

## Efficient towel/linen laundry policy

The laundry can be one of the biggest consumers of both electricity and water in a hotel.

- Washing towels and linen every day adds up to a lot of laundry and is generally unnecessary if a guest is staying for more than one night. It is essential to make guests aware that they should leave the towel on the ground if they want them washed and hang them up if it is not necessary.
- Tell guests that they can ask staff at any time to change their sheets, therefore they will not be changed every day for long term guests. This has been done in many hotels in Europe and works very well, as long as guests are made aware so there is no confusion.
- Train staff in the new policy and how they inform guests. This will make the implementation easier and avoid uncomfortable situations or explanation procedures.

Application: in all hotels

Ease: 5/5

Availability: 5/5

Cost: minimal

Payback: immediately

### *Requirements to meet criteria:*

- Policy has to be in place
- Guests have to be made aware through staff and information in rooms
- Staff to be trained to know about and deal with the policy



*"Through awareness money and resources can be saved"*