

# The Catholic University of Eastern Africa

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

Revision 01 Date 11 <sup>th</sup> March 201	Revision
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THE CAMPLED BANKENT OF BATTOM AFRICA	The Standard Operating Procedure	CUEA/DVC ADM/HSE/01)
Title	PROCEDURE FOR LAUNDRY SERVICES	Page 2 of 5

## 0. CONTENTS AND RECORD OF CHANGES

# 0.1 TABLE OF CONTENTS

0.	CONTENTS AND RECORD OF CHANGES	2
1.0	PURPOSE	2
2.0	SCOPE	
3.0	TERMS AND DEFINITIONS	
4.0	REFERENCES	
5.0	PRINCIPAL RESPONSIBILITIES	
6.0	METHOD	
	APPENDICES	
1.0		¬

# 0.2 RECORD OF CHANGES

No.	Date	Detail	s of Changes	Authorization
	(dd-mm-yy)	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.

Revision	01		Date	11 <sup>th</sup> March 2014
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THE THE PROPERTY OF TANDAM APRICA	The Standard Operating Procedure	CUEA/DVC ADM/HSE/01)
Title	PROCEDURE FOR LAUNDRY SERVICES	Page 3 of 5

#### 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.

Revision	01		Date	11 <sup>th</sup> March 2014
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THE CAMELO BUNEFULY OF BASTOM AFRICA	The Standard Operating Procedure	
Title	PROCEDURE FOR LAUNDRY SERVICES	Page 4 of 5

- 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

THE CAMELE DESCRIPT OF EATHER AFFECT	The Standard Operating Procedure	CUEA/DVC ADM/HSE/01)
Title	PROCEDURE FOR LAUNDRY SERVICES	Page 5 of 5

# 7.1 APPENDIX A: STAFF LAUNDRY LIST

THEN				ig Depart y Section)	me	nt	
Organization: CU Department: House Section: Laundry Campus:	sekeeping Der			Revision S Issued by:	tatus <b>Hou</b>		
Room No:		STAF	FLAU	JNDRY L	IST		
Items Week 1	No.	Items W	leek 2	No.		Items Week 3	No.
Shirts	[]	Shirts	- S. M. M.	[		Shirts	[
T-Shirts	[]	T-Shirts		1		T-Shirts	1
Under Vest	[ ]	Under V			_1	Under Vest	
Jackets	[]	Jackets		[		Jackets	]
Sweaters	[]	Sweater	S	[		Sweaters	[]
Pullovers	[]	Pullover	rs	[	_1	Pullovers	1
Kaunda Suits	[]	Kaunda	Suits	]	_1	Kaunda Suits	[]
Long Trousers	[]	Long Tr	rousers	[	_1	Long Trousers	[]
Pair of Shorts	[]	Pair of S		[	_1	Pair of Shorts	[
Jeans	[]	Jeans		[	_1	Jeans	[
Table Clothes	[1	Table C	lothes	[]	_]	Table Clothes	[]
Pair of Socks	[]	Pair of S	Socks	1	_1	Pair of Socks	[
Towels	[]	Towels		I	_]	Towels	[]
Bed Sheets	[]	Bed She	eets	1_	_1	Bed Sheets	[]
Bed Covers	[]	Bed Co	vers	[	_1	Bed Covers	[
Blankets	[1	Blanket	S	1_	_1	Blankets	
Pillow Cases	11	Pillow (	Cases	[	_]	Pillow Cases	1
Mosquito Nets	11	Mosqui	to Nets	[	_]	Mosquito Nets	[
Albs	[]	Albs		[_	_]	Albs	[
For Official Use							
Week	Name /			/ Signed		me / Signed	Name / Signe
(Date)	(Room At		Verified (Laund)	d by: ry Attendant)		leased by: undry Attendant)	Collected by: (Room Attendar
1st Week	V.55-2-1-1				T		
Date:			-		-		-
Date:							
3 <sup>rd</sup> Week					T		
Date:						CUEA/DVC	



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Revision	01		Date	11 <sup>th</sup> March 2014
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THE CARRIED BANGERTY OF EACTION AFRICA	The Standard Operating Procedure	
Title	PROCEDURE FOR LAUNDRY SERVICES	Page 6 of 5

### 7.2 APPENDIX B: STUDENTS LAUNDRY LIST

	H			g Depar y Section)	tme	ent	
Organization: CUI Department: Hous Section: Laundry Campus:	ekeeping De	partmen	t	Revision Issued by	Statu : Hou	A/Housekeeping s: 01 usekeeper : DVC, Adminis	
Room No:			ENT LA	AUNDRY	LIS	ST	
Items Week 1	No.	Items V	Veek 2	No		Items Week 3	No.
Shirts	[1	Shirts	T CCR 2		1	Shirts	1.0.
T-Shirts	[]	T-Shirts	2	- 1		T-Shirts	
Under Vest	[]	Under			1	Under Vest	
Jackets		Jackets				Jackets	
Sweaters	[]	Sweate			1	Sweaters	I
Pullovers	[]	Pullove			_1	Pullovers	[
Kaunda Suits	[]	Kaunda	Suits		_1	Kaunda Suits	
Long Trousers	[]	Long T	rousers			Long Trousers	[]
Jeans	1 1	Jeans				Jeans	1
Table Clothes	ii	Table C	Clothes		1	Table Clothes	1
Towels	[]	Towels			1	Towels	[
Bed Sheets	[]	Bed She	eets	[_	1	Bed Sheets	[]
Bed Covers	[]	Bed Co	vers		1	Bed Covers	[]
Blankets	[]	Blanket	is	_1	_1	Blankets	[]
Pillow Cases	[]	Pillow	Cases	[_	]	Pillow Cases	1
Mosquito Nets	[]	Mosqui	ito Nets	_1	_]	Mosquito Nets	11
Albs	[1	Albs		_ 1	1	Albs	11
For Official Use		5)					
Week	Name /		Name /			ime / Signed	Name / Signed
(Date)	(Room At		Verified (Laundry	by: Attendant)		leased by: undry Attendant)	Collected by: (Room Attendant
1st Week							- Activities and a second
Date:	-				1		
Date:							
3 <sup>rd</sup> Week			-		1		





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Revision	01	Date	11 <sup>11</sup> March 2014

THE CANDILLE DEVELOP TO FACTOR APPLICATION OF THE PROPERTY OF	The Standard Operating Procedure	
Title	PROCEDURE FOR LAUNDRY SERVICES	Page 7 of 5

## 7.3 LAUNDRY LIST FOR VACATED ROOMS

	Н		eeping l Laundry S		me	nt		
Organization: CUEA Department: Housekeeping Department Section: Laundry Campus:			ent Doc No: CUEA/Housekeeping 07 Revision Status: 00 Issued by: Housekeeper Authorized by: DVC, Administration					
1	LAUND	RY LIS	ST FOR	VACAT	ED	ROOMS		
Room No:								
Items Week 1	No.	Items '	Week 2	No.		Items Week 3		No.
Blankets	[]	Blanke	ts	[	_]	Blankets		[]
Pillow Cases	[]	Pillow Cases		[	_]	Pillow Cases		[]
Mosquito Nets	[]			[	_]	Mosquito Nets	:	[]
Window Nets	[]			[	]	Window Nets		[]
Window Curtains	[]	Window Curta		s [	_]	Window Curta	ains	[]
Towel	[]	Towel		[	_]	Towel		[]
Bed Cover	[]	Bed Co	over	[	_]	Bed Cover		[]
Albs	[]	Albs		[	_]	Albs		[]
Chair Covers	[]	Chair (	Covers	[	_]	Chair Covers		[]
Stoles	[]	Stoles		[	_]	Stoles		[]
Bed Sheets	[]	Bed Sh	neets	[_	_]	Bed Sheets		[]
Others :	[]	Others		[_	_]	Others :		[]
	[]			[_	_]			[]
For Official Use								
Week	Name /		Name / S			me / Signed		/ Signed
(Date)	Collected (Room A		Verified b			leased by: undry Attendant)		cted by: Attendan
1st Week Date:	(ROOM A			7				
2 <sup>nd</sup> Week Date:								
3 <sup>rd</sup> Week Date:								



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Revision	01		Date	11 <sup>th</sup> March 2014
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