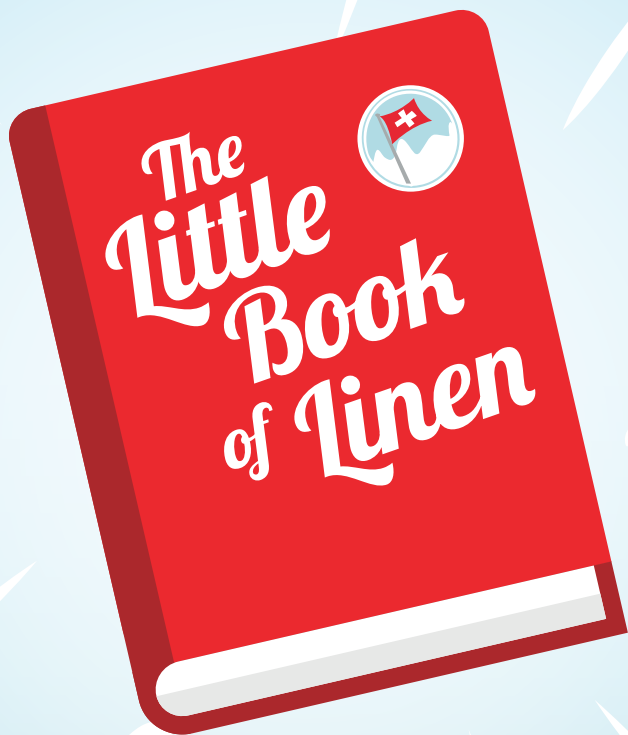




**SWISS  
CAMPLINGS**

Linen • Laundry • Workwear



# *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 websites to view video content and an animation about us, & how we operate and work for you on a day-to-day basis.

**[www.camplings-linen.co.uk](http://www.camplings-linen.co.uk)**  
**[www.swisslaundry.co.uk](http://www.swisslaundry.co.uk)**



# *Happy Housekeepers*

**Manage your business's costs to put a smile on your boss's face and reduce unnecessary processing impact on the environment.**

For instance, simple rules like:

- Do not overstock
- Store the linen sensibly
  - Lock it away
- Accurately count your soiled linen out and clean linen in

## **Did you know?**

Orders placed after our 12.00 cut off time may not make your next delivery day, or may incur an additional charge.



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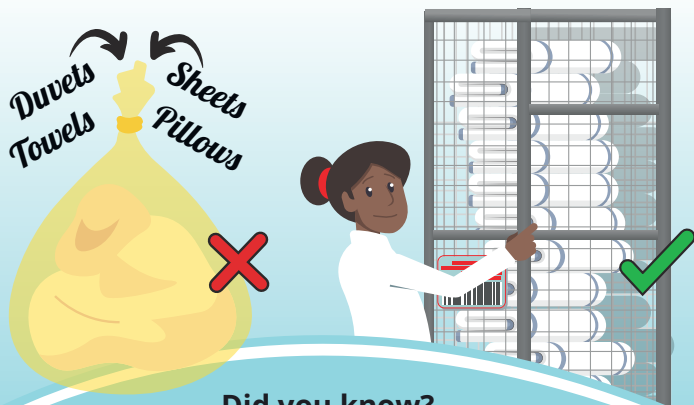
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# *It's as easy as 1,2,3*

**Simple isn't it? Our drivers exchange your soiled items for clean, yet to 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. Orders to be with us by mid-day to ensure next day delivery.
3. Segregate the soiled linen into separate bags or lined cages.

All Towels together, Sheets & Pillow Cases as a group & Duvet Covers in their correct coloured bag or individual cage. Please keep Kitchen type cloths apart from Table Cloths to avoid potential mildew charges.



## **Did you know?**

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



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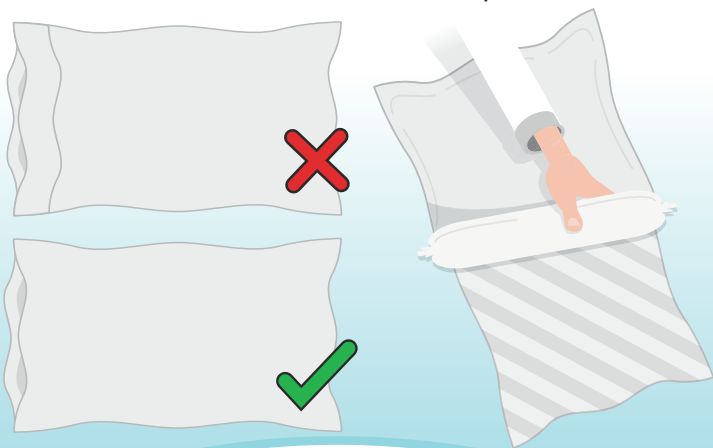
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# Turn Turn Turn

**It doesn't take much to help us help you. All it needs when stripping beds is to turn Pillow Cases & Duvet Covers the right way around before sending them in for launder. Please also ensure any Bathrobe pockets are emptied before sending them to us.**

This simple solution affects our production times and saves your costs, the result is we deliver Pillow Cases & Duvet Covers the correct way round.



**As we say at Swiss & Camplings:**

It's the little things that make a big difference.



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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 and are working with the TSA on the programme to recycle end of life textiles



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# *The Do, Do, Do's*

**Linen is a valuable resource 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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# *& 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.**

Please do not misuse linen, it can lead to potential staining which may not readily lift out and might result in unnecessary charges to you!



## **Did you know?**

For each piece of linen that is damaged there is a cost.



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# ***It wasn't us, honest!***

**Housekeepers you can help us to help you. We have seen it all before so please do not allow your staff to use Towels or Pillow cases as cleaning cloths or as door stops either!**

Real no no's are to use the linen in purposes for which they were not originally designed, also please do not drag linen across unsealed concrete floors as that's one stain we cannot remove.



## **Did you know?**

You can request extra bags/cages for your linen & towelling, but there may be a charge if these are used for non-laundry items.



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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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# *Efficiency Drive*

**We deliver and collect when we say we'll deliver and collect, and we'll keep you informed of our movements.**

Please ensure vehicle & linen store access is clear, and if entry codes are needed please communicate this with us ahead of our arrival.

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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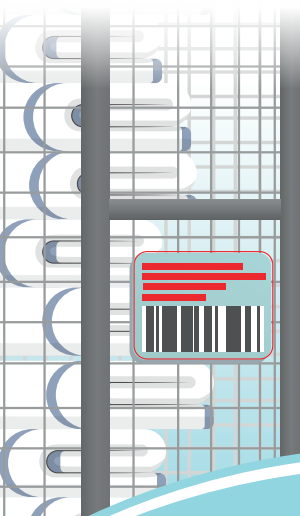
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# *Stock Checks*

**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 misuse or missing items identified and agreed by your team may be charged for.



## **Did you know?**

Keeping your linen cupboards well organised and clean will reduce the chances of over-stocking and thereby reduce your laundry costs over a year.



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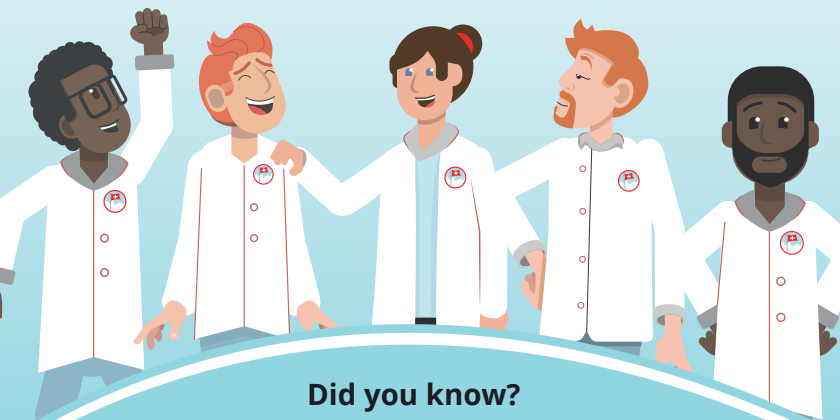
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# *How was it for you?*

In monitoring “It’s the service that makes the difference” and to retain our ISO9001 accreditation, we will, at all stock checks ask, “How are we doing?” Your honest feedback counts as we strive to provide the service standard we promise.



**Did you know?**  
Care of linen is the  
responsibility of us all.



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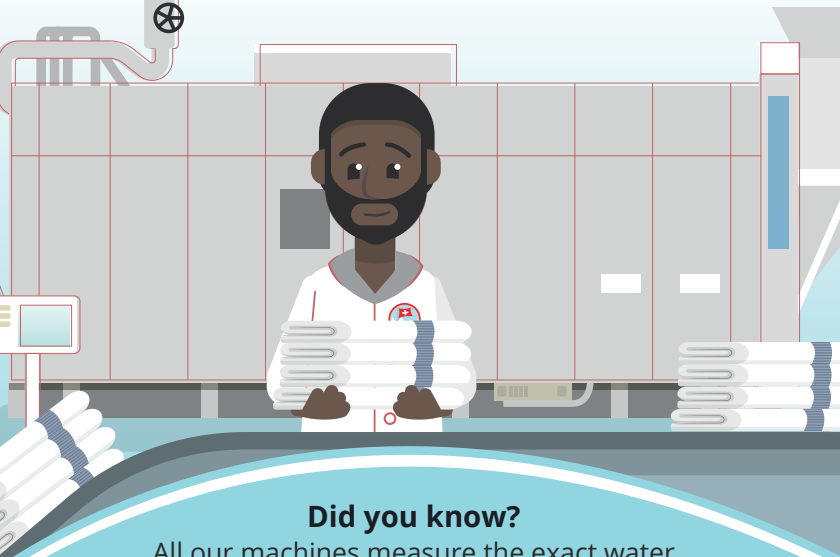
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# *Why we care*

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”.



## **Did you know?**

All our machines measure the exact water content and detergent dosing to ensure you receive the best possible products.



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# ***Tools to do the job & protect the products***

**We use Cages and Bags to bring freshly clean stock in to you, and to remove the sorted soiled stock for processing.**

Please ensure Swiss Camplings cages and bags are only used for holding our textiles stock.

Only order the cage &/or bag numbers you need for the next exchange delivery. A Swiss Camplings laundry cage or bag used for another purpose can result in Swiss Camplings stock being loose and at risk of being damaged.

Use the liners in the cages and the laundry bags for collecting and protecting the soiled linen.

Please don't cut the cord used on the laundry bags.

## **Did you know?**

Exclusive use of our cages and bags for linen & laundry can prevent linen & towelling damage which may incur a charge.



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# Portal ordering ease

**Ordering online is easy. You can submit your dirty linen count at any time of day or night, right up until 12 mid-day for next-day delivery.**

Our system allows you to keep track of orders with PDF copies for you to download. We are also working on a new app to allow you to order directly from your mobile phone.



## Did you know?

80% of our customers now use the online system. Our customers tell us that this has greatly improved their staff and stock management.



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# *It's good to talk*

**We know the importance & value of good communication between our businesses to ensure our laundry service works smoothly.**

Help us to help you in letting us know of any changes to your teams, be it contact details, housekeeping or accounts personnel.



## **Did you know?**

Our strapline is "It's the service that makes the difference"... we build on your feedback to achieve this.



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# *Because we care*

**Actions speak louder than words' That's why we've been silently investing for a more sustainable future. Actively reducing our consumption of plastic, water, electricity and gas. As well as reusing, recycling and donating old linen.**

***Reduce*** - We have halved our equivalent water consumption through our investment in technology for our new plants. Our driers are designed to finish at the optimum moisture content levels.

***Reuse*** - Our business is all about restoring linen to a reusable quality. It is our core activity and a philosophy we run throughout the organisation. We also donate a proportion of our linen to good local causes.

***Recycle*** - Our packaging is constantly under review and excess is retained and re-cycled. Our washing machines recycle water and through heat recovery systems, only cold water leaves our sites.

## **Did you know?**

Our investment in our new laundries means we have greatly reduced the energy needed per kilo of laundry washed.



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