

# Linen Ordering Procedures

## Winter Season – From June Long Weekend to October Long Weekend only

### On Arrival at the Lodge

On arrival at the lodge the Lodge Captain shall organise the distribution of linen, comprising two single sheets, one bath sheet (larger than old towels we used to order), up to two pillow cases per bed and one bath mat per ensuite. Two king sheets may be used where 2 beds are joined together. After distribution of linen, check that one full set of linen is available in the linen store. Also please check that the outgoing party has placed the green dirty linen bags outside on the garbage cupboard.

### Weekly Ordering of Fresh Linen

**Before 3 pm on Monday afternoon** the Lodge Captain shall place an order for a new delivery of linen. The order shall be based on the **amount of linen being used during your week** and shall also include an estimated allowance for anyone arriving later in the week. Ideally the number of items ordered should coincide with the Leesville pack sizes for ease of packing and distribution, for example, order say 20 single sheets & 10 king sheets etc. *Please don't order by the number of packs.* The normal delivery time is 2 – 3 days from the placing the order.

Orders should be submitted:

- as an email to [servicecampbelltown@alasco.com.au](mailto:servicecampbelltown@alasco.com.au) (the most reliable method for placing an order); or, if emailing is problematic;
- by phone to 02 8796 6800 (AlSCO's service department number)
- If an urgent linen order is required due to insufficient linen in the lodge, orders should be emailed as above to [servicecampbelltown@alasco.com.au](mailto:servicecampbelltown@alasco.com.au) with an email cc to: [ordersleesvillelaundry@bigpond.com](mailto:ordersleesvillelaundry@bigpond.com) and also to: [bold@alasco.com.au](mailto:bold@alasco.com.au) This is to ensure that Brian Old at Leesville Laundry is aware of the urgent order and can expedite things.
- For any queries on a pending linen delivery, phone Brian Old at Leesville Laundry on 0431 088 646.

|  | <u>One full set of linen</u>                      | <u>Two Full Sets of Linen</u>  | <u>Leesville Pack Sizes</u>   |
|--|---|--|---|
|  | As a minimum, to always be available in the store | To be available for incoming parties, following the linen delivery on Thursday | Please attempt to order linen amounts that match multiples of Leesville's pack sizes ie a typical order might be: 20 single sheets, 10 double sheets, 20 pillow cases, 20 towels & 10 bath mats |
| Single Sheets (should have black stitching on hem) | 28  | 56   | Pack size is <b>10</b>  |
| King sheets (should have blue stitching on hem)    | 8   | 16   | Pack size is <b>5</b>   |
| Pillow cases                                       | 24  | 48   | Pack size is <b>50</b> but ordering 20 is ok  |
| Bath sheets- <i>no longer towels</i>               | 14  | 28   | Pack size is 5  |
| Bath mats  | 8   | 16   | Pack size is <b>20</b> but ordering 10 is ok  |

**The new linen order should arrive by Thursday** (via 4Site) and should be checked and placed in the linen store on the labelled shelves. The Lodge Captain should then ensure that there are two full sets of linen available in the linen store (see Table above). If two full sets of line are not available, but there is at least one full set available, a note should be left for the incoming Lodge Captain to order additional stocks when they place the next order. If the Thursday linen delivery does not arrive, please contact Brian at Leesville Laundry. If you are ever short of linen for the night, contact Brian for an emergency same day linen delivery.

### On Departure - Return of Dirty Linen

**On leaving the lodge** place unfolded dirty sheets, bath sheets (used to be towels!), pillow cases and bath mats all together in a clear plastic bag (if available) inside the green dirty linen bags and place outside the lodge on top of the timber garbage cupboard in front of the lodge for collection by 4Site. Please use the linen bags labelled "Lampada" on the draw string first before using any unlabelled bags.

For any queries or concerns please contact the booking officers.