. Nurses frequently collect a variety of germs while working in hospitals, according to studies .Every member of staff in a facility, from housekeeping to lab personnel to surgical personnel, can wear a uniform of their choice.

Many health care workers spend the day working so hard at home that they wear scrubs to save time at the end of the day. If you provide laundry services for their uniforms, it will not be a problem for them to take the extra time to change into and out of their uniforms. For medical linens and uniforms, turn to General Linens.

### **3.11 IMPORTANCE OF LAUNDRY IN HOUSE KEEPING**

Laundry is an important part of housekeeping because it helps to keep clothing and other items clean. Laundry also helps to remove dirt, dust, and other allergens from clothing and other items. Laundry is typically done on a weekly basis, but it can be done more often if needed.

The most important aspect of running a hospitality business is the health of its employees. Laundry, as well as food and service quality, are essential aspects of . Good hygiene practices are required for a wide range of hospitality business functions. Cleaning is important, but there are a few things to keep in mind when it comes to it. Your customers will be happier and healthier if you provide laundry services

### **3.12 TYPES OF LAUNDRY IN HOUSE KEEPING**

Laundry in the US There are two types of laundry operations: (1) on-premise laundry (OPL) and (2) contract-out laundry (COL). It's located on the hotel's premises. This property is owned and operated by the hotel. Laundry department employees work for the hotel.

## **THE DIFFERENT LAUNDRY PROCESS**

There are numerous laundry processes available to consumers, each with its own set of benefits and drawbacks. Detergents are the most commonly used method of removing dirt and stains, and they are the most effective. While it may be beneficial to the environment, it may also leave clothes smelling foul. In addition to agitation, washing can help to break up dirt and stains. However, if it does so, it can cause clothing to become wrinkled or damaged. It is critical to rinse the house frequently to remove any residual detergent and to reduce the risk of mildew. To remove water vapor from clothes, it is critical to dry them before storing them. To improve the appearance of clothing, wrinkles are frequently pressed out of fabric. Many people fold their clothes when they are drying to reduce the risk of wrinkles.

### **3.13 LAUNDRY OPERATION PROCEDURES**

Laundry operation procedures vary depending on the type of laundry facility. However, there are some general procedures that are followed in most laundry facilities. These procedures include sorting clothes by color and type, loading the washing machine, adding detergent and other laundry chemicals, starting the washing cycle, and unloading the washing machine. After the clothes are washed, they are typically sorted by color and type again and then loaded into a dryer. Once the clothes are dry, they are typically folded and then stored in a laundry basket or hamper.

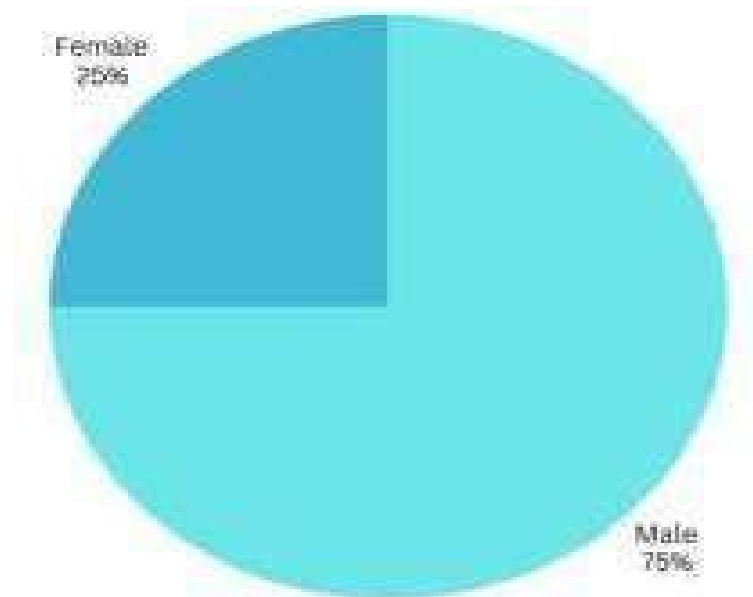
The presence of contaminated linen allows potentially harmful bacteria to spread throughout the environment. Bloodborne pathogens such as MRSA and C-diff could result in a serious infection outbreak. It's the simplest way to keep infection at bay when you're washing your clothes – sort dirty linen by family at the point of collection. To avoid recontamination, clean linen should be sorted, dried, and ironed as soon as possible. The proper packaging and dedicated routes for dirty linen will assist in the prevention of this. If you have wood shelving, replace it with alternatives such as metal or plastic to keep the wood from becoming micro-organismsous

**CHAPTER-4**  
**DATA ANALYSIS AND INTERPRETATION**

**TABLE NO. 4.1 GENDER BASED CLASSIFICATION**

<b>Particulars</b>	<b>No of respondents</b>	<b>Percentage</b>
Female	5	25
Male	15	75
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.1 GENDER BASED CLASSIFICATION**



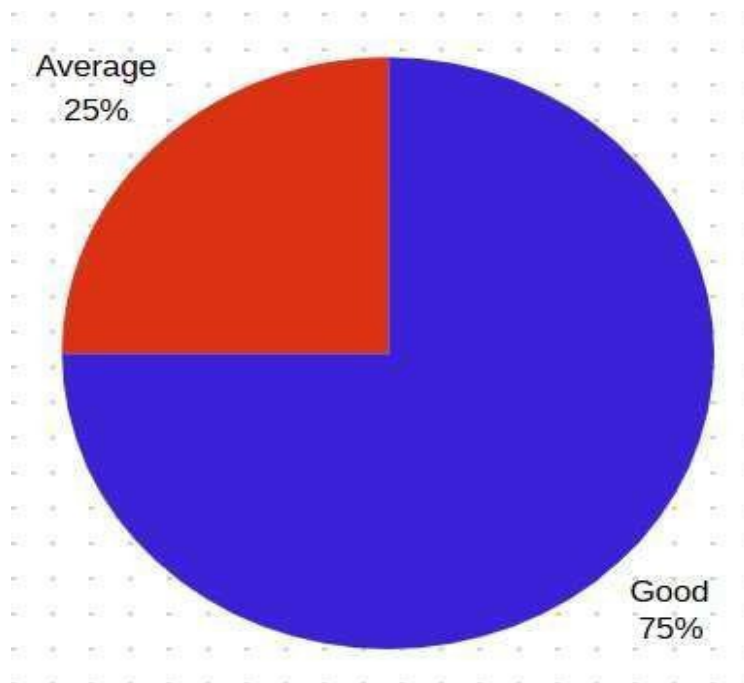
### **INTERPRETATION**

The table shows the age of respondents 35% of the respondents are under 18, 60% of the respondents are aged between 18-30, 15% are between 31-40, 0% are aged between 41-50.

**TABLE NO. 4.2 LOCATION OF THE HOTEL**

Particulars	No. of Respondents	Percentage
Good	15	75
Average	5	25
Poor	0	0
Total	20	100

**CHART NO. 4.2 LOCATION OF THE HOTEL**



### **INTERPRETATION**

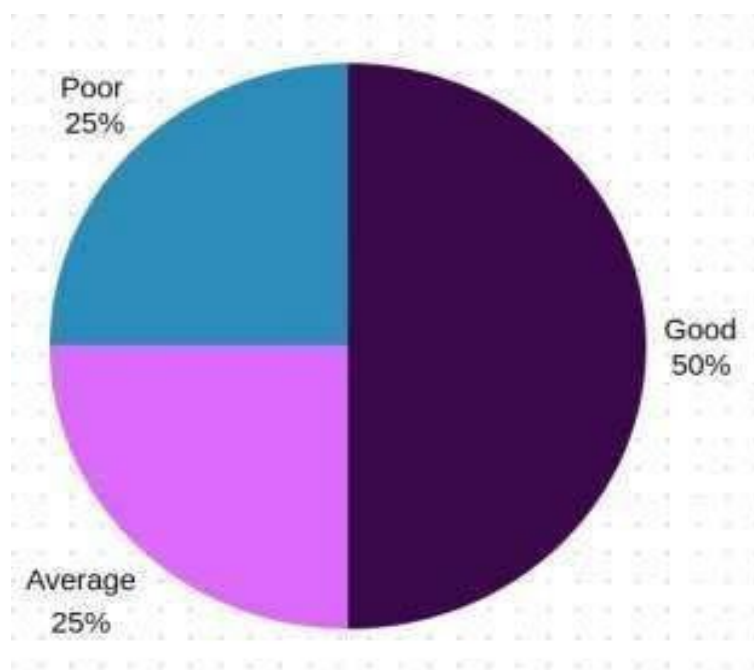
The 75% of the respondents feels that the location under this hotel is very good. And the rest 25% feels it's average.



**TABLE NO. 4.3 EXCELLENCE OF STAFF**

Particulars	No. of respondents	Percentage
Good	10	50
Average	5	25
Poor	5	25
Total	20	100

**CHART NO. 4.3 EXCELLENCE OF STAFF**



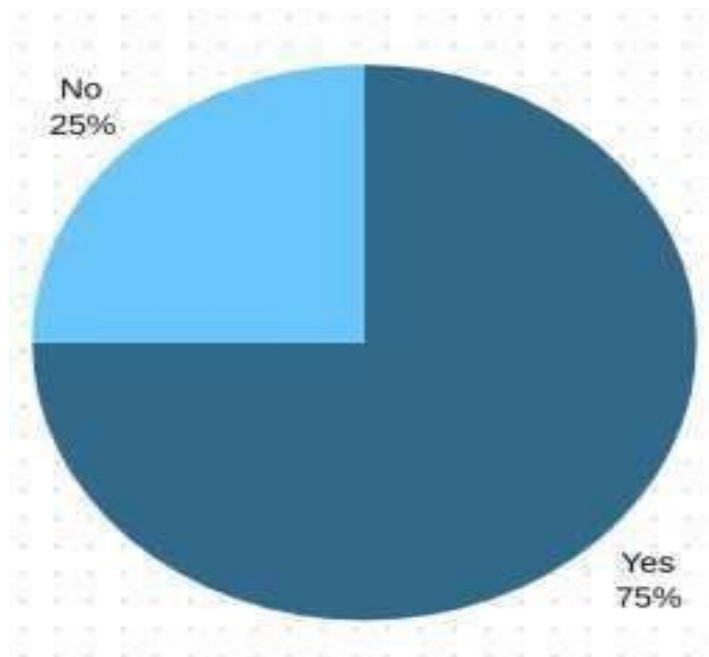
### **INTERPRETATION**

50% of the respondents think that the hotel staffs have good. And the rest 25% each excellence of the staffs are average and poor.

**TABLE NO. 4.4 HAPPY WITH CUSTOMER ROOM SERVICE**

Options	No. of respondents	Percentage
Yes	15	75
No	5	25
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.4 HAPPY WITH CUSTOMER ROOM SERVICE**



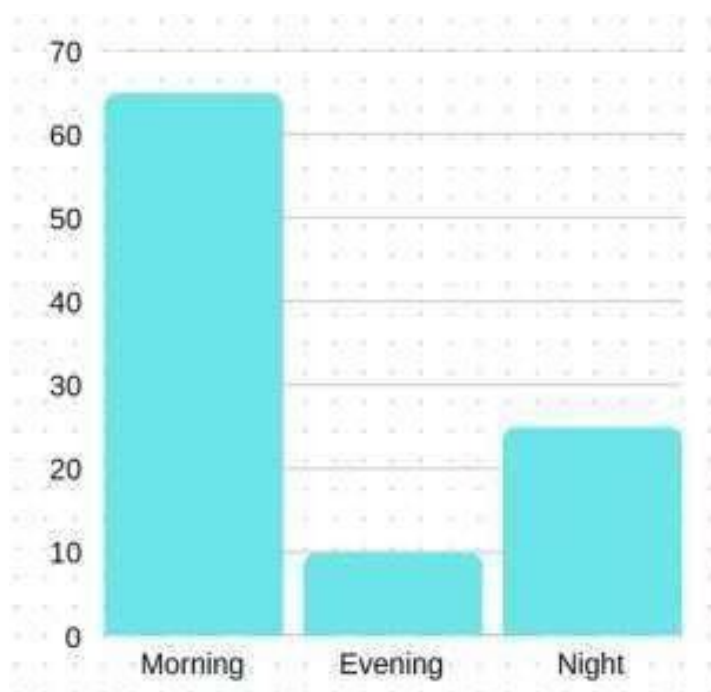
### **INTERPRETATION**

75% of the respondents says that room services are good. And the rest 25% of respondent thinks that room service is not good

**TABLE NO. 4.5 WHAT TIME DO YOU GIVE CLOTH TO WASH**

Options	No. of respondents	Percentage
Morning	13	65
Evening	2	10
Night	5	25
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.5 WHAT TIME DO YOU GIVE CLOTH TO WASH**



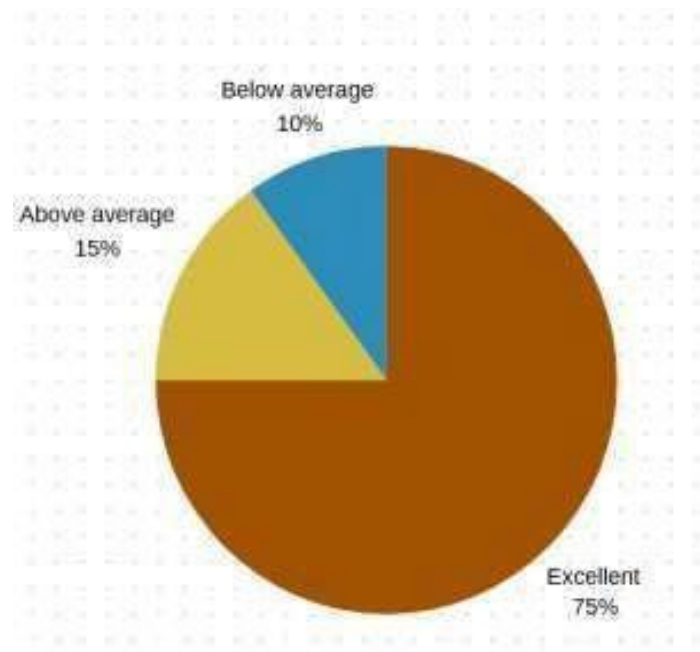
#### **INTERPRETATION**

The table shows are 65% of respondents are give cloth to wash on morning time, 10% of the respondents are give cloth to wash on evening time, 25% respondents are give cloth to wash on night time.

**TABLE NO. 4.6 HOW WELL THE RATE ON ROOM SERVICE**

Options	No. of respondents	Percentage
Excellent	15	75
Above average`	3	15
Below average	2	10
Bad	0	0
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.6 HOW WELL THE RATE ON ROOM SERVICE**



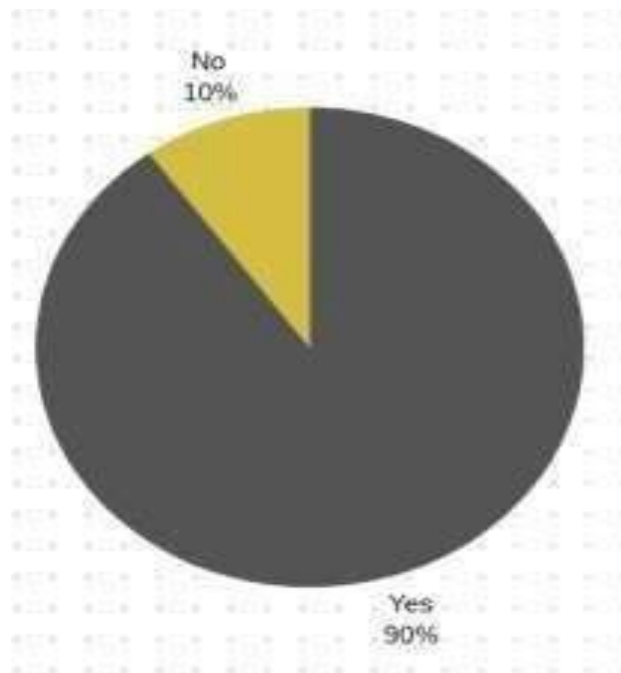
#### **INTERPRETATION**

The table shows are 75% of respondents are rate on room service is excellent, 15% of respondents are rate on room service is above average, 10% of respondents are rate on room service is below average, 0% of respondents are rate on room service

**TABLE NO. 4.7 FRIENDLY RELATIONSHIP WITH CUSTOMERS**

Options	No. of respondents	Percentage
Yes	18	90
No	2	10
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.7 FRIENDLY RELATIONSHIP WITH CUSTOMER**



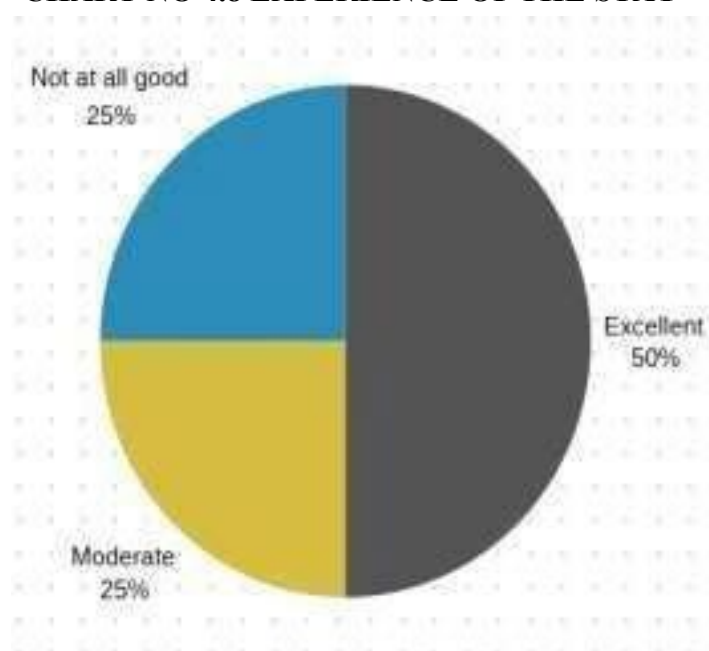
**INTERPRETATION**

90% of respondents think that friendly relationship customer. And the 5% of the respondents are bad think relationship customers.

**TABLE NO. 4.8 EXPERIENCE OF THE STAY**

Options	No. of respondents	Percentage
Excellent	10	50
Moderate	5	25
Not at all good	5	25
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO 4.8 EXPERIENCE OF THE STAY**



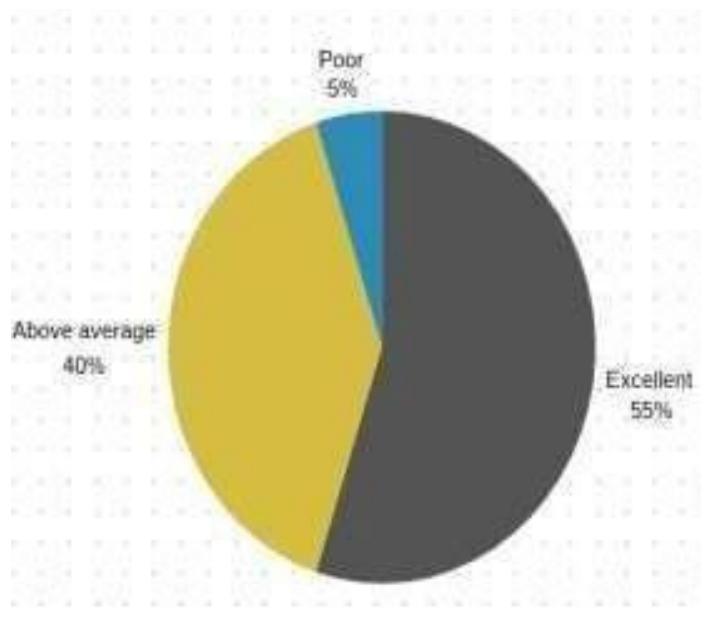
### **INTERPRETATION**

The table shows are 50% of respondents are stay is excellent, 25% of respondents are how your stay is moderate and , not all good.

**TABLE NO. 4.9 RATE THE QUALITY OF LAUNDRY SERVICE**

Options	No. of respondents	Percentage
Excellent	11	55
Above average	8	40
Poor	1	5
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.9 RATE THE QUALITY OF LAUNDRY SERVICE**



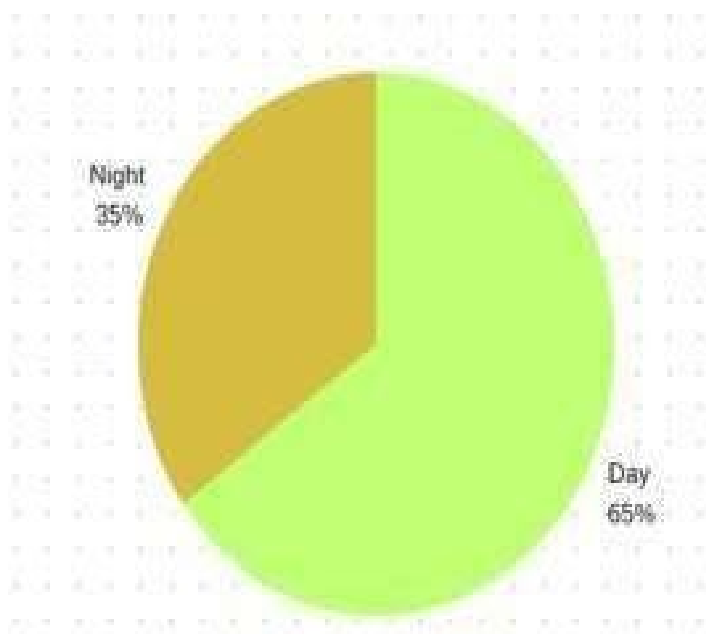
### **INTERPRETATION**

The table shows are 55% of respondents are of rate the quality of laundry service excellent, 40% of respondents are rate the quality of laundry service is above average, 5% of respondents are rate the quality of laundry service is poor.

**TABLE NO. 4.10 PREFER DAY SHIFTS OR NIGHT SHIFTS**

Options	No. of respondents	Percentage
Night	7	35
Day	13	65
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO. 4.10 PREFER DAY SHIFTS OR NIGHT SHIFTS**



**INTERPRETATION**

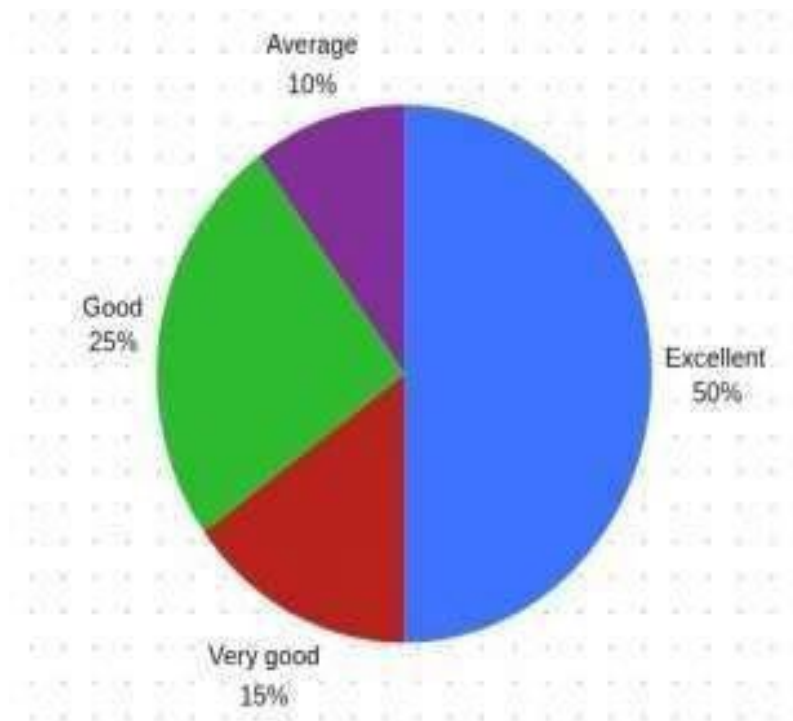
The table shows 35% respondent are prefer night shift 65% respondents are prefer day



**TABLE NO. 4.11 EMPLOYEE PERFORMANCE IN LAUNDRY SERVICE**

Options	No. of respondents	Percentage
Excellent	10	50
Very good	3	15
Good	5	25
Average	2	10
<b>Total</b>	<b>20</b>	<b>100</b>

**CHART NO 4.11 EMPLOYEE PERFORMANCE IN LAUNDRY SERVICE**



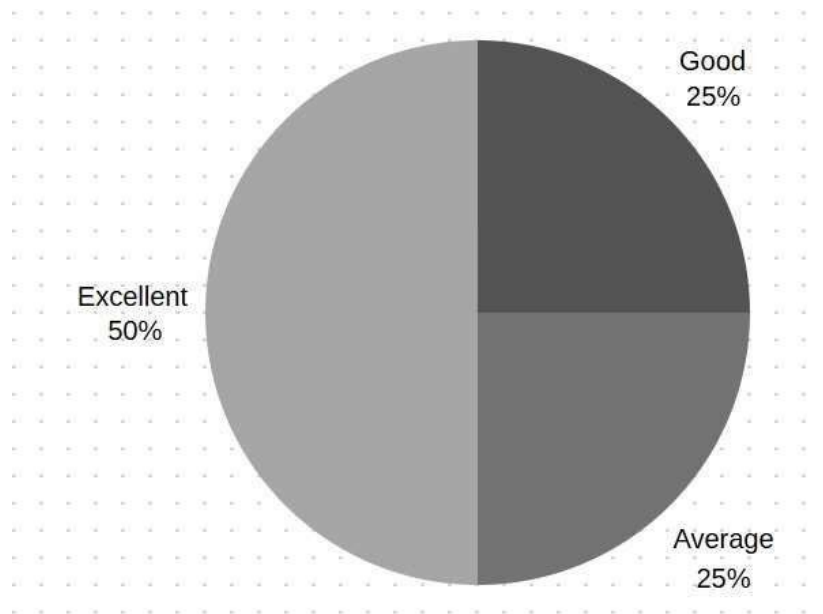
**INTERPRETATION**

The table shows are 50% of respondents are rate the employee performance in laundry service is excellent, 15% of the respondents are rate the employee performance in laundry service is very good, 25% of respondents are rate the employee performance in laundry service is good, 10% of respondents are rate the employee performance in laundry service is average

**TABLE NO 4.12 QALITY PROVIDE IN LAUNDRY SERVICE**

Options	No of respondents	Percentage
Excellent	10	50%
Good	5	25%
Average	5	25%
Total	20	100%

**CHART NO 4.12 QALITY PROVIDE IN LAUNDRY SERVICE**



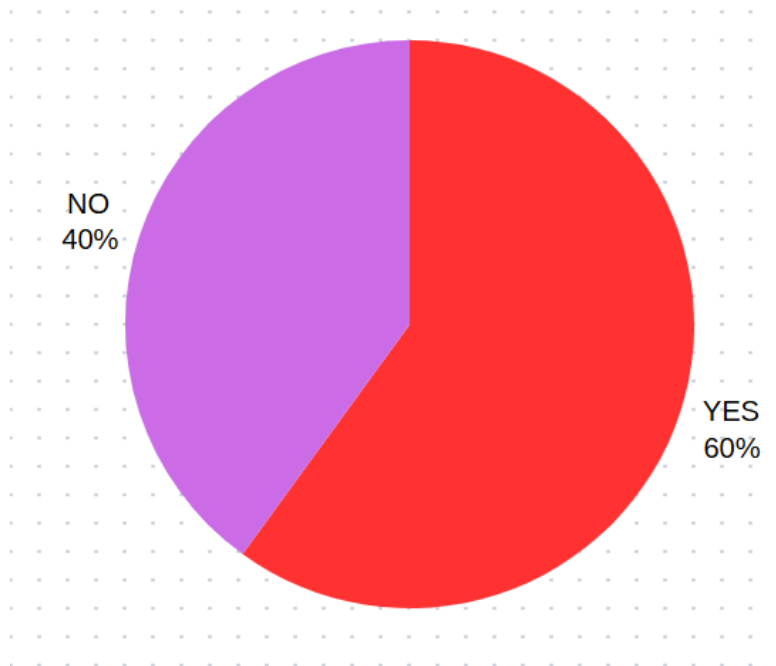
### **INTERPRETATION**

The table shows that 50% of respondent are happy with quality provided by laundry service. 25% respondents think that quality provided by laundry service is good and 25% of respondents think that quality is average.

**TABLE NO 4.13 REASONABLE PRICING FOR LAUNDRY SERVICE**

Options	No of respondents	Percentage
Yes	12	60%
No	8	40%
Total	20	100%

**CHART NO 4.13 REASONABLE PRICING FOR LAUNDRY SERVICE**



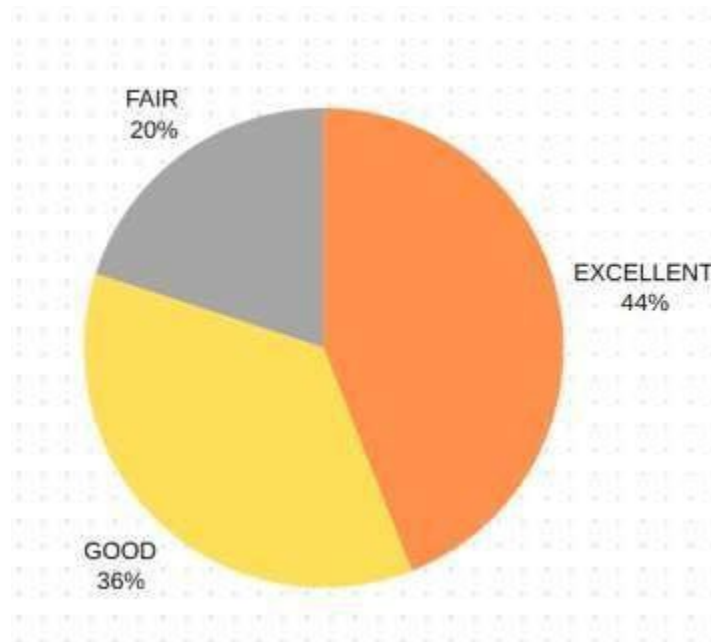
**INTERPRETATION**

The table shows that 60% respondents are happy with the pricing of laundry service and 40% respondents are not happy with the pricing of laundry service

**TABLE NO 4.14 CLEANLINESS AND FRESHNESS OF LAUNDERD ITEMS**

Particulars	No of respondents	Percentage
Excellent	11	44%
Good	9	36%
Fair	5	20%
Poor	0	0
Total	20	100%

**CHART NO 4.14 CLEANLINESS AND FRESHNESS OF LAUNDERED ITEMS**



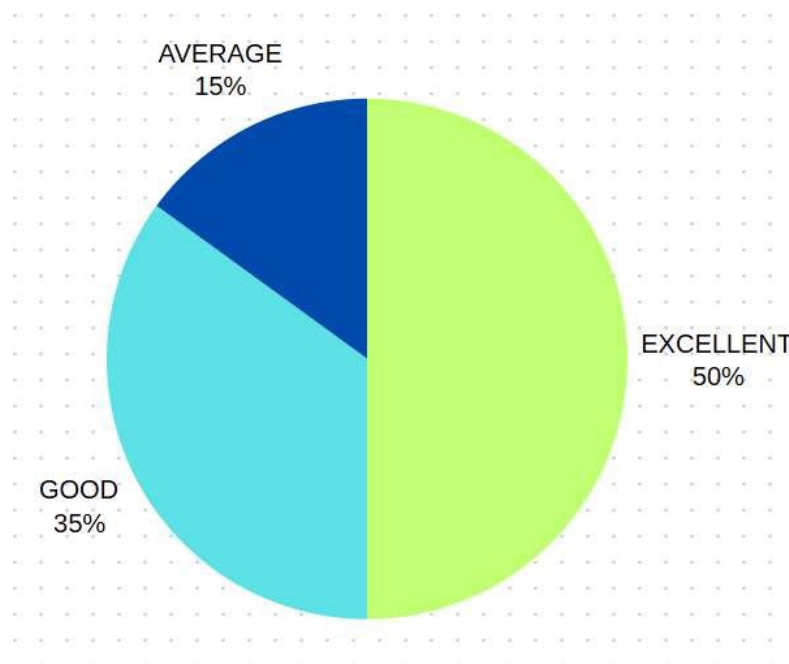
### **INTERPRETATION**

The table shows that 44% of respondents think that the cleanliness of laundered items is excellent and 36% of respondents think that the cleanliness is good and the rest of 20% think that it is fair.

**TABLE NO 4.15 THE OVERALL LAUNDRY SERVICE EXPERIENCE**

Particulars	No of respondents	Percentage
Excellent	10	50
Good	7	35
Average	3	15
Poor	20	100%

**CHART NO 4.15 OVERALL LAUNDRY SERVICE EXPERIENCE**



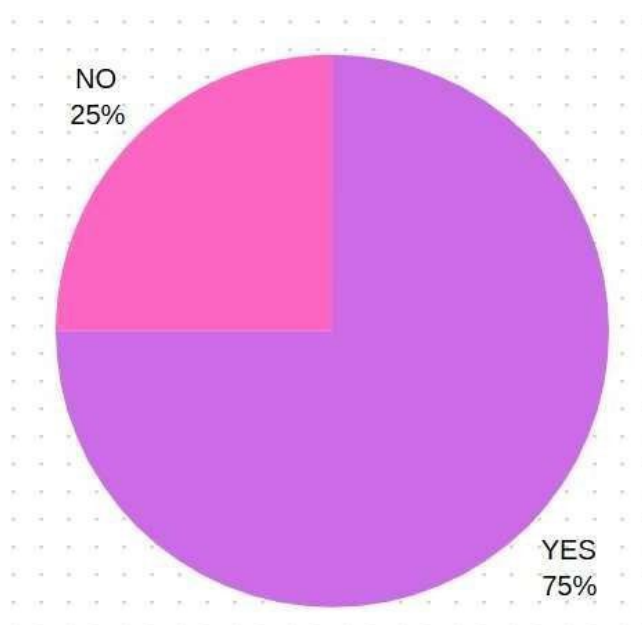
### **INTERPRETATION**

The table shows that laundry service experience at the hotel 50% respondents rated the Experience is excellent 35% respondents thinks that experience is good and 15%think That experience is good no one rated the experience is bad

**TABLE NO 4.16 LAUNDRY SERVICE DELIVERED IN A TIMEY MANNER**

Options	No of respondents	Percentage
Yes	15	75
No	5	25
Total	20	100%

**CHART NO 4.16 LAUNDRY SERVICE DELIVERED IN A TIMELY MANNER**



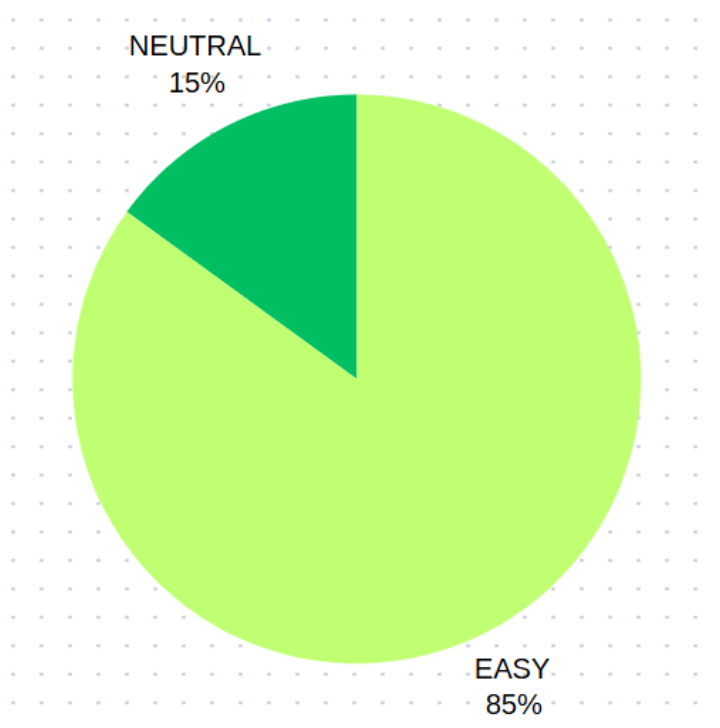
### **INTERPRETATION**

The table shows that 75% of respondents thinks that laundry service delivered items Delivered in a timely manner rest of 25 % respondents thinks that no

**TABLE NO 4.17 PROCESS OF REQUESTING LAUNDRY SERVICE**

Options	No of respondents	Percentage
Easy	17	85
Neutral	3	15
Difficult	0	0
Total	20	100

**CHART NO 4.17 PROCESS OF REQUESTING LAUNDRY SERVICE**



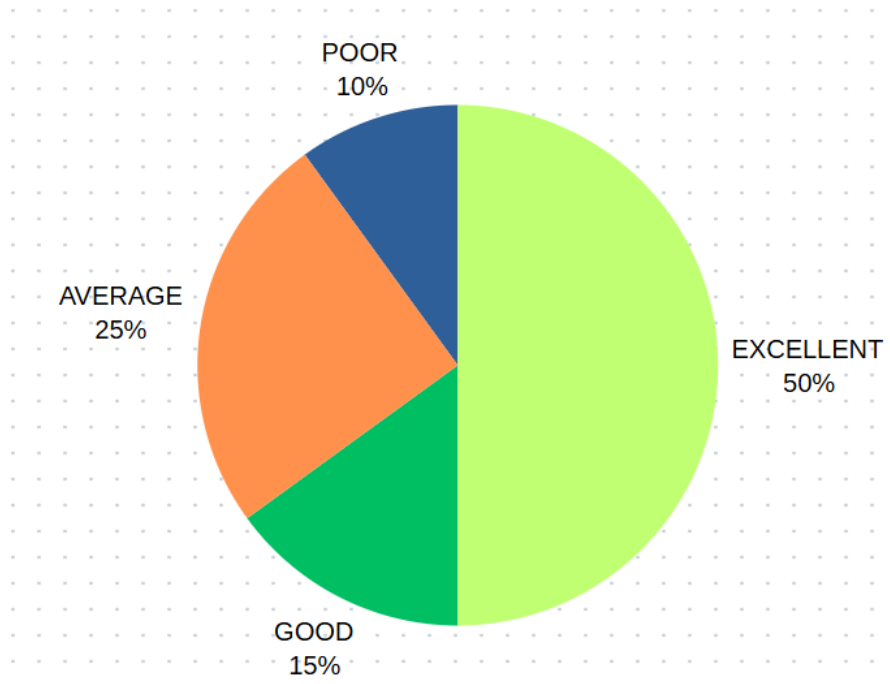
#### **INTERPRETATION**

The table shows that 85% respondents are rate the process of laundry service is easy and Rest of 15% rate that was neutral

**CHART NO 4.18 PROFESSIONALISM OF LAUNDRY SERVICE STAFF**

Options	No of respondents	Percentage
Excellent	10	50
Good	3	15
Average	5	25
Poor	2	10
Total	20	100%

**CHART NO 4.18 PROFESSIONALISM OF LAUNDRY SERVICE STAFF**



### **INTERPRETATION**

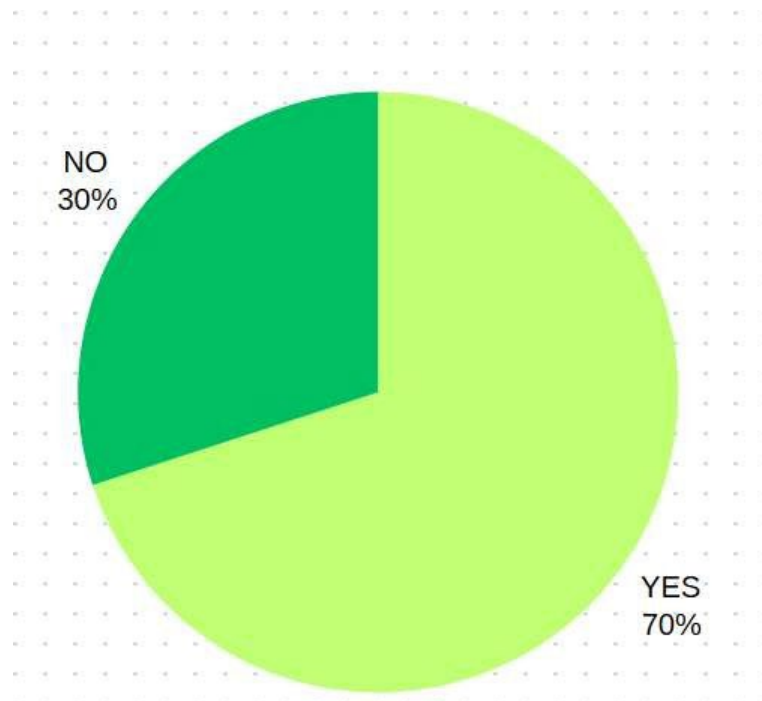
The table shows that 50% of respondents thinks professionalism of laundry service staff Is excellent 25% respondents rate its average 15% respondents rate the professionalism Is good and rest of 10 rated as poor.



**TABLE NO 4.19 STAFF SHORTAGE IMPACT LAUNDRY SERVICE**

Options	No of respondents	Percentage
Yes	16	70
No	4	30
Total	20	100%

**CHART NO 4.19 STAFF SHORTAGE IMPACT LAUNDRY SERVICE**



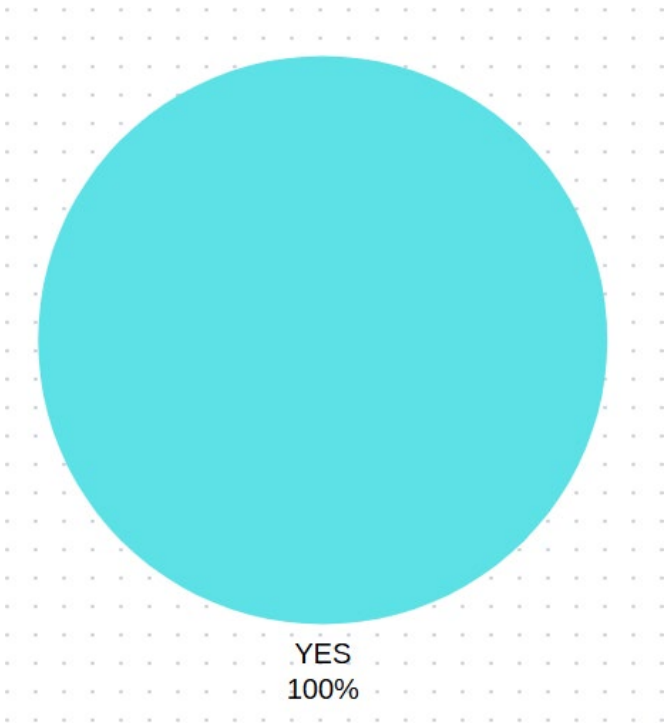
### **INTERPRETATION**

The table shows that 70% respondent feels that staff shortage impact laundry service Rest 30% feels no

**TABLE NO 4.20 LAUNDRY SERVICE IMPACT ON GUEST SATISFACTION**

Options	No of respondents	Percentage
Yes	20	100
No	0	0
Total	20	100%

**CHART NO 4.20 LAUNDRY SERVICE IMPACT ON GUEST SATISFACTION**



## **INTERPRETATION**

The table shows that 100% of respondents thinks that laundry service impact on guest satisfaction

**CHAPTER-5**  
**FINDINGS ,SUGGESTION AND CONCLUSION**

## **5.1 FINDINGS**

- Majority of the respondents feels that the location under this hotel is very good.
- Most of the respondents think that the hotel staffs have good behavior
- Most of them are know about this hotel through social media
- Majority of the respondents think that the hotel cleanness safety facilities is good.
- Most of the respondents says that room services are good.
- Most of respondents are give cloth to wash on morning time
- Rate on room service is excellent
- Staff s are friendly relationship to customer
- Rate the quality of laundry service excellent
- Most of them are preferred night shift
- Majority of the respondents says employee performance in laundry service is Excellent

## **5.2 SUGGESTIONS**

- Price should be reschedule
- If the entrance way is decorated and enlarged the guest can see it
- Implement eco friendly cleaning product system to ensure adequate coverage during peak times optimize staff utilization.
- Increase number of staff
- Schedule regular maintenance
- Regular quality audits

### **5.3 CONCLUSION**

On the basis of overall study on hotel industry it's found out that the hotel, hospitality industry is in booming stage. The income has generally generated from tourism and from corporate as the business meeting is generally fixed in top hotels so in this way hotel industry is growing. One of the best places to stay in payyanur for family, business and other too. The hotel can more concentrate on direct marketing and web marketing. It will surely help to increase the business of the hotel. And it should concrete to give more value for the customer's money as some of the customers feels that value for money is no up to the mark. In hotel laundry is an essential component of the hospitality industry.

A well managed hotel laundry service ensures that the hotel maintains a high level of cleanliness, hygiene and guest satisfaction. There fore it is a vital for hotels to invest in laundry services to maintain their reputation, attract repeat business and ensure guest satisfaction .doubt that hotel industry growth towards the progress of economy is positive.

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<https://kkhotelsandresorts.com>

<https://WWW.booking.com/hotel/in/kkresidency payyanur.html>



## **SURVEY QUESTIONS FOR HOUSE KEEPING DEPARTMENT**

1 . What type of laundry service is most commonly requested by guests?

- a) Dry cleaning
- b) Regular washing
- c) Ironing/pressing
- d) Other

2. Do you think the quality of laundry service directly impact guest satisfaction? Yes/No

3. Do you think the pricing of laundry service was reasonable for the quality provided?

Yes/No

4. Have you encountered any issues with the cleanliness or quality of linen, towels, or other laundry items?

Yes/No

5. Do you think the timely laundry service directly contribute to the smooth operation of the hotel?

Yes/No

6. Do you receive proper training or handling laundry service?

Yes/No

7. How long does your laundry service typically

- a) Less than 6 hours
- b) 6-12 Hours
- c) 12-24 Hours
- d) More than 24 Hours

8. Is your laundry service contribute to guest satisfaction?

Yes/NO

9. Do you feel the current staffing levels are adequate to manage daily laundry operations effectively?

Yes/No

10. How Often Do staff shortages impact laundry service efficiency

- a) Rarely
- b) Sometimes
- c) Often
- d) Always

## **SURVEY QUESTIONS FOR GUEST**

1. Have you used the hotel laundry service during your stay

Yes/No

2. Do you think the pricing of the laundry service is reasonable compared to similar service at other hotels?

Yes/No

3. Was the process of requesting laundry service easy to understand?

a) Very easy

b) Easy

c) Neutral

d) Difficult

4. Was the laundry service available at convenient time during your stay? Yes/No

5. Laundry service delivered in a timely manner?

a) Yes on time

b) No it was delay

c) I haven't used it

6. Would you recommend laundry service to other guests?

Yes/No

7. How important a laundry service to you when choosing a hotel?

a) Very Important

b) Important

c) Not Important

8. How would you rate the professionalism and friendliness of the laundry service staff?

- a) Excellent
- b) Good
- c) Average
- d) Poor

9 How would you rate the value for money of the laundry service

- a) Very good
- b) Good
- c) Fair
- d) Poor

10. How would you rate the cleanliness and freshness of launderedlinens and towels in your room?

- a) Excellent
- b) Good
- c) Average
- d) Poor

