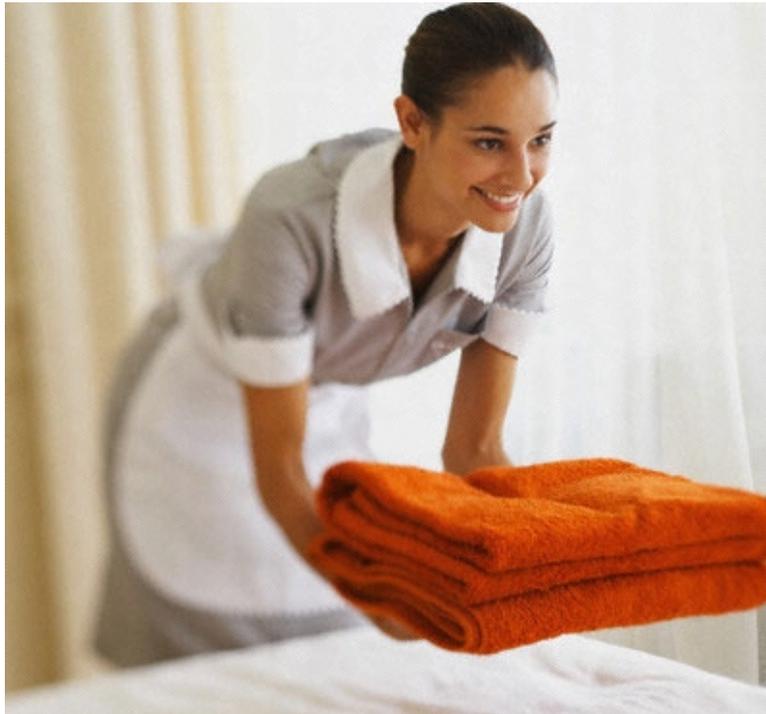




# **HOTEL/MOTEL LAUNDRY PLANNING FILE**



# Laundry Systems for hotels and motels

## WHY INSTALL AN ON-PREMISES LAUNDRY?

### 1. Launder everything on premises.

A MILNOR on-premises laundry can handle all of a hotel/motel's clean fabric needs in a simple manner. MILNOR washer-extractors can process bath and bed linens, blankets, pillows, restaurant and banquet napery, and kitchen linen, plus such items as employee uniforms, slip covers and cleaning rags and mops. Many types of rugs and drapes can be processed in a MILNOR on-premises laundry.

### 2. Distinctive linens build prestige.

Many hotel and motel operators have enhanced their image of quality through tasteful fabric selection. Everything from linen to drapes can be selected in the colors and patterns of your choice.

### 3. Get more use from less inventory.

An on-premises laundry provides more use from less inventory. Table napery, bath linen, and other goods can be laundered immediately after use and be ready again in about an hour if necessary. Smaller inventories mean less storage space and more money for investment elsewhere.

### 4. You won't be caught short.

On-premises laundering eliminates "caught short" situations. It gives you a ready supply of towels, sheets, napkins, tablecloths, and uniforms. This is especially important during weekends and holidays, when outside services are not available.

### 5. Control quality, sanitation.

On-premises laundering assures quality processing because you are in control. You can prolong fabric life by using a distinct formula for the specific degree of soil. MILNOR's E-P Plus<sup>®</sup> washer-extractors make this easy, with several specific formulas developed and field-tested by chemists for hotels and motels. MILNOR washer-extractors also combine commercial washing action with the ability to wash at precise temperatures for different soil conditions.

## WHAT IS NEEDED FOR AN ON-PREMISES LAUNDRY?

### 1. Equipment

Operating a hotel/motel on-premises laundry is simple. Washer-extractor, dryer, sink, folding table, supplies and, in some cases, a small ironer are generally all you need. Often, an institution's existing hot water, gas and electrical services are sufficient. An on-premises laundry is basically an extension of your present services.

A top quality washer-extractor, with a proven track record in commercial use, brings professional laundering ability to your institution. It will make better use of water and soap, improve washing quality, and handle bulky items. It's best to get a machine with a large cylinder, which provides the ability to launder items such as pillows, rugs and draperies.

Dryers can use gas, steam or electric heat (gas is regarded as the most efficient). For faster drying and less wrinkling of polyester materials, it is generally desirable for the dryer to be rated at a slightly larger capacity than the washer-extractor. Small ironers are available for hotels and motels when the need for finished table linen is critical. Hotels with 200 or more rooms generally find a full-sized ironer reduces labor while also increasing the quality of finished goods. An area for folding is necessary for no-iron goods. After finishing, the items simply have to be stored.

## **2. Space**

An on-premises laundry doesn't require much space. An existing storage room is adequate for many facilities. An unproductive room with a poor location may also be used or a combination of these rooms could be used in a large institution. A larger, central laundry can serve affiliated facilities near each other. A MILNOR dealer's laundry-planning department provides specially prepared layout drawings for facilities.

## **3. Labor**

In small hotels and motels there is no need for additional help. Existing housekeeping employees can handle the laundry during the slower parts of the day. Equipment that is easy to operate is essential to maintain consistent quality and production. MILNOR's E-P Plus machines are particularly easy to use. The operator simply loads the machine, pushes a button to select the formula, pushes the start button, and can go on to other tasks since the machine requires no more attention.

## **WHAT SHOULD YOU LOOK FOR IN A WASHER-EXTRACTOR?**

### **1. Easy operation**

The washer-extractor you select should have easy, automatic controls that make operation simple and free the operator to handle other duties. With MILNOR's preprogrammed E-P Plus machines, the operator simply matches the type of goods being loaded to the formula named for these goods ("towels", for example), then pushes a button. Operation of field-programmable formulas is similar. Formulas on the alphanumeric display can be named to match goods, making selection easy. Because so little judgment is required, new employees get the knack quickly. Substitute employees can take over with ease, too.

Automatic supply injection further reduces operator responsibility and helps ensure consistent quality. MILNOR machines readily accept liquid chemicals, making hookup fast and easy. Other factors to look for are a large, accessible door for fast loading/unloading, and door safety interlock which prevents opening while the machine is operating.

### **2. Laundering quality**

Washing flexibility should not be sacrificed for operation simplicity. Only a commercial washer-extractor, with professional tumble washing action, can properly clean items like heavily-soiled kitchen and restaurant linen.

A cylinder with a large diameter should be among the top priorities when choosing a washer-extractor. The large diameter provides the lift and drop action necessary to clean hard-to-laundry items. When comparing machines, compare actual cylinder dimensions and specific cubic foot volumes.

Also, look for microprocessor controls, which give a greater range of processing choices as well as more accurate control over how goods are processed. The preprogrammed formulas in MILNOR machines were developed specifically for the needs of hotel/motel laundries. They are not common-denominator formulas. The formulas differ in number, type, time, and temperature of baths, as well as supply injection. By pushing a button, these formulas can be adjusted for either permanent press or all-cotton fabrics. The machines are available in 25 to 160 lb. capacities.

### **3. Heavy duty construction**

Rugged construction -- from top quality materials -- is imperative if you expect long-term service. Check competitive brands to see if their construction stands up to MILNOR specifications. Compare spec literature. There can be a big difference in quality.

MILNOR machines stand apart from others with features like:

- large, tapered roller bearings and a triple shaft seal to shield the bearings from water
- the exclusive use of continuous, rather than spot, welding for greater strength and reliability
- the simplicity and dependability of heavy duty, single-speed motors
- pre-extract load balancing speed to reduce vibration and extend machine life, and
- a console constructed of heavy gauge materials

AS SEEN IN



June 2008

# EFFICIENCY AND CONSERVATION AT THE DENVER HYATT REGENCY

The 1100-room Hyatt Regency Denver Convention Center Hotel is situated in the heart of downtown Denver. Adjacent to the Colorado Convention Center and only one block from shopping at the 16th Street Mall, it is in close proximity to the city's most popular historic, cultural and entertainment venues.

With 37 floors of stocked linen supply closets and three floors of food and beverage outlets, meeting rooms and kitchens – the hotel generates plenty of work for the laundry.

Total poundage of the Hyatt Regency was 3,039,374 lbs. in 2006. In 2007 it increased 15% to 3.5 million. And with tourists flocking to the Denver area, laundry poundage is on an uphill climb. The 2006-07 tourism rates increased 13% and they're projected to increase 26% for 2007-08.

The Hyatt laundry also processes table linen for an off premises event rental company. In 2006, the Hyatt Denver laundry processed 71,000 lbs of rental linen, and in 2007 that number climbed to over 75,000 lbs.

The Denver Hyatt conserves resources through a green initiative. Guests are offered the option of reusing towels and linens or having them replaced daily. "Many guests take advantage of the reuse option," says laundry manager, Brandi Brooks.

Even though more



guests are taking advantage of the reuse program, there is plenty of work to be done. Since opening in 2005 the laundry, buzzes on Monday, Thursday, Friday and Saturday from 6am to 5:30pm, for two 10-hour shifts. The first shift has 11 employees and operates from 6am to 4:30pm and the second shift has 26 employees working from 7am to 5:30pm. On off days, they sort linen in order to expedite the process during days of operation.

Director of Engineering Mike Falzone and Brooks have honed their

of the door. Chemicals are centrally located with formula times and chemicals administered by Ecolab. Eco-star is hooked up to four conventional washers to control flush times and chemical injections. Formula times have decreased. Cold water is used to further reduce energy expenditures. To further the hotel's green initiative, Brandi Brooks and Adam Vesely, an Ecolab representative, participated in a PMI class to ensure operation efficiency while controlling labor, chemical, and energy consumption.

Even with the laundry's high standard for quality of processed goods, rewash rates are low at 1-3% with the national average being 3-5%. They use about 1.2 gallons of water per pound of goods, which includes the whole laundry -- not just their tunnels. Tunnel water consumption is 0.8 gallons per pound of goods.

"All linen is inspected prior to



folding and feeding,” says Brooks. “We maintain a 5 par standard to process linen: 1- on bed, 1- ready to go on beds, 1- being cleaned, and 2-extra sets of linen, just in case.”

The rooms are equipped with 300-thread count linen, triple sheeting, down comforters and throw-blankets. All of the bedding and decorative pillows were designed to be washable so that they can be cleaned on a regular schedule.

Laundry equipment installation was handled by Timm Mullen of Martin-Ray Laundry Systems. “Timm Mullen is a quick problem solver, and he’s helped in production efficiency. He’s always thinking ahead for ways to improve our operations,” Falzone says.

The Denver Hyatt has a laundry staff of 40 employees, including management. On the production side, the hotel is equipped with a Milnor Model 76039- 7 G3 Plus CBW®-Continuous Batch Washer with Windows® based Mentor® Controller, a Milnor Model MP 1603 Single Stage Membrane Press, Milnor Model COSHM 112 Two Cake Shuttle, four Milnor Model 64058 TG1 Gas Fired Double Batch Dryers, Milnor Model MLF 3636 Central Lint Collector, Milnor Mentor & Multi-Trac Central Control Station, Milnor Miltdata Network Control, Milnor Model Conway Weighing Five Compartment Loading Conveyor, Milnor Model 36021 V5J, 80- lb. washer-extractor, a Milnor Model 42026 V6J, 140-lb. washer-extractor, two Milnor Model 48040 F7B, 275 lb. two way tilting washer-extractor, a Milnor 60-lb. washer-extractor, and three Cissell Model M190 gas dryers with a 190 lb. capacity. Additionally there is an



LWS45 Top Load Speed Queen Washer and a LES37 Speed Queen small electric dryer in use. The laundry uses a custom Heat Recovery System from Thermal Engineering.

On the finishing side, the laundry has a Chicago Model Pic Quik Sheet Picker, Chicago Model King Edge Sheet Spreader Feeder, two Chicago Model Century 5200, 2 Roll Steam Heated Iron, Two Chicago Model Skyline S16 Four Lane Cross Folders, one Chicago Model Air Chicago Towel Folder, and one Ingersol Rand Model UP6-30. The laundry also uses a Felins bundling machine.

The laundry is a clean environment and attractive place to work. The employees enjoy a well-lit, air-conditioned facility with ceilings that are over 25 feet high. Labor and morale within the laundry are great, with 50 percent of the original labor force still under Brooks’ manage-

ment. “The low turn over rate is due to employees being transferred to other departments within the Hyatt as they move up within the organization,” says Brooks. Employees receive benefits from Hyatt, encouraging them to stay loyal to the hotel. Some of the benefits include: free meals in the cafeteria, reduced bus passes, a full health and dental plan, retirement and 12 complimentary room nights at Hyatt hotels around the globe.



#### TEAM MEMBERS AT THE HYATT REGENCY

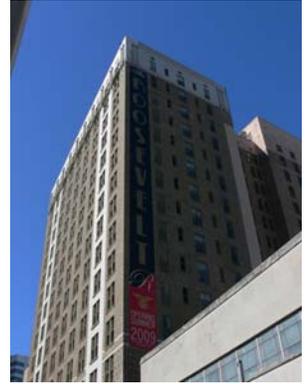
Lazaro Montoya  
Kadir Abdi  
Abdourahmane Wane  
Jose Barraza  
Jaime Tejada  
Coly Alidou  
Hussein Abdi  
Awil Mohammed  
Mohamed Osman  
Husam Abdlehamid  
Abdikarin Siraji  
Eddie Hall

Sandra Molina  
Brandi Brooks  
Denise Bumphus  
Soledad Valdez  
Hope Rojas  
Fikirte Tesfaye  
Mowlide Ali  
Silvia Gonzales  
Maria Robles  
Guadalupe Zamora  
Binti Osman  
Maria Davila

# The Roosevelt New Orleans, Waldorf=Astoria Collection: History Restored and Grandeur Maintained

By: Katie Pellerin

Louisiana former Governor Huey P. Long was known for his compelling stump speeches and questionable political practices, but a lesser-known legacy is his contributions to the state's highways and bridges. Before he took office, Louisiana had only 331 miles of paved roads. Along with tax reform and a literacy initiative, Governor Long set out to have over 3,000 paved miles of highway for his constituents to conduct business, travel, and entice tourists. One of these new paved highways was Airline Highway, connecting Baton Rouge to New Orleans. It is on this 80 mile highway that Pellerin Milnor Corporation's headquarters still is located today. Governor Long used The Roosevelt Hotel as his personal governor's mansion while in New Orleans—renting out the 12th floor suite for his staff and himself!



In June 2009, The Roosevelt New Orleans, Waldorf=Astoria Collection reopened its doors after a \$145 million renovation to restore the property to its glory days, when politicians and movie stars rubbed elbows in the famous Sazerac Bar. In keeping with its company standards in excellence, the hotel purchased Milnor equipment to service their various linen needs.

The 504-room hotel has two restaurants, one café, and a dessert bar all with unique linens and uniforms. Like all Waldorf=Astoria Collection properties, The Roosevelt New Orleans' linens are 600 thread count cotton sheets, with logo-embossed coverlets, Euro shams, and standard shams. The laundry also processes the staff uniforms from the three restaurants, housekeeping and guest services using four NEW 42030 V6J (160 lb. capacity) washer-extractors, the laundry includes one 30022 V6J (60 lb.



capacity) washer-extractor to handle smaller, more delicate items, like the embroidered pillow shams. These washer-extractors have RinSave™ water saver feature, and the 42030 V6J washer-extractor has ExactXtract™ extraction optimizer. With these energy saving options, the hotel's water consumption and dryer fuel is significantly lower than hospitality installations without these unique

Milnor features. As a result of the higher RPM in the extraction cycle and fewer intermediate rinse steps, the laundry can process more loads per shift for less money spent in utilities. Also installed are four M190 gas dryers with one M75 gas dryer.

The laundry staff is keenly aware of every item (including staff uniforms) that arrives in the laundry. With the help of Milnor machinery and stringent pre-sorting, the staff maintains accountability for each and every luxury piece of linen—double checking quality control of each load before it is transported to the flatwork side.



Currently, the laundry operates in one shift per day (5:00am-4:30pm) with 12 full-time employees (only three had previous laundry experience). Due to the efficiencies and cost-effectiveness, the hotel has opted to process their food and beverage linens, so the hotel will expand to more employees. After three months in operation, hotel management is looking to expand their laundry facility with more flatwork machines and washers.

Keeping these goods organized and returned clean and in-time for the next shift is challenging, but necessary to the hotel's image of excellence. Every laundry staff member understands that each towel, sheet, and wash cloth must be accounted for at the end of the day. The laundry staff has been trained to be efficient and discriminating with each load. The operators pull out one sheet at a time and lay it across the carts—this practice eliminates another sort process before going to the flatwork side.

For more information on laundries like this one or on Milnor's energy saving options, please visit [www.milnor.com](http://www.milnor.com) or call 1-800-469-8780.



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## Linen is quality at the Mansion on Forsyth Park

By: Casey Pellerin Westguard

The Mansion on Forsyth Park, a Kessler Collection property, is a chic and luxurious boutique hotel located within the Historic District of sultry Savannah, Georgia. Overlooking



historic Forsyth Park, this hotel incorporates the exterior architecture and design of an original 18,000 square foot Victorian Georgian Mansion – now home to their 700 Drayton Restaurant, Casimir’s cocktail lounge, Carriage Wine Cellar, Poseidon Spa and 700 Kitchen Cooking School.

The new 126 room hotel is adorned like a contemporary jewel with fashion, culture and opulent style indicative of a very chic and elegant hotel experience. Services available to their guests include the luxurious and soothing Poseidon Spa, the exterior relaxation of their enclosed Marble Garden poolside Courtyard and waterwall. In keeping with their higher standards, The Mansion on Forsyth Park offers world class amenities such as luxurious linens, luscious terry cloth robes for duration of your stay, and upscale spa products to satisfy the demands of today’s savvy hotel traveler.



The hotel laundry uses Belle Epoque linens with a 400 thread count in all of their hotel guest rooms. Each of the 126 rooms is equipped with a Simmons Beauty Rest mattress in either King or Queen Sizes. A Restful Nights mattress protector and triple sheeting effects are also used to ensure the customer receives a comfortable night sleep. Adorning their cloudlike beds are 2 king, 2 queen, and 2 queen pillow shams.

The hotel is also equipped with high thread count terry linens for the hotel bathrooms and Poseidon Spa.

Jeff Fuller, General Manager at the Mansion on Forsyth Park explains that, “it’s important to buy a quality product for both terry and bed linen because your guests can tell the difference. They appreciate the extra effort and also your product lasts! The Mansion on Forsyth Park’s goal is to provide the best value linen within their market.” He continued, “We provide better or equal linen equivalent to 400 thread count which surpasses our competitors. In order to process such high quality linens, it demands a high quality laundry facility.”

The laundry operates from 7am to 11:30pm seven days a week, with 2 shifts and 8 employees serving 126 beds, a spa, health club, restaurant, cocktail lounge, and cooking school. The laundry at the Mansion on Forsyth Park is equipped with 3 MILNOR 55-60lb. washers, 1 MILNOR 95-100lb. Washer, 2 MILNOR 75lb. Dryers, 2 Milnor 120lb. dryers, and 1 Chicago Dryer. Their water use per lb. of goods is 104 gallons for 55 lb. washer and 118 gallons for the 85 lb. washer and they are currently using 9 oz. of chemicals per load.



Their cost of laundry labor per occupied room is down 64% which is significant. When asked about recruiting quality employees for his hotel, he explained that, “Recruiting quality employees to clean rooms in America is a daily challenge. Once hired, we focus on retaining them through appreciation-monetary incentive, pizza/ice cream parties, recognition at rallies, etc.”

For more information on The Mansion at Forsyth Park, visit <http://www.mansiononforythpark.com/> or call 912-238-5158. For information on Milnor laundry machinery, visit [www.milnor.com](http://www.milnor.com) or call 504-712-7656.

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## HOTEL-MOTEL WASHER-EXTRACTOR CAPACITIES

	Weight	MILNOR	MILNOR	MILNOR	MILNOR						
	In	25 lb.	35 lb.	40 lb.	45 lb.	60 lb.	80 lb.	100 lb.	140 lb.	160 lb.	275 lb.
	Lbs.	models	models	model	model						
King sheets <sup>S</sup>	2	13	18	20	23	30	40	50	70	80	138
Queen sheets <sup>S</sup>	1.9	13	18	21	24	32	42	53	74	84	145
Double sheets <sup>S</sup>	1.8	14	20	23	26	34	46	57	80	91	157
Twin sheets <sup>S</sup>	1.3	20	28	32	36	48	64	80	112	128	220
Pillow cases <sup>S</sup>	0.3	100	140	160	180	240	320	400	560	640	1100
Pillow cases <sup>L</sup>	0.3	96	135	154	173	231	308	385	538	615	1058
Bed Spreads (Double)	3.5	7	10	11	13	17	23	29	40	46	79
Duvet Covers (Double)	3.7	7	9	11	12	16	22	27	38	43	74
Duvet Covers (Queen)	3.9	6	9	10	12	15	21	26	36	41	71
Duvet Covers (King)	4.4	6	8	9	10	14	18	23	32	36	63
Blankets	2.2	11	16	18	20	27	36	45	64	73	125
Bed pads	2.8	9	13	15	16	22	29	36	51	58	100
Pillows	1.6	16	22	25	28	38	51	63	89	101	174
Bath towels <sup>S</sup>	0.4	63	88	100	113	150	132	250	350	400	688
Bath towels <sup>P</sup>	0.5	46	65	74	83	111	200	185	259	296	509
Hand towels <sup>S</sup>	0.2	139	194	222	250	333	148	556	778	889	1528
Hand towels <sup>P</sup>	0.2	167	233	267	300	400	444	667	933	1067	1833
Wash cloths <sup>S</sup>	0.1	417	583	667	750	1000	533	1667	2333	2667	4583
Wash cloths <sup>P</sup>	0.1	250	350	400	450	600	1333	1000	1400	1600	2750
Bath mats	0.5	50	70	80	90	120	160	200	280	320	550
Table cloths (54x54)	0.7	34	48	55	62	82	110	137	192	219	377
Table cloths (72X 72)	1.2	22	30	35	39	52	70	87	122	139	239
Napkins (20x20)	0.12	208	292	333	375	500	667	833	1167	1333	2292
Dress (Uniforms)	0.7	36	50	57	64	86	114	143	200	229	393
Jackets (attendants)	0.75	33	47	53	60	80	107	133	187	213	367
Aprons (bib)	0.4	63	88	100	113	150	200	250	350	400	688
Aprons (tea)	0.2	125	175	200	225	300	400	500	700	800	1375
Pants	1.15	22	30	35	39	52	70	87	122	139	239
Shirts	0.5	50	70	80	90	120	160	200	280	320	550
Draperies (84x96)	5.91	4	6	7	8	10	14	17	24	27	47
Entry mats (36x60)	7.99	3	4	5	6	8	10	13	18	20	34
Furniture covers	2.08	12	17	19	22	29	38	48	67	77	132
Cleaning rags	0.11	227	318	364	409	545	727	909	1273	1455	2500
Mop heads 12"	0.5	50	70	80	90	120	160	200	280	320	550
Mop heads 24"	1.1	23	32	36	41	55	73	91	127	145	250

<sup>S</sup>=Standard <sup>L</sup>=Luxury <sup>P</sup>=Plush, extra thick

*These figures are based on sample items. Weights and sizes of some brands differ, and therefore the figures should be used only as guidelines*

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