



# SWISS

Linen • Laundry • Workwear • Dry Cleaning



# The Little Book of Linen



# CAMPLINGS

Linen • Laundry • Workwear • Dry Cleaning

# Introduction

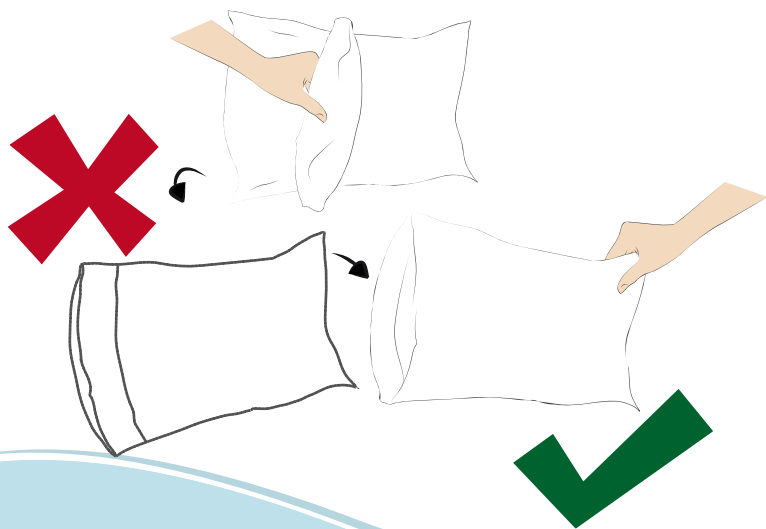
At Swiss Camplings we want to provide you with the finest service. By working in partnership with you we are confident that we will be able to do this.

This Little Book of Linen provides you with all you need to know about the Linen Service – how it operates, procedures and how our Stock Controllers and Account Managers can help you. By working together to 'Love Linen' we will ensure you receive an excellent service that will run efficiently and cost effectively.

In addition to this Guide, we would love you to visit our website to view the Virtual Housekeeping Tour to see how we operate and work for you on a day-to-day basis.

# Turn, Turn, Turn

To help us help you it doesn't take much. With just a quick flick of the wrist when stripping beds you can turn Pillow Cases the right way out before sending them to us for laundry. This one deft movement means you will receive your clean Pillow Cases the right way around!



As we say at Swiss & Camplings:  
the little things that make a big difference.



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**Swiss Laundry Ltd.**

149 Cherry Hinton Road

Cambridge CB1 7BY

Tel: 01223 247513

[www.swisslaundry.co.uk](http://www.swisslaundry.co.uk)



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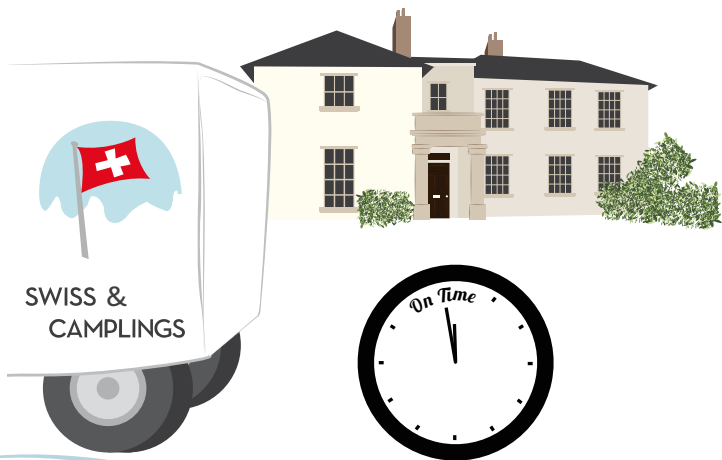
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Tel: 01493 660000

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# Efficiency Drive

We deliver when we say we'll deliver. We collect when we say we'll collect and we'll keep you informed of our movements. If you know where we are, you'll know where you are.



Did you know?  
Swiss & Camplings deliver on time  
99.6% of the time.



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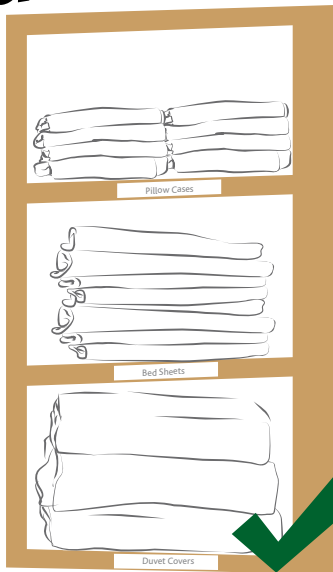
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# Happy Housekeepers

Manage your business's costs and put a smile on your boss's face.



For instance, simple rules like: Do not overstock, store the linen sensibly, lock it away and remember to accurately count your soiled linen out and clean laundry in.

Did you know?

Orders placed after our 12:00 cut off time may not make your next day delivery.



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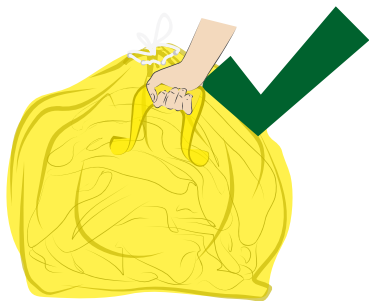
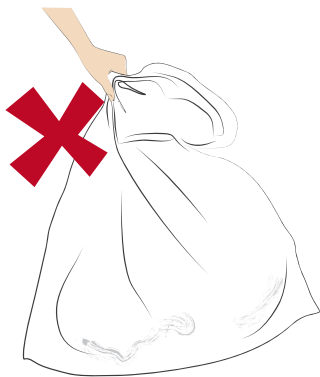
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# *It wasn't us, honest!*

Housekeepers, you can help us help you, honest! We know, we've seen it all before so please, please do not allow your staff to use Towels and Pillow Cases as cleaning cloths or door stops either. Real no-no's are to use the Pillow Cases or Duvet Covers for purposes they were not originally designed or drag any linen across unsealed concrete floors as that's one stain we cannot take out!



Did you know?  
You can order extra bags  
of bags with your order.



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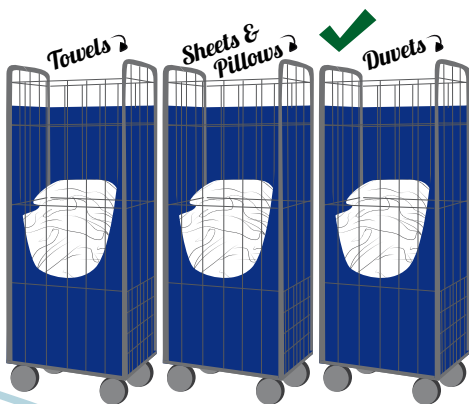
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# It's as easy as 1, 2, 3

Simple isn't it? Our drivers exchange your soiled items for clean, yet to successfully achieve this we need your co-operation.

1. Accurately count each soiled item to be collected and record it on your soiled count list.
2. Place your order with us by mid-day.
3. Segregate the soiled linen into the separate bags or cages: Towels together, Sheets & Pillow Cases grouped separately and Duvet Covers in their correct coloured bags. Please keep Kitchen type Cloths apart from any Table Cloths to avoid potential mildew charges.



For each piece of linen we see hanging out of a cage or laundry bag... there is potential damage.



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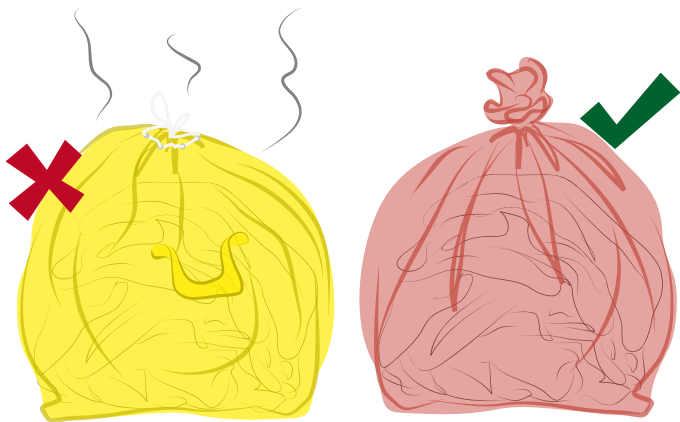
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# Nasty Stuff

We know it's not nice, but someone's got to do it! Please place any 'heavily soiled' items in the water soluble Red Bags. This helps us to ensure that items are given the correct disinfectant treatment back at the laundry. We can provide these, so just ask.



Did you know?  
The red soluble bag seal is made from a  
water soluble glue!



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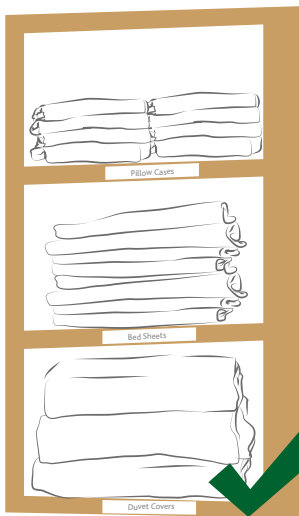
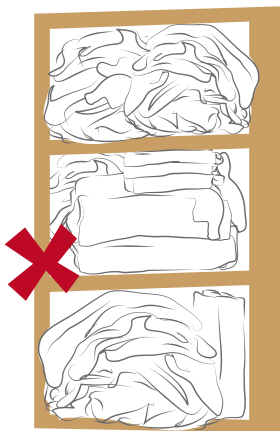
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# The Do, Do, Do's

Linen is a valuable commodity so please be kind to the linen when storing it...Well stacked and organised on the shelves helps – heavy items on the bottom, light stuff on top and in a dry well aired room too! Rotating regularly is important and keeps guests happy with clean fresh linen.



Did you know?

You can ask for 'shelf stickers' for easy identification for your team.



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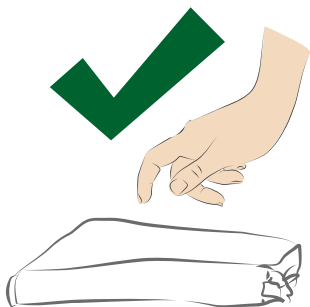
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# & The Don't, Don't, Don'ts

To avoid your guests seeing less than perfect laundry, do not leave it lying on the floor where it can easily be trodden on and possibly pick up marks that we cannot remove. Our mantra is: please do not mis-use linen which can lead to potential staining that may not readily lift out and may result in unnecessary charges for you!



Did you know?  
For each piece of linen that is  
damaged there is a cost.



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# Sometimes You Will Need to Reject

Just occasionally you may have an item of linen delivered that you feel unable to use. Do send it back to us clearly labelled, with your company name on an easily identifiable 'Reject Bag'. This helps us to give you a free replacement and to analyse our processes to improve the service you receive.



Did you know?  
We have a rigorous replacement  
programme for linen.



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# More Please?

We do like to offer some flexibility, as we understand your business demands vary. Please discuss with us seasonal increases and decreases to your recorded linen stockholding.



Do Fax Camplings your request on 01493 660006 or e-mail [orders@camplings-linen.co.uk](mailto:orders@camplings-linen.co.uk) or Swiss: fax 01223 242 602 or e-mail [linenhire@swisslaundry.co.uk](mailto:linenhire@swisslaundry.co.uk)



Did you know?  
Seven days' notice is required to vary your stockholding.



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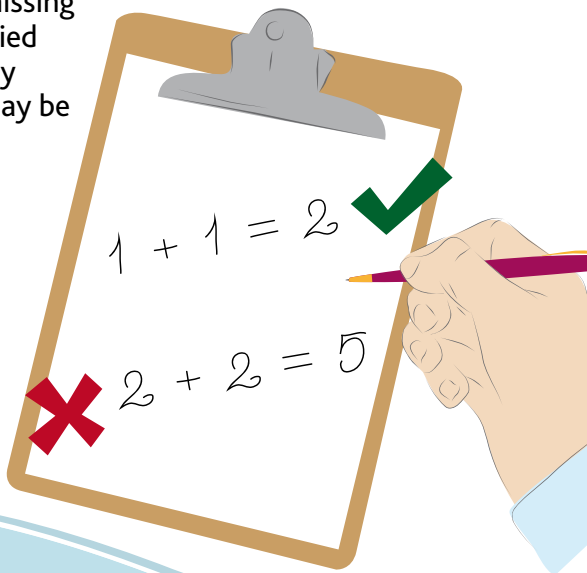
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# Stock Checks

Our linen will be counted on your premises on a regular basis at a mutually agreed time and day. Adjustments to your contracted Stock Levels will be agreed with written confirmation on the day. Any mis-use or missing items identified and agreed by your team may be charged for.



Did you know?

To control your costs, you can speak with our Customer Service team.



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# How was it for you?

In monitoring "it's the service that make the difference" and to retain our ISO9001 accreditation, we are very keen to make sure we provide you with the service standard we promise. So to help us monitor our performance, we will, at all Stock Checks ask, "how are we doing" as your honest feedback counts.

SWISS & CAMPLINGS Linen - Laundry - Workwear - Dry Cleaning		CUSTOMER VISIT REPORT	
CUSTOMER:		DATE:	
STOCK CHECK NUMBER:			
Account up to date?	YES NO		
Evidence of linen misuse?	YES NO		
Reject and contamination procedure?	YES NO		
Delivery method? Any issues?	YES NO		
Customer sub-sorting?	YES NO		
Overs withdrawn on the day?	YES NO		
Shortages to be made up at wash cost?	YES NO		
Referred to account manager	YES NO		
ITEMS DISCUSSED/TO BE ACTIONED:			
Signed on behalf of Camplings:		Signed on behalf of Customer:	
		Print Name:	
CUSTOMER COMMENTS:			
WE WELCOME YOUR COMMENTS AND FEEDBACK - Please circle your choice			
QUALITY OF WORK	Excellent	Good	Average
RESPONSE QUERIES	Excellent	Good	Average
ACCURACY OF DELIVERY	Excellent	Good	Average
ATTITUDE OF DRIVER	Excellent	Good	Average

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Care of linen is the responsibility  
of us all.



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# Why we care

Behind the scenes, a lot of people spend a lot of time sourcing the best linen products possible to ensure the linen you receive is bright, white and fluffy, each time, every time. So please have a heart and "Love Linen".





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*It's the  
Service that makes  
the Difference*



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