



# NEW CUSTOMER PACK

## Welcome to Johnsons Restaurant & Catering Linen

We are delighted that you have chosen us to be your linen hire and laundry provider.

We have compiled this pack to help you with queries you may have about the service going forward. If you have a question that isn't covered here, please contact our Customer Services Department:

[enquiries@johnsons-londonlinen.co.uk](mailto:enquiries@johnsons-londonlinen.co.uk)  
**020 8574 5569**



**JOHNSONS**  
Restaurant & Catering Linen  
by London Linen

[www.johnsons-londonlinen.co.uk](http://www.johnsons-londonlinen.co.uk)

## Your Customer Account Code

You will have been given a customer account code. Please make a note of this and keep this safe as you will need to quote this in future communications.

## Customer Service

Our [Customer Service Help Desk](#) is always your first port of call with any query you may have. They are happy to help with the day-to-day management of your service including:

- General enquiries about your clean delivery/soiled collection
- Stock increases/decreases
- Loan orders

Our Stock Taker Team will contact you regularly to make an appointment to conduct a physical count of stock at your premises. The results are then processed in conjunction with stock held at the laundry and stock will be automatically withdrawn from circulation (if over-stocked) and you can request for stock replacement (if under-stocked).

Your [Account Manager](#) will be your face-to-face point of contact. They will provide new customer linen management training and help you with any enquiries you have. They will make regular scheduled visits and are also available for additional visits at your request.

## Emergency Orders

If you find yourself in a difficult operational situation, please contact our Customer Service Help Desk by 12 noon (Monday – Saturday) and we will endeavour to make a same day delivery to you where we can.

## How the Service Works

Laundered linen is supplied on a weekly rental basis. The weekly rental minimum charge level figures can be adjusted up or down to suit the needs of your business in line with trading patterns.

Laundry is a cost to any business and in order to get the maximum from your linen supplies, we advise customers to implement internal controls and housekeeping to monitor usage and cost, and to minimise waste.

Once staff get used to how laundry works, it is easy to set up the laundry management, to get the best from the service.

## Stock Levels

Once par levels have been agreed and stock has been installed, the stock is then turned around within the delivery collection process.

Kitchen stock should be based on the number of chefs by the number of shifts worked in the kitchen so unless there is a change in staff, and a size adjustment is therefore required, this is usually a fixed stock level. Sometimes chefs will change their jackets more than once per shift, so it depends on individual requirements as to whether you may have to add in extra garments.

Front of House stock is more flexible as it is related to trading patterns. It can be increased for busy periods and reduced for quieter periods. You can contact us whenever you need to request stock adjustments.

## Stock Turnarounds


The soiled laundry collected on your delivery day is returned clean on a set subsequent delivery day. The deliveries are based on what we call delayed turnaround. We offer a number of different delivery frequencies to suit customer needs.

## Collections

- It is a good idea to appoint someone to manage the laundry.
- Soiled laundry must be ready for collection in bags provided by Johnsons Restaurant & Catering Linen in the agreed delivery/collection point.
- Prepare soiled linen for collection by separating and bagging up serviettes/ table linen from kitchen stock.
- Please do not return any items that do not belong to the laundry.
- Please do not use black sacks for returning soiled laundry.
- The maximum weight of soiled sacks is 17kg. As a rough guide, if you can safely lift the bag with one arm, it is considered to be a safe lifting weight.
- Report any bags left behind by 12 noon the same day.
- Please count your soiled linen accurately and on the Laundry List as per the guidelines below.
- Please email your Soiled Laundry List to [enquiries@johnsons-londonlinen.co.uk](mailto:enquiries@johnsons-londonlinen.co.uk) on the day of each collection and place a copy inside one of the bags of soiled laundry.

## Soiled Laundry List

Tel: 020 8574 5569  
E-mail: [customer.services@londonlinen.co.uk](mailto:customer.services@londonlinen.co.uk)  
Fax: 020 8571 2487

  
**JOHNSONS**  
Restaurant & Catering Linen  
by London Linen

**SOILED LAUNDRY LIST**

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12161 RESTAURANT & GRILL

Collection Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Total soiled sacks : \_\_\_\_\_

Description	Size	Customer Count	Rejects
Serviette White SB	-		
Bar Cloth Red Stripe	Cloth		
Kitchen Cloth	Cloth		
Butcher Apron Blue Stripe	-		
Chef Jacket White L/S	Large		
Chef Jacket White L/S	Medium		
Chef Trousers Blue Check	34 inch		
PC BAG Orange	-		

Signature \_\_\_\_\_

Comments : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE COMPLETE AND RETURN WITH SOILED LINEN / OR EMAIL TO THE ADDRESS ABOVE**

Write the date of the  
COLLECTION, not  
the date stock was  
counted

Write TOTAL number  
of bags being  
returned

Write by item and  
by size the quantity  
of soiled stock being  
returned.

Write quantity of any  
rejects being returned.  
Rejects should be  
CLEAN, REFOLDED,  
wrapped in clingfilm,  
and returned in a  
laundry bag

Write your name  
and sign here

Write any messages here, for example:

*Please send me 5 extra empty  
laundry bags.*

## Any questions?

Please call Customer Services – we are happy to help!

## Deliveries

Check the ID label on all bags received for the following information:



The number of bags being delivered.

Bag number 1 of 4 would mean you should have 4 bags labelled 1 of 4, 2 of 4, 3 of 4 and 4 of 4.

Bag Details –  
Bag Number

Restaurant Name


Inside the laundry bags you will find the following documents:

1. Laundry Delivery Note (Consignment Note)
2. Laundry List

Please unpack the stock and check the clean stock against the Delivery Note.

If there are any discrepancies, please contact [Customer Services](#) on [020 8574 5569](tel:02085745569) to resolve these.

## Laundry Delivery Note (Consignment Note)



Tel: 020 8574 5569  
E-mail: [customer.services@londonlinen.co.uk](mailto:customer.services@londonlinen.co.uk)  
Fax: 020 8571 2487

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### Consignment Note

Note Number : 10535378      Route :  
 Delivery Date : **Wed 23.Aug.2020**  
 Customer : **12161 RESTAURANT & GRILL**  
                   **100 High Street W3 6SW London**

Delivered Products					
Product	Size	Soiled	Increased	Decreased	Delivered
1	-				
Serviette White SB	-	100	50	0	150
Kitchen Cloth	CLOTH	20	0	0	20
Chef Jacket White L/S	LGE	5	0	0	5
Chef Jacket White L/S	MED	5	0	0	5
Butcher Apron Blue Stripe	-	15	0	0	15
Chef Trousers Blue Check	34	10	0	0	10

Bag Details					
Bag No	Product	Size	Qty Delivered	Reason Code	Reference
1236714900	Serviette White SB	-	100		
1236714900	Serviette White SB	-	50	INC-CH	Annie/NR 14/08
1236714900	Kitchen Cloth	CLOTH	20		
1236715000	Chef Jacket White L/S	LGE	5		
1236715000	Chef Jacket White L/S	MED	5		
1236715000	Butcher Apron Blue Stripe	-	15		
1236715000	Chef Trousers Blue Check	34	10		
<b>Total</b>	<b>2 bags</b>				

Delivery note  
number and date  
of delivery

Items:  
Collected soiled  
Adjustments?  
Delivered clean

Any changes to your  
rental stock levels  
will show under the  
'Adjustments' column  
and name/reference  
noted

The Bag Number is the same as the Barcode on the Bag Tag Label. If you find the matching Barcode and Bag Tag Label, you will find these products inside that bag.

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## Product Loss

Loss is the reduction of the allocated rental stock with/without explanation.

Please can you ensure you manage your allocated rental stock to ensure all stock is accounted for with good housekeeping practices applied. Stock losses will affect the perceived level of service and provide an additional cost burden to both of our businesses.

Staff will not necessarily think about the end result of losses. They will not always think about wastage and the impact on the environment, the financial costs involved to both businesses and how this loss will affect the perceived service levels.

### Key points to minimise losses:

- Do your best to educate everyone who deals with the linen to try to minimise losses.
- Ensure you 'Check In' your clean delivery and 'Check Out' your soiled delivery. Good housekeeping records really make a difference. Please use the Soiled Laundry List.
- Ensure your stock is not abused and then disposed of.

If unreasonable losses continue, we will:

- Raise the issue with you and discuss the best ways to reduce the loss to an acceptable level.
- Look to recoup some of the cost involved in us having to replace the stock losses.

Please remember you can contact [Customer Services](#) at anytime for assistance.

**Thank you for choosing Johnsons Restaurant & Catering Linen as your linen hire and laundry supplier.**