

# RECOMMENDED BEST PRACTICES FOR LINEN USAGE

The best linen price in the world will not help contain costs for your linen program unless best practices for linen management are implemented. The following are proven best practices that restaurants, both large and small, have found to be effective in aiding to manage their linen.



## REGULAR MEETINGS

The most valuable thing to do is to meet with your linen service representatives regularly for excellent communication flow.



## ESTABLISH A CONSISTENT PATTERN OF USE

Compute the usage for each item by adding the beginning quantity and the deliveries, then subtract the ending amount on hand.



## MAINTAIN SECURE STORAGE AREAS

Be sure to lock up and distribute towels, aprons and napkins at the beginning of each shift, rather than allow staff to get them whenever they want.



## ELIMINATE PRODUCT LOSS

Visually inspect all staff at the conclusion of their shift to make sure they do not leave inadvertently wearing aprons or server napkins/towels.



## CORRECT PRODUCT USAGE

Instruct your staff in the right product use for the proper job. Additional handling and service charges may be assessed for the damaged products.



## ORGANIZE STOCK ROOM

Clearly label all storage shelves with the name of each product, sizes of tablecloths, and the package count of the item to reduce waste.



## MONITOR INVENTORY LEVELS

Evaluate your inventory levels and reduce large quantities of excess product. You'll likely see a difference in your invoices and your staff's usage.



## SOILED LINEN BAGS

Only use linen bags provided by Superior Linen Service. Never use plastic bags that can be mistaken for trash and accidentally put into the dumpster.



## MONITOR DELIVERY SCHEDULE

Plan ahead for changes in delivery quantities and items, to reduce potential off-day service deliveries with additional fees.



## "NO DELIVERIES BETWEEN" POLICY

Don't accept deliveries during lunch as your staff is likely swamped and can't do an accurate job of checking in your products.



## MANAGEMENT TRAINING

Train staff to accompany service person to the soil collection point and take note of any unsecured or damaged product in the immediate area.



## LIMIT TRASH CANS IN KITCHEN PREP

Audit regularly the trash cans in your kitchen so that good, usable linen doesn't end up in the trash and on your invoice for replacement instead.



## AUDIT EACH DELIVERY

Check the completeness and quality of the order at each delivery before stocking the shelves and request immediate changes to the invoice if needed.



## DON'T WASH AT HOME

To avoid sanitation/hygiene issues, potential loss, and damage to the merchandise, leave the washing to the professionals.