



UNIT 2: UNIFORM ROOM

UNIFORMS:-

Uniforms are outfits of a specified material, colour and design, usually provided by the establishment for certain staff such that all employees in an equivalent or similar position or department wear identical outfits. In hotels, all employees are expected to wear clean and crisp uniform at all times. This is a mandatory requirement for maintaining a brand image of the hotel. The housekeeping department, particularly Linen / Uniform Room is the custodian of uniforms for all hotel employees.

Uniform vary according to the: -

- Department and designation
- Area of work
- Authority level
- Nature of work
- Climate

Advantages of providing staff uniforms:-

Providing uniforms for the staff is an essential at most hospitality properties, for the following reasons:

- They ensure a well groomed appearance for the staff.
- They help to create an atmosphere or set the scene. For example, uniform may match the décor of the theme of the property.
- They help identify the hotel staff and their designation to the guest.
- They help differentiate between staff and guest.
- They provide comfort for the staff, if made in right design for work.
- They enhance the spirit of teamwork.
- They allow employees to save money on working clothes and costs of laundering.
- It is easier for staff to take up messy jobs when they know that their own clothes are not involved.
- Some uniforms have protective role.
- Some uniform confer prestige on the wearer.

UNIFORM ROOM

The uniform room is a central depot for hotel staff uniform and this is the place from where clean articles are distributed throughout the establishment. The uniform room always exists in close association with the linen room. The bulk of clean uniform is stored here.

Activities of Uniform Room

- Uniform Selection
- Establishing par levels for uniforms
- Uniform Issue and Exchange
- Collection of soiled uniforms
- Counting and sorting of uniforms
- Dispatch of soiled uniforms to the laundry
- Receipt of fresh uniforms from the laundry
- Sorting of fresh uniform



- Uniform Storage
- Stitching, repairing of the uniform
- Stocktaking

Selection and Design of Uniform

Points to be considered while designing uniform are:-

- a) General profile of the employees:- The hotels ethos and the employees work profiles. Some hotels even involve the staff concerned while designing the staff uniforms.
- b) Image and Identity of the property:- If the hotel wants to create a desirable, eye catching, smart, efficient and professional image, the uniforms should be chosen reflect, and indeed create, this impression. The uniforms can match the décor and theme of the hotel.
- c) Comfort in wear:- This depends on the right fabric being used, and even more important on a good fit. Hotel staff has to be active and hardworking and the uniform should complement this.
- d) Purpose of work:- Designing for the purpose of work is the most important. A pair of dungarees or overalls must have several deep pockets for the for the maintenance employees to keep the tools handy. Shoes chosen for the cooks must be skid proof.
- e) Appearance and style:- A uniform should be designed in such a way that it will look equally good on the fat and thin, the tall or short. Well made garments use fabrics that are designed for heavy wear, and their workmanship must support that.
- f) Climatic conditions of the place:- these must be considered especially if the hotel is not centrally air conditioned. A full sleeved Terylene shirt with a tie can be stifling for a steward in a humid area.
- g) Budget and value for money:- In the selection of fabric for uniforms, one should keep in mind the budget allocated for uniforms and seek value for money. Laundering and maintaining uniforms is a challenge. Uniforms that look good, are comfortable, and maintain their appearance through number of cycle are more economical than cheaper garments that do not perform or last.
- h) Fabric:- Fabric selection is also a critical factor to consider when purchasing material for uniforms. Cotton outfits are preferred as they are porous and more absorbent than polyester and cotton blends. However cotton blends are popular because they have better soil release qualities and retain some coolness.
- i) Ease of availability of material:- the fabric and accessories chosen for the uniforms must be readily available whenever new uniforms are required.
- j) Staff turnover:- This is another challenge . Free size uniforms can be used in high staff turnover areas to address this problem. Trousers and skirts can be elasticized waistbands to accommodate different sizes.

Terrycots are the most popular choice of uniforms as they have the advantages of both natural and synthetic fibers. Suiting materials are used for trousers and skirts.

Types of Uniforms in Indian Hotels



In India, the hotels usually prefer uniforms conforming to Indian traditions and culture. However, purpose of work and protection are important considerations. Various types of uniforms popular in hotels are:

| Uniform Article | Departments |
|-----------------|--|
| Apron | Food Production, Kitchen Stewarding |
| Belt | All departments |
| Blouse | Front Office, Sales, HR |
| Bow Tie | F & B Service |
| Caps | Kitchen Stewarding |
| Chef's Cap | Food Production |
| Chef's Coat | Food Production |
| Chef's Trousers | Food Production |
| Coat | All Managers |
| Dungaree | Engineering, Kitchen Stewarding |
| Jackets | Front Office, F & B Service |
| Kurta | Housekeeping, Front Office |
| Neckerchiefs | F & B Service |
| Saree | Front Office, Sales, HR |
| Salwar kameez | Housekeeping |
| Sherwani | Doorman / Commissionaire |
| Shoes | All departments |
| Skirt | F & B Service, Sales, Front Office |
| Shirts | All Departments |
| Socks | All Departments |
| Stockings | F & B Service, Sales, Front Office |
| Trouser | Front Office, F & B Service, Housekeeping, Sales etc |
| Turban | Doorman / Commissionaire |
| Tie | All Managers |
| Waist coat | F & B Service |

Establishing par levels for uniforms:-

When deciding the number of sets of uniforms needed by staff, the following factors are to be considered:-

- **Uniform Material:-** The life expectancy of a uniform is between 12-18 months and the material chosen should last for the expected life span.
- **Nature of job:-** Some jobs in the hotel are strenuous in nature. These jobs include those of GRA's, housemen, utility workers, the maintenance crew and so on. These workers may require a change of uniform more often.
- **Frequency of laundering:-** Depending on how often uniforms are sent to the laundry and whether the laundry is in house or a contracted service would influence the no. of sets required as well.

Calculating par stock quantity for uniforms:-



Following information is required to establish uniform stock:

- Total no. of uniformed employees in the hotel, their department and their designation.
- Man-woman ratio
- Staff turnover patterns
- Frequency of laundering
- Time taken for laundering

Issue of Uniforms:-

Issuing uniforms for new Employees: - In case of new employees, uniforms are issued against uniform issue slip received from the Personnel / HR department. The employee is required to sign for his or her particular uniform. Then uniform is issued from the uniform room, where the name, department and the items issued are entered in the register and the signature of the employees is taken.

Sample Uniform Issue Slip

| Uniform Issue Slip | |
|--|----------------------------------|
| Name of the employee _____ | Date _____ |
| Token No. _____ | Date of Joining _____ |
| Designation _____ | Department _____ |
| Uniform _____ | No. of Sets _____ |
| Uniform Issued on _____ | Uniform Issued to _____ |
| _____ Personnel Manager | _____ Uniform room Supervisor |
| <p>I accept responsibility of the uniforms issued to me. I understand that uniform should not be taken out of the hotel premises. On leaving the organization, uniform shall be duly returned to the uniform room.</p> | |
| <p>_____ Signature of the Employee</p> | |

Uniform Exchange: - The procedures adopted by any organization may vary. Normally 'Clean for dirty' basis is the most common method of exchange of uniform. A uniform register is maintained by uniform room staff in which movement of uniforms is recorded.

Sample Page of Uniform Register

| Uniform Register | | | | |
|---|-------------|--------------------------|---------------------------|-------------------|
| Date | Laundry No. | Time Received At Counter | Time cleared from counter | Remarks (If Any) |
| | | | | |
| | | | | |
| | | | | |
| Linen and Uniform Room Supervisor _____ | | | | |