



OSCA PROFESSIONAL IRONING TRAINING

OSCA PROFESSIONAL IRONING TRAINING - BASKET PREPARATION

BASKET PREPARATION

1. Empty out the basket contents onto the sorting table. Separate the garments, any hangers, ironing aids (customer supplied starch), customer notes and any other objects found in the basket. Sort any hangers by type and hang on a rack.

2. Wipe the inside of the basket clean if needed. Place the customer cover cloth into the bottom of the empty basket. Set the basket aside.

3. Read the Customer Wish Card, Request Slip or any other Customer notes for instructions. Follow the instructions.

4. Pre-dampen and Sort the garments into piles by type, size and colour, Item Categories and by Final Presentation Order.

Shake the item out to loosen the fabric. If inside out, turn it the right way around. If buttoned up, undo the buttons. If zipped up, unzip.

Hang or Fold pre-dampened items according to need and Wish Card instructions. Match appropriate garment with the correct hanger.

5. Count all hanging and folded items in each category and fill in the Allocation Sheet.

6. DOUBLE CHECK your total COUNT!

7. Place pre-dampened items into the basket in the ironing order. Include any ironing instruction cards (cool iron, iron over a cloth etc.) with the appropriate garments.

8. Add hangers (include hangers with foam and trouser guards as required). Any spare hangers sent by the customer should be returned to the customer.

9. Put all remaining Cards - Prep Cards (pre-dampener colour & ironer colour), the Customer Wish Card and a clean Customer Request Slip & Payment Pouch (if applicable) - visibly into the front section of the basket.

10. Place any stray socks etc. into a plastic bag and staple on a "Missing Sock Card".

11. Leave any items that should go to the office in the "OFFICE - IN TRAY".

12. Place the completed basket to rest in the allocation cubicle and any hanging items onto a separate hanging rack clearly identified with the customer's name.

13. Check that there are no customer items left in the working area and that the working area is left clear, spotless and available for the next basket.