

Bad Habits & Hotel Bandits

A tale of filthy abuse
and criminal skullduggery.

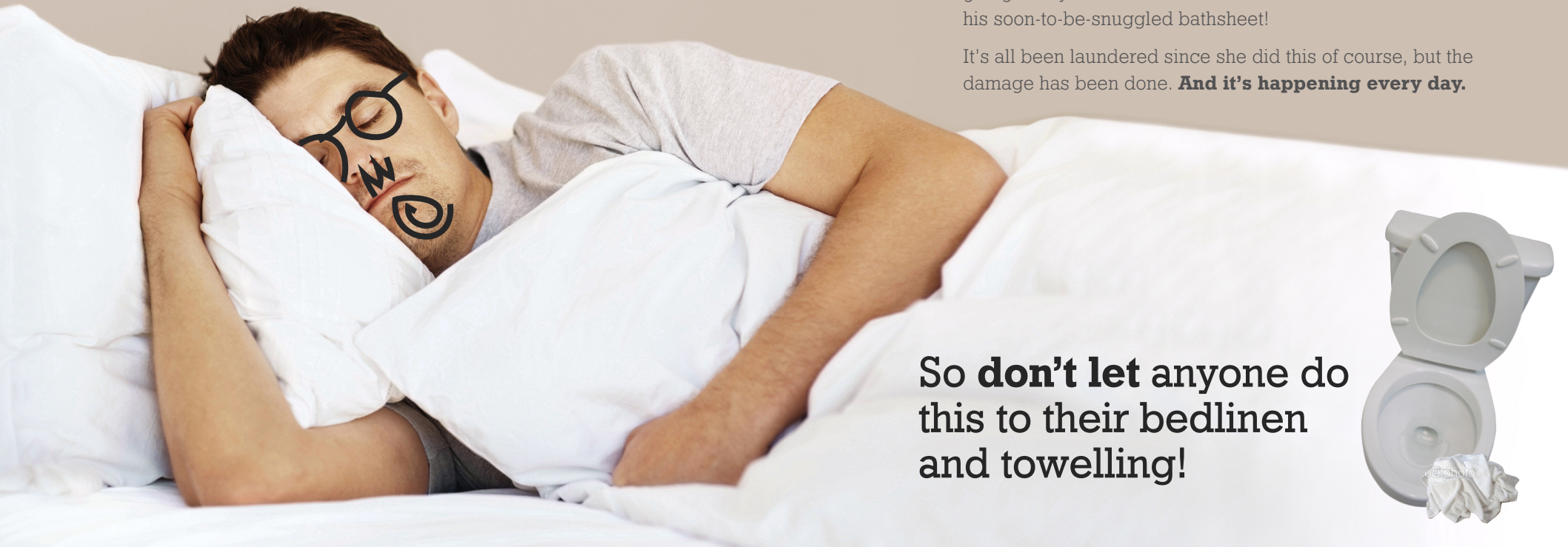
(...it could be happening right now in your hotel!)

WARNING:

This revealing read for hotel managers and housekeepers may cause shock, disbelief, and the odd “Not in our hotel!” comment.

(You don't think so? Take a look at this...)

You wouldn't do this to a hotel guest.



Ssshh! This chap has no idea that the pillowcase he's been hugging all night was last used by the maid to clean around the bathroom sink, polish the mirror and then give a quick once over to the toilet seat.

That's after she'd wedged the door open with a towel he's going to dry his face on and cleaned the bathroom floor with his soon-to-be-snuggled bathsheet!

It's all been laundered since she did this of course, but the damage has been done. **And it's happening every day.**

**So don't let anyone do
this to their bedlinen
and towelling!**



The Crime: **Linen Abuse.**

At first, linen abuse might sound trivial, bizarre, or even funny (especially if this is your ex!) In fact, it's a widespread serious problem with far-reaching consequences for guests, hotels and hotel staff. The reputation of the hospitality industry is being undermined.



The Victims: **(it's not just him!)**

Replacing abused linen also costs the laundry industry, a cost that is inevitably passed to customers, putting them under added financial pressure. The bottom line is this: our industry is being damaged by bad practice.



Respect your linen.

Stop linen abuse now!

For everyone's sake, please ensure your linen is not being mistreated:

- Never, ever use bedlinen or towelling as cleaning cloths or door wedges.
- Keep linen away from cleaning materials to avoid contamination.
- Please help by reporting damage and badly stained linen to your laundry.
- Insist on the correct cleaning cloths for all housekeeping purposes.
- Report all instances of bad practice to this confidential line:

Call the LinenLine **0800 012 1000**

You can call us anonymously if you wish, we'll treat your call with discretion.

Love your **Linen Room!**

A well managed Linen Room is at the heart of a great hotel. Here's our 'Best Practice Guide':

- Make sure the room is clean, dry and well lit.
- Ideally, it should be located on the ground floor, within the main building.
- Organise the room so you can see stock and easily receive deliveries.
- Shelving material should be smooth to avoid snagging and not stain the stock.
- Flooring should be vinyl covered to protect the linen (avoid concrete floors).
- Keep the Linen Room secure at all times.
- Never store any linen that might be damp.
- Rotate the stock, working to practices agreed with your laundry supplier.

Linen is one of your most important commodities - manage it well!

Stop!...Thief!

Modern thieves just don't look like their cartoon counterparts these days, donning masks, stripey shirts and carrying SWAG bags!

The truth is, thieves that may be stealing linen from your Linen Room look like any other visiting guest or hotel worker. Only they're sly, devious and out to make a quick buck down the pub*.

Crime linked to the theft of linen is on the increase

*or the car boot sale or dodgy looking market stall



The Crime: **Linen Theft.**

To you, linen is an everyday commodity. To the opportunist thief, it's a nice little earner. The average hotel room contains around £30 worth of linen, and a hotel's Linen Room contains tens of thousands of pounds worth of linen. Easy pickings for cunning thieves if it's not secure!

Join the Linen Room **Lockdown!**

Call the LinenLine **0800 012 1000**



Stop linen theft now.

- Store linen inside, both clean and dirty.
- Keep your Linen Room locked and tidy and housekeeper trolleys covered.
- Never leave linen unattended and unsecured.
- Install CCTV to capture suspicious behaviour and act as a deterrent..
- Ensure all doors are lockable.
- Have keypad entry systems during the day, with all doors locked at night.
- Keep on-corridor storage safe and secure.
- Report all instances of bad practice to the LinenLine on 0800 012 1000.



For more information please contact your laundry supplier or visit this website www.hotelbandits.co.uk

If you are the sort of person who takes pride in your work, then this tale of **Bad Habits & Hotel Skullduggery** will have been uneasy reading. But all is not lost. Don't throw in the towel and re-train for a new career in horticulture* just yet!

We're confident that with your help, we can clamp down on linen abuse and theft and catch the perpetrators.

Our **Linen Room Lockdown** campaign is gathering momentum and is now a formidable force against those who are damaging our industry. Call the confidential LinenLine (anonymously if you wish) and we'll take it from there.

*other career choices are available

Make some noise.

An army of people have joined forces to tackle linen abuse and theft. These organisations are working on your behalf to restore the reputation of the hospitality industry. Let's make some noise, our voices will be heard!

