



The Key to a Successful
Laundromat Business!



**OFFICIAL
EMPLOYEE HANDBOOK**

Coinwash.com

Table of Contents

*** Use the Official Coinwash.com Employee Handbook as your company's guide to creating the first communication with your new employees to reduce the repetitive questions that new hires consistently have.**

Introduction	Page 2
Important Contact Numbers	Page 3
Job Description	Page 4
Operating a Top load (home use) washer.....	Page 5, 6
Operating a Front Load Washer	Page 7
Operating a Commercial Dryer	Page 8
Operating a Dryer	Page 10
Customer Service	Page 11
Daily cleaning guide, policies and procedures	Page 12
Employee Benefits	Page 13

We hope you and your employees find this handbook outline very useful.

**Please log onto www.coinwash.com for a cut and paste version of the Official Handbook.

Welcome to _____

The philosophy and beliefs of _____ is to consistently provide the finest equipment as well as the cleanest and friendliest service to our customers. Without the customer, we would not be in business, and their overall satisfaction is our primary goal.

Within the pages of this handbook, you will find all the necessary information to assist you with learning the “tricks of the trade.” If you have any questions please do not hesitate to contact _____, myself or one of your co-workers.

Sincerely,

JOB DESCRIPTION

All Laundromat attendants are required to maintain a clean and well-kept Laundromat at all times. It is the responsibility of the attendant to inform _____ with any change machine problems or other important issues that you may not be able to handle.

Each store has different ways of handling change money for customers and you will be trained according to the policies of where you are employed. Providing change to our customers is very important and should be done so in a courteous manner. All change money is the property of _____. These funds are not to be used for personal use.

Many times a machine will malfunction and will require the attendant to satisfy the customer. Posting an out of service ticket with a detailed explanation of the problem on the machine is required. Any necessary refunds given to the customer will require a refund ticket to be completed and placed with your change money, which will be returned weekly as well as audited. Customer service and satisfaction is extremely important and you are expected to provide superior service at all times when representing _____.

Dependability is essential to your position with _____. You are required to report to work on time; however, if there are times a problem arises you are expected to call the store PRIOR to being late. In the event, you become ill you are required to make arrangements to cover your shift and immediately call management.

The cleanliness of the Laundromat is as important as maintaining superior service. You will find the expectations listed of this requirement within this handbook as well as posted at each location.

Each new hire is on probation for 90 days, after 90 days your performance will be evaluated. If you have successfully performed your duties according to the expectations of _____, you will be considered a permanent hire.

Signature of employee _____ Date _____

TOP LOAD WASHERS

These washers are the commercial version of the home use washer. These washers are designed to wash approximately 14-16lb of dry clothing. Many customers tend to overload these types of washers, and it is essential for the attendants to watch for this. Too many clothes in this type of washer will reduce the performance of the washer. Overloading causes several mechanical issues as well. Comforters, Spreads, pillows, and sleeping bags are NOT to be laundered in this type of machine.

Many times customers will use these machines and overload them. This is a huge problem in many of the stores. The attendant will need to instruct the customer that the amount of clothing is too much for the top load washer to take. An overloaded machine will not cover the clothing with enough water in order to launder efficiently. Many times, you will find a customer will complain that the soap has not dissolved and some of their clothing is not wet; this is because there were too many clothes in the washer.

There are times when you will hear a screeching noise and you will need to stop what you are doing and inspect the top load washers to find the machine that is making this noise. Because it is overloaded, the machine will not agitate nor spin efficiently, and the belt is burning. The attendant will need to explain that this is not an acceptable way to use the machine. Overloading a top load washer will reduce the life of the machine, and more importantly not clean clothes efficiently. Once you find a washer that has been overloaded and in the middle of a cycle, you are to assist the customer with removing ½ of the clothing and place in another machine. The cost of the washer is the responsibility of the customer, as is re-washing clothes because the customer overloaded the machine. It is best to try to watch for the customers that overload and stop them before the wash begins. When clothes are removed in mid cycle, water will get on the floor. It is extremely important when there is water on the floor it is immediately mopped up and place the "caution" wet floor signs in that area.

The top load washer easily gets unbalanced during the spin cycle. There is a light on the front of the direction panel. Anytime you notice this, lift the lid and redistribute the clothes evenly in the tub.

There are six different cycles to choose from on the top load washer. The average cycle time is 30 minutes.

- The button for WHITES will use a HOT wash and a COLD rinse.
- The button for COLORS will use a WARM wash and a COLD rinse.
- The button for BRIGHT COLORS will use a COLD wash and a COLD rinse.
- The button for PERMANENT PRESS will use a WARM/COLD water wash and a COLD rinse.
- The button for DELICATES will use a WARM wash and a COLD rinse, little agitation and a shorter wash cycle.
- The button for WOOL will use a COLD wash and a COLD rinse, little agitation and a shorter wash cycle.

Any machine that malfunctions should be tested personally by the attendant on duty. Always accommodate the customer, but always check the machine PRIOR to placing an out of service tag on the machine. Many times customers do not use the machine correctly and make complaints when there is nothing wrong with the machine. Use the change money to run a washer through a cycle in the event you are unsure as to what the problem is.

If you find a problem, clearly write the issue on an out of service ticket, date and initial. Place the out of service ticket on the machine to avoid any further use until the machine can be repaired.

FRONT LOAD WASHERS

There are many different sizes of front load washers at each store. There are some 18lb, 25lb 35,1b, 50lb, 55lb and _____ currently has two 80lb front load washers. These washers earn the highest revenue and are used by the highest percentage of customers. These machines are easy to use and require very little monitoring. These machines do not have overloading problems however; there are some things to learn regarding these machines.

- Many times customers add too much soap. It is hard to train them not to use so much. However, when there is a tremendous amount of suds still within the rinse cycle, the customer may purchase DOWNEY. The Downey product will immediately cut the suds.
- There are times when a customer will add soap AFTER the washer has filled up, and stopped flowing in the soap dish. Simply add water to a clean bucket and pour directly into the soap dispenser.
- Quarters will not be accepted if the door is not correctly shut.
- Water may sometimes leak from the door if an article of clothing is caught within the door gasket. If the leak is bad, turn the washer off at the breaker box, wait a few minutes and open the door, rearrange the clothing and restart the machine.
- Many times customers will leave the premises and another customer will want the use of that machine. If there are no other machines available, it is the policy of Harbour Laundry that we remove the clothes for other customer use. Any clothes that are taken from machines should be placed in a back area for safe keeping until the customer returns.
- There are times when a machine may be “stuck” in the wash cycle or the rinse cycle and the machine will not continue the cycle. Turn the power off at the breaker box for this certain machine, remove the clothing for the customer, and restart another machine for them. Leave the power off and the machine out of service stating the problem, date and initials.

***If there are more than 2-3 large front load washers placed out of service during your shift it is very important you contact _____ or _____ and inform them of the malfunctions.

DRYERS

The most important factor with the dryers is that the dryers should be inspected PRIOR to a customer placing their clothes to be dried. It is the responsibility of the customer to do so, however, when walking through the Laundromat you should always look in the dryer drums.

A constant problem is the dryer sheets that fall from clothing after use. Constant sweeping of the floor as well as picking these items from the floor is necessary to do throughout your shift.

Many times a customer will say a dryer is not hot. This is usually because the temperature setting is not accurately set. However, some dryers may need the lint screen cleaned out to reach the maximum potential for heating.

There are times when a customer may claim a dryer had a crayon, pen or other foreign object in the dryer that has damaged their clothes. The customer is usually, highly upset and this will require your best customer service skills in order to maintain control. It is the policy of _____ to immediately call _____ or _____. If for some reason neither of them can be reached you are to retain the clothes, and get the name and number of the customer. You are required to check the dryer for any objects and place out of order until someone can verify there are no problems or objects still within the dryer drum.

Clothes left in the dryer by customers who leave the premises will need to be removed and the same procedures followed as with clothes left in the washers.

**Try not to remove customer clothes unless there are no other machines available. Customers in general do not like others to touch their clothes.

Customer Assistance

Providing change for our customers is an important service we provide. Many customers will bring in larger bills and will need to change these bills for 1's and 5's.

It is very important that customers only put good straight bills with no apparent defects into the change machines. We do not change 50's or 100-dollar bills for customers.

Some customers will require assistance with the change machines. The currency must be inserted correctly and usually only straight bills will be accepted. Occasionally a tattered bill will jam the machine, and stop working. Always watch for the **out of service light** that alerts the change machine is not working. **Any out of service change machine will need to be reported to _____ or _____ immediately.**

Many times customers may claim they have lost money in the change machine, video games, coke machines etc. It is the policy of _____ to refund money as courteously as possible. However, you must be aware of the customer that always has a problem. Anyone losing a 20\$ bill should be reported immediately to either _____ or _____.

Daily Cleaning Guide

Bathrooms

Both the ladies and men's rooms must be cleaned several times per day. You will be trained to do so at the beginning of your employment. The bathrooms will need to be cleaned at the end of your shift just prior to leaving.

Trash

Trashcans are required to be emptied whenever full throughout your shift. You will need to be sure all trashcans are emptied just prior to the end of your shift. You can simply dump trash into the outside Dumpster while retaining the garbage bags. There is no need to continually change the bag, until it is necessary.

Floors

Keeping the floor clean and DRY at all times is extremely important! A dirty floor makes the whole mat look dirty. Constant sweeping of the floor is necessary. You will also be required to vacuum the floor mats at the entrance of the store.

Washers

All washers will need to be cleaned throughout the shift and you will be trained to do so. There should be emphasis placed on the soap dish of the front loaders and the tops of the top load washers.

Dryers & Store doors

Dryer windows as well as the front store doors should be cleaned with Windex, prior to the end of your shift.

Lint drawers must be cleaned at the end of each shift. ** VERY IMPORTANT!

Seats and folding tables

Keep these areas neat and clean at all times. Straighten any magazines that are in the area.

Videos and Vending machines

Clean all glass with Windex and surrounding area of machine with a damp cloth

Walls, Ceilings, Baseboards, TVs

Due to the tremendous amount of lint the dryers produce, the walls, ceilings, baseboards and TV's get very dusty. When there is a lag in customers is the perfect time to dust the walls and surrounding areas.

Extra Amenities

Opening the doors for the customers, and carrying out bags of laundry to customer cars is appreciated greatly by our customers. Finding an empty buggy for a customer as well as a washer or dryer not in use is good customer service.

Many times, we have new customers that may have that look of confusion and this is your signal to address the customer and assist in any way possible.

Employee Benefits

After your 90 day, probationary period management will evaluate your performance. If your services are retained you will have the following benefits provided to you.

One week paid vacation equal to your weekly average of hours worked. You are entitled to this benefit after your first full year of service.

Your personal laundry may be completed during the slow times during your shift as long as it does not interfere with your duties.

All employees are given a year-end bonus based on merit.



JOIN TODAY!