
Executive Certificate in Cruise Ship Housekeeping Procedures

Unit 6: Linen Management and Inventory Control

****Berthing plan:**** A document that outlines the specific location where each piece of linen will be stored on the ship. This plan should be updated regularly to ensure that linen is stored in the most efficient and accessible way possible.

****Clean linen:**** Linen that has been washed, dried, and inspected for stains or damage. It is ready to be used by guests or stored for later use.

****Contamination:**** The presence of dirt, dust, or other impurities on linen. Contamination can occur during storage, handling, or use and can lead to the spread of germs and illness.

****Damaged linen:**** Linen that has been torn, stained, or otherwise rendered unusable. Damaged linen should be repaired or discarded as soon as possible to prevent it from taking up valuable storage space.

****Dirty linen:**** Linen that has been used by guests and needs to be washed. Dirty linen should be collected and sorted regularly to ensure that it is cleaned and returned to service as quickly as possible.

****Housekeeping inventory management system:**** A system used to track the quantity and location of linen and other housekeeping supplies. This system should be updated regularly to ensure that accurate records are maintained.

****Inventory control:**** The process of monitoring and managing the quantity of linen and other housekeeping supplies to ensure that there is always enough on hand to meet guest needs, but not so much that it becomes a burden to store and maintain.

****Inventory turnover:**** The number of times that the entire inventory of linen is used and replaced within a given period of time. A high inventory turnover rate is generally desirable, as it indicates that the linen is being used efficiently and not sitting around unused.

****Laundry management:**** The process of overseeing the washing, drying, and finishing of linen and other textiles. This includes scheduling laundry operations, maintaining equipment, and training staff.

****Linen:**** Any textile item that is used to provide comfort or cleanliness to guests, such as sheets, towels, and tablecloths.

****Linen cart:**** A wheeled cart used to transport linen to and from laundry facilities and guest rooms. Linen carts should be well-maintained and easy to maneuver to ensure that linens are delivered in a timely and efficient manner.

****Linen hamper:**** A container used to collect dirty linen from guest rooms. Linen hampers should be emptied regularly to prevent the buildup of odors and bacteria.

****Linen inventory:**** The total quantity of linen on hand at any given time. This includes both clean and dirty linen, as well as linens that are currently in use.

****Linen management plan:**** A comprehensive plan that outlines the procedures and policies for managing linen on a cruise ship. This plan should cover topics such as storage, handling, laundry, and inventory control.

****Linen par levels:**** The minimum and maximum quantities of each type of linen that should be kept in inventory. Par levels help to ensure that there is always enough linen on hand to meet guest needs, but not so much that it becomes a burden to store and maintain.

****Linen rotation:**** The process of using older linens first and saving newer linens for later use. This helps to ensure that all linens are used evenly and that none are left sitting around unused for long periods of time.

****Linen storage:**** The area where clean linen is stored until it is needed. Linen storage areas should be clean, dry, and well-ventilated to prevent the growth of mold and mildew.

****Linen tracking system:**** A system used to track the location and usage of linen. This can be done manually with pen and paper or using a computerized system.

****Linen utilization rate:**** The percentage of linens that are being used on a regular basis. A high utilization rate is generally desirable, as it indicates that the linen is being used efficiently and not sitting around unused.

****Par level:**** The minimum and maximum quantities of each type of linen that should be kept in inventory. Par levels help to ensure that there is always enough linen on hand to meet guest needs, but not so much that it becomes a burden to store and maintain.

****Sorting:**** The process of separating clean linen from dirty linen and organizing it according to type and size. This is an important step in the linen management process, as it helps to ensure that linens are easily accessible and can be delivered to guest rooms in a timely manner.

****Storage:**** The area where clean linen is stored until it is needed. Linen storage areas should be clean, dry, and well-ventilated to prevent the growth of mold and mildew.

****Supply chain management:**** The process of overseeing the flow of goods and services from suppliers to customers. In the context of linen management, this includes purchasing linens, maintaining relationships with suppliers, and ensuring that linens are delivered to the ship on time.

****Urgent linen request:**** A request for linens that is made on an emergency basis, such as when a guest has an accident and needs a clean towel or when a last-minute function is added to the ship's itinerary and additional tablecloths are needed.

****Utilization rate:**** The percentage of linens that are being used on a regular basis. A high utilization rate is generally desirable, as it indicates that the linen is being used efficiently and not sitting around unused.

****Washing:**** The process of cleaning linens using water, detergent, and agitation. Proper washing techniques are essential for removing dirt, stains, and bacteria from linens.

****Wear and tear:**** The gradual deterioration of linens due to use and age. Wear and tear is a normal part of the linen management process and cannot be completely avoided. However, it can be minimized through proper care and maintenance.