

# Connecting to Workplaces:

*Validating Outcomes Demonstrations with Employers*



## **Laundromat Operator Demonstration** **LBS Level 4**

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**Meeting Employers' and Employees' Needs  
...Now and in the Future**



Literacy Network Northeast



Far Northeast Training Board (FNETB)

# Acknowledgements

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## *Laudromat Operator Demonstration*

### **Description of Demonstration Activity:**

In this activity, the learner will use what she/he learns from written texts and documents in order to make decisions and respond to four everyday occurrences and tasks in the life of a laundromat operator at work.

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All demonstrations can be found on the following websites:

<http://demonstrations.alphaplus.ca/DemonstrationBank/>

or

<http://www.nt.net/literacy@>

We would like to acknowledge the employers that helped make this project a success.

CJ's Laundry Service, South Porcupine

Golden Manor, Timmins

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# Table of Contents

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Essential Core Skills Chart . . . . .	1
Demonstration: Instructor’s Copy . . . . .	3
Demonstration: Student’s Copy . . . . .	10
Resource #1: Wash and Fold Sign . . . . .	14
Resource #2: Temperature Guide . . . . .	15
Resource #3: Common Symbols . . . . .	16
Resource #4: Sales Slip . . . . .	17
Answer Key . . . . .	18
List of Resources. . . . .	22

## Essential Core Skills Chart

### Laundromat Operator Profile

Participating employers ranked these essential skills in order of importance. This order may change according to each individual company or employer. The Connecting to Workplaces Project focused on the identified top five skills. Take note that what is of importance to employers may extend beyond the skills, abilities or knowledge LBS programs can provide and may require partnering with other programs.

### Essential Core Skills Chart

	HRSDC Essential Skills	Most Important <span style="float: right;">→ Important</span>				
Most Important  Important	Time Management	Be on time	Organize work, tasks	Take initiative	Work independently	Listen, follow instructions
	Math Skills	Make proper change	Make calculations with dollars	Use monitoring systems	Multiply and divide	Calculate percentages
	Additional Skills	Practise good hygiene	Be friendly, helpful, efficient	Be a team player	Interact well with others	Use appropriate language, tone, vocabulary
	Writing Skills	Complete simple forms	Complete work orders	Work with technology	Record inventory	Write names and addresses
	Reading Skills	Read names, addresses, numbers	Read, follow instructions, directions	Work with technology	Read signs, labels	Read charts, lists, schedules, forms

- Within LBS mandated reading, writing and numeracy skills
- Within LBS mandated speaking and listening skills
- Within LBS mandated problem-solving teamwork, critical thinking
- Outside of LBS mandate, but possible with partnership

“Laundromat Operator” profile continues on next page.

**Laundromat Operator Profile** (continued)

More Workplace Information from Participating Employers

**Methods of training most often used to train employees:**

(In order of importance)

1. Job Shadowing
2. Video
3. Other (watch from a distance)

**Requirements most employers look for:**

1. WHMIS
2. Grade 10
3. Grade 12
4. First Aid
5. Other (previous experience, bilingual, solid work ethics)

**Courses employers most often provide to employees:**

1. WHMIS
2. First Aid
3. CPR
4. Other (customer service & public relations, fire safety)

**Number of employers who stated they would hire applicants who do not have a grade 12 equivalent:**

Yes — 9 employers    No — 0

**Number of employers who would consider applicants who could demonstrate or submit their demonstration results:**

Yes — 9 employers    No — 0 employers

**Employers also base their hiring decisions on:**

Criminal record, experience, initial appearance, availability, ability

Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

## Demonstration: Instructor's Copy

### Description of Demonstration Activity:

In this activity, the learner will use what she/he learns from written texts and documents in order to make decisions and respond to four everyday occurrences and tasks in the life of a Laundromat Operator at work.

### Main Goal Path

Employment

### Theme

Employment success in the service industry

### Short Term Goal

To develop problem-solving skills and the reading, writing, speaking and listening and numeracy skills necessary for employment as a Laundromat Operator.

### Learning Outcomes in this Demonstration:

- ▶ Read with Understanding for Various Purposes
- ▶ Speak and Listen Effectively
- ▶ Perform Calculations
- ▶ Write Clearly to Express Ideas
- ▶ Self-Management and Self-Direction

### Materials Required:

- ▶ Washing Guide to Temperatures
- ▶ Chart of garment care symbols
- ▶ Wash and Fold price list
- ▶ Daily duties list
- ▶ Sales slip

Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

**Practitioner Information and Instructions:**

1. Although the individual tasks in this demonstration do not all require literacy skills at LBS level 4, the critical thinking skills that are needed, along with the number of resources provided, increase the complexity of the demonstration and take it to the next level.
2. Make sure the learner has enough time to review all of the materials and understands the information and instructions for this demonstration.
3. Go over the evaluation section with the learner to ensure that the learner understands the skills, knowledge or behaviours that are being assessed by this demonstration and how they will be recognized.
4. The second part of the demonstration requires role-playing for three situations where you (the practitioner) play the part of a customer and the learner is the Laundromat Operator.

In situation #1, the Laundromat Operator will provide information on the cost of two loads of washing, and will make change for \$20.00 in denominations that will allow you to do two loads of laundry in the machine.

In situation #2 you, the customer, ask for advice on proper temperature for washing a pair of dress pants. The Laundromat Operator will check the label and should point out that the garment is a dry clean only.

In situation #3, you are a customer who requests the Wash and Fold Service. The learner is the Laundromat Operator who handles the order. Here is the information you will need:

- ▶ You have one small bag of mixed laundry. You want to make sure the operator makes note of the fact that you have coloured clothes mixed in with the whites so she will be sure to separate the laundry into 2 loads.
- ▶ It is 2:30 p.m. and you want to pick up your clean laundry at 4:00 p.m.
- ▶ You want to know if it will be ready by then.
- ▶ You want to know how much it will cost.
- ▶ You would like to pay now to save time at the end of the day.
- ▶ You only have a \$50.00 bill and a little change.

Give the following information if and when prompted:

- ▶ Your name is Linda Elliston
- ▶ Your phone number is 905-826-7449

**Note:** According to the Wash and Fold sign the operator needs a minimum of 2 hours to do laundry. Although you have a small amount of laundry, there is a minimum charge of \$10.00 per load. Since it is already 2:30 p.m., there is not enough time to wash and dry your laundry by 4:00 p.m. In addition, the operator is not allowed to accept \$50.00 bills. You should display some annoyance on

Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

hearing all of this information and eventually agree that you will come back at 4:30 p.m. to pick up the laundry and you will pay then. This demonstration should give the learner an opportunity to deal with a reasonable expression of customer dissatisfaction.

5. When the learner has completed the demonstration, provide an opportunity for the learner to self-reflect on the experience. Complete the assessment form with the learner, enter the date completed, and note whether or not the demonstration was successful.

### **Help Allowed:**

The student can ask for help with:

- ▶ any difficult words on the daily duties list,
- ▶ any difficult words on first reading through the resources
- ▶ reading and understanding the instructions for the demonstration (remember this demonstration does not test the learner's ability to read the demonstration instructions but it is a demonstration of their ability to respond to everyday situations and tasks. While you can help with understanding the demonstration instructions, once the demonstration has begun, the learner must handle the attending documents independently.
- ▶ the spelling of the customer's name in Situation #3

The student can refer to the resources at any time throughout the demonstration in order to locate necessary information.

### **Resources:**

The following information about the resources may be helpful.

#### **Daily Duties List**

This was copied with permission from a handout that is used as part of on-the-job training for new employees at a local laundromat.

#### **Wash and Fold Service**

This document replicates a sign posted in a local laundromat.

#### **Washing Guide to Temperatures**

This guide was developed from the materials included in the job profile binder.

#### **Chart of Care Symbols (see PDF attachment)**

This document is from the binder: *Guide to Common Home Laundering & Drycleaning Symbols* also at: <http://www.textileaffairs.com/c-common.htm>



Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

**Sales Slip**

This sales slip has been slightly altered (name and address) to prevent complications with copyright. In actual use, when the customer drops off laundry, the Laundromat Operator records only the customer's name and phone number, the drop off time, desired pick-up time, and her own signature. The carbon copy is handed to the customer and the original is taped onto the laundry. Cost (including GST but no PST) is usually calculated and written on the bill once the laundry is done and ready for pick-up. Minimum cost per load is \$10.00 plus tax.

**Notes:**

1. The interesting thing about the sales slip document, as with so many documents used in the workplace, only some parts of the document are used. Obviously this company has chosen to have the business name and address put on a generic form that is good enough for what they need. During the pre-demonstration training, this is something that learners should be made aware of.
2. As much as possible, try to use authentic workforce materials in the learning activities you develop for pre-demonstration training.

Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

**Note:**

Preparing a learner for employment readiness as a Laundromat Operator involves explicit training and learning activities for a wide range of skills. This demonstration targets only a sampling of the essential skills required for success. Pre-demonstration training and learning activities should not be restricted to the elements of this demonstration.

**Pre-demonstration Activities and Resources:**

In preparation for this demonstration activity, the learner should have previous training and learning activities related to the following learning outcomes and topics:

Activities and Training	Recommended Resources and Examples
<p><b>Reading with Understanding:</b>  Reads texts giving information and instructions for proper laundering practice  Reads texts and documents related to providing laundry services:  Lists, notes and messages  Operating instructions for washers and dryers  Information and use of cleaning products  Signs and labels for textile care  Forms, charts and schedules  Employee handbook</p>	<ul style="list-style-type: none"> <li>• Laundromat Operator (Goals Requirements Handbook)</li> <li>• Laundry Essentials (sorting, ASTM Guide to Care Symbols, vocabulary for textile care)</li> <li>• Guide to Common Home Laundering and Drycleaning Symbols</li> <li>• Quick and Easy Laundry Tips</li> <li>• Laundry Instructions for the College Freshman</li> <li>• Coin Laundry Operations Manual</li> <li>• Laundry Instructions</li> </ul>
<p><b>Writing to Express Ideas</b>  Fills out simple forms  Writes notes and messages  Writes out instructions  Records names and phone numbers</p>	<ul style="list-style-type: none"> <li>• How to create a note or sign</li> <li>• Filling in simple forms</li> <li>• Dry Clean Log Sheet</li> <li>• Bills and Sales Slips; special care instructions</li> <li>• Time sheet</li> <li>• Shift Change Cash Drawer Reconciliation form</li> <li>• Drop Off Record Log</li> </ul>
<p><b>Speaking and Listening Effectively</b>  Makes a case with clear rationale  Responds to questions and provides information  Is aware of audience when presenting information  Is aware of how non-verbal communication affects communication  Uses questions to gather important information  Takes telephone messages  Works toward building agreement and dealing with conflict</p>	<ul style="list-style-type: none"> <li>• Rules of good customer service</li> <li>• Providing verbal explanations based on information in laundry care guides</li> <li>• Role-playing for various customer service needs</li> <li>• Taking messages from voice mail and direct calls</li> <li>• Understanding body language</li> </ul>
<p><b>Numeracy</b>  Recognizes and writes numbers to 1000  Solves real life problems involving fractions, percent and ratios  Converts between pounds and kilograms  Uses a calculator  Reads an analog clock  Estimates, measures and calculates time  Solves two-step problems involving calculations of time or money</p>	<ul style="list-style-type: none"> <li>• Use keypads</li> <li>• Work with money; count change; count by 2s, 5s, 10s</li> <li>• Add, subtract, multiply and divide with decimals</li> <li>• Do conversions involving fractions, decimals and percents</li> <li>• Estimate amounts and time</li> <li>• Calculate GST</li> <li>• Solve problems involving money transactions using a calculator — see FunBrain.com change maker</li> </ul>
<p><b>Self-Management and Self-Direction</b>  Problem-solving related to everyday needs at a laundromat: e.g. making change, estimating wash and dry times, selecting proper machine settings, arranging for laundry services, and handling customer complaints.</p>	<ul style="list-style-type: none"> <li>• Body language</li> </ul>

Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

**More about pre-demonstration training and assessment:**

Assessing a learner's performance in accordance with expectations in a real-world place of employment is more complicated than assessing the learner's work for academic purposes where 6 out of 10 is a pass. How do instructors determine what constitutes a pass for demonstrations of employment-related activities and skills? How do they know where to draw the line between what is good enough in a particular job and what is not? There is no simple answer.

Instead, the answer lies in the relative importance placed by each individual employer on the overall significance of various tasks and duties in pursuit of desired company objectives.

Assessment of workforce demonstrations is challenging for instructors because there are no consistent guidelines to follow. What is acceptable in one workplace setting may not be acceptable in another. What is high on the priority list in one setting may not factor in much at all in another. Even within same industries, specific expectations and required levels of performance will not be consistent location to location. For that reason, the assessment of end-of-training or employment-readiness demonstrations should be less concerned with measuring discreet elements of separate learning outcomes and more interested in recognizing the learner's overall successful accomplishment of each integrated employment-related task.

Success in the workforce involves not only understanding and being able to meet the particular demands of the job but also being aware of and avoiding serious mistakes that could put the job in jeopardy. For that reason, an important aspect of pre-demonstration training should involve helping the learner: 1) recognize relative levels of importance associated with different job duties and tasks, 2) become aware of the level and quality of performance that is expected, and 3) anticipate possible outcomes or repercussions for different kinds of mistakes.

For a Laundromat Operator, for example, forgetting to say, "Thank you, have a nice day" at the close of a customer transaction may not quite measure up to quality standards but it's not nearly as serious as shrinking a customer's sweater by washing and drying the garment at the wrong temperature.

As part of pre-demonstration training for this exit demonstration, spend some time talking with the learner about these following skills and duties. Discuss, or research and discuss, the role each skill plays and its relative importance in the overall success of day-to-day work as a Laundromat Operator. Identify mistakes that might constitute a fireable offence. Take these discussions into account when you assess the learner's performance on this demonstration.

Learner Name \_\_\_\_\_ Date Completed \_\_\_\_\_

	Extremely important	Quite important	Somewhat important	Not that important
<p><b>Reads with Understanding:</b>                      texts related to information and instructions for proper laundering practice                      various texts and documents related to providing laundry services:                      Lists, notes and messages                      Operating instructions for washers and dryers                      Information and use of cleaning products                      Signs and labels for textile care                      Work charts and schedules                      Work orders and sales slips                      Employee handbook</p>				
<p><b>Writes to Express Ideas:</b>                      Fills out simple forms                      Writes signs, notes and messages                      Writes instructions                      Records names and phone numbers                      Records information on charts or schedules</p>				
<p><b>Speaks and Listens Effectively:</b>                      Makes a case with clear explanations and clear reasons                      Responds to questions and provides accurate information                      Stays aware of audience when presenting information                      Understands the effects of non-verbal communication                      Uses questions to obtain important information                      Relays telephone messages accurately                      Deals with conflict and works toward building agreement                      Follows conventions of good customer relations</p>				
<p><b>Numeracy:</b>                      Recognizes and writes numbers to 1000                      Uses fractions, percent and ratios to solve real life problems                      Converts between pounds and kilograms                      Calculates costs and change due manually and with a calculator                      Reads analog clock estimates and measures time                      Solves two-step problems involving time or money</p>				
<p><b>Self-Management and Self-Direction:</b>                      Uses time wisely; prioritizes work tasks                      Works quickly and efficiently (Since the pace of work varies from place to place, discuss and determine with the learner an acceptable and reasonable pace for various tasks.)</p>				

Name \_\_\_\_\_ Date \_\_\_\_\_

## Demonstration: Student's Copy

### To the Student:

People who work in Laundromats have many routine jobs to do during each shift, but giving customers the help they need is the most important thing. In providing customer service, a Laundromat Operator is expected to know how to: answer questions about doing laundry properly, show people how to use the machines, make change and handle cash transactions, and be helpful and business-like in handling any problems that might come up. In this demonstration, you will get to see how you do with some of these common situations and tasks at a laundromat, and you can find out if you are ready to work as a Laundromat Operator.

### Getting Ready:

Before you start, look carefully at each of the resources. Read each one over so you understand what information you have. You will need some of this information when you do your demonstration.

### Getting Started:

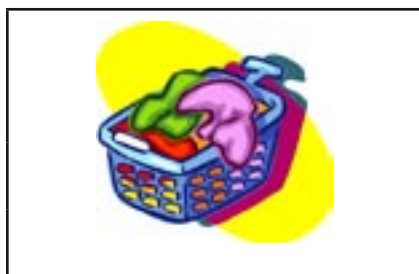
Imagine that you have a job at Millie's Coin Laundry. Read the daily duties chart below to get an idea of what you do every day at work. Pay attention to any rules. You can ask your instructor for help if there are words you do not understand. Once you have read the duties list, move on to the demonstration activity.

Daily Duties	Each shift	Night shift
Count float and record amount.	X	
Check tracking sheet for outstanding Wash and Fold.	X	
Check for messages.	X	
Wet mop floors and empty garbage.		X
Wash all machines inside and out.		X
Wipe down all counter surfaces.	X	
Empty lint guards.	X	
Put any stray articles in the lost box.	X	
Check bathroom supplies and clean sink and toilet if dirty.		X
Check soap, bleach and softener dispensers. Refill when necessary.	X	
<b>Remember:</b> <ul style="list-style-type: none"> <li>• Customer needs come first.</li> <li>• Always remain calm, considerate and helpful.</li> <li>• Provide change when asked.</li> <li>• Do not accept \$50.00 bills.</li> </ul>		

Name \_\_\_\_\_ Date \_\_\_\_\_

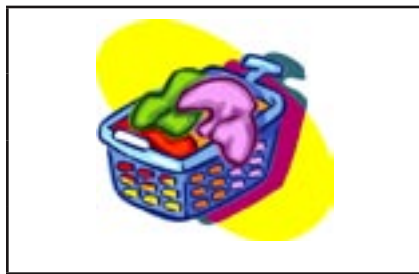
At Millie's, where you work, customers expect you to know about things like proper sorting of laundry, using the right amount of soap, and proper temperatures for washing different things. They come to you for help in order to get change for the machines and they ask questions about the Wash and Fold service. In the materials provided, you will find all the information you need. You can refer to that information as often as you wish.

1. A man has dropped off laundry for the Wash and Fold service. You sort the laundry into four loads. You put the laundry into four empty washing machines. For each load of laundry below, mark the temperature select buttons on the right to show the temperature you would use to wash that load.



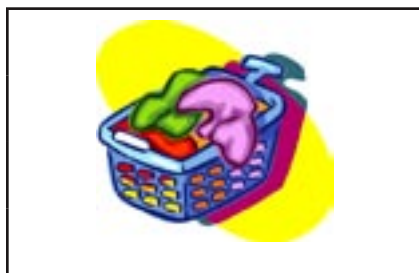
White T-shirts, white dress shirts and tea towels.

<input type="checkbox"/> HOT wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> COLD rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> COLD wash	<input type="checkbox"/> COLD rinse



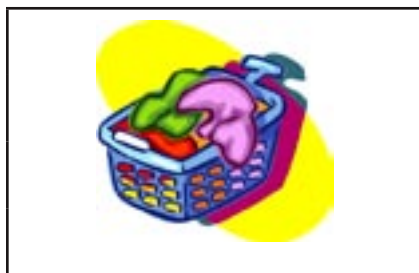
Dark coloured shirts, dark T-shirts and black cotton socks.

<input type="checkbox"/> HOT wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> COLD rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> COLD wash	<input type="checkbox"/> COLD rinse



Two pairs of lace curtains, sheer nightgowns and lingerie.

<input type="checkbox"/> HOT wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> COLD rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> COLD wash	<input type="checkbox"/> COLD rinse



Jeans, hockey shirts and dirty sweat pants.

<input type="checkbox"/> HOT wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> COLD rinse
<input type="checkbox"/> WARM wash	<input type="checkbox"/> WARM rinse
<input type="checkbox"/> COLD wash	<input type="checkbox"/> COLD rinse

Name \_\_\_\_\_ Date \_\_\_\_\_

## Role Playing

The next three parts of the demonstration involve role-playing. You will act as the Laundromat Operator and your instructor will be your customer. Your job is to find out what the customer wants and to provide good customer service. Act out these situations as realistically as you can and make it fun.

### Situation #1

Each washing machine takes \$3.75 to do one load of laundry. You can use only loonies and quarters. A customer comes in with two loads of laundry. She tells you her washing machine is broken. She asks how much it will cost just for washing, and she tells you she has a twenty dollar bill but no change. What will you say to her, and how will you help?

### Situation #2

As you are folding clothes for a Wash and Fold order, a customer brings over a pair of dress pants. She wants to wash them but she's not sure about the right temperature. You check the care label inside. It looks like this. What do you tell the customer?



### Situation #3

At 2:30 pm, you see another customer come into the laundromat with a small bag of laundry. She stands there looking around. You go over to greet the customer and to see if the customer needs your assistance. The customer requests the Wash and Fold Service. Show how you can provide the best possible customer service. (Remember, you can refer to the Wash and Fold sign that is hanging on the wall.)

Name \_\_\_\_\_ Date \_\_\_\_\_

## Evaluation

Successful completion of this demonstration shows that the student is able to combine the necessary literacy and problem-solving skills in order to accomplish some important tasks associated with everyday work at a laundromat. The chart below shows what these skills are and which ones the student was able to demonstrate. In order to be successful in this demonstration the student must demonstrate all of these.

<b>Reading</b>	<input type="checkbox"/> Able to read and understand information in texts and documents, charts, lists and simple forms.	<input type="checkbox"/> Able to draw conclusions and make proper decisions based on information in charts.	<input type="checkbox"/> Able to scan documents in order to locate specific information.	
<b>Writing</b>	<input type="checkbox"/> Able to fill in simple forms and work orders.	<input type="checkbox"/> Able to write instructions and messages.		
<b>Numeracy</b>	<input type="checkbox"/> Able to estimate lengths of time.	<input type="checkbox"/> Able to calculate costs and count out change.	<input type="checkbox"/> Able to add multi-digit numbers using decimals.	<input type="checkbox"/> Able to calculate sales tax and convert between decimals and percents.
<b>Speaking and Listening</b>	<input type="checkbox"/> Able to use questions in order to gather important and necessary information.	<input type="checkbox"/> Able to provide information, give explanations and make suggestions based on a clear rationale.	<input type="checkbox"/> Able to use proper interaction strategies to facilitate understanding i.e. asks clarifying questions, negotiates to reach agreement, deals with miscommunication.	<input type="checkbox"/> Able to work toward agreement and resolve conflict in order to arrive at a decision.
<b>Thinking Skills (SMSD)</b>	<input type="checkbox"/> Able to locate necessary information and use it to provide help to customers.	<input type="checkbox"/> Able to take the initiative in meeting customer needs.	<input type="checkbox"/> Able to use appropriate strategies to respond to customer complaints.	<input type="checkbox"/> Able to suggest possible solutions to solve everyday problems at work.
<b>Working with Others (SMSD)</b>	<input type="checkbox"/> Able to provide satisfactory service.	<input type="checkbox"/> Able to respond to customer needs in a timely manner.	<input type="checkbox"/> Able to follow verbal conventions of good customer service.	<input type="checkbox"/> Able to show respect in a helpful, friendly manner.

<b>Evaluation results:</b> <input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful	
Comments: _____ _____ _____	
Assessor's Signature:	Student's Signature:



## Resource #1: Wash and Fold Sign



**Wash / Fold Service**  
2 HOURS MINIMUM FOR FULL SERVICE

**We charge \$1.19/pound (\$2.62/kg)  
with a minimum of \$10.00 + G.S.T.**

**Soap, Softener and bleach included**

**Comforter Prices:**

Single.....	\$ 9.00
Double.....	\$10.00
Queen .....	\$12.00
King .....	\$13.00





















**Duvet covers may have an additional price  
depending on size. \$4.00 extra.**











## Resource #2: Temperature Guide

<b>Wash laundry as follows:</b>	<b>Wash</b>	<b>Rinse</b>
White household linens, underwear, shirts, towels, white cottons and linens	HOT	WARM
Work clothes, children's dirty play clothes, other heavily soiled items	HOT	WARM
Colored dresses, blouses, sportswear, children's clothes, colored household items, underwear, shirts and towels	WARM	COLD
Any article labeled "permanent press" or "durable press", "no iron", "wash and wear", or acrylics, polyesters and colored nylons	WARM	COLD
Blankets, sweaters, washable woolens	COLD	COLD
Delicate articles, sheer fabrics, knits, lingerie, embroidered or lace-trimmed	WARM	COLD
Bright, deep-colored cottons and lightly soiled, colored garments	COLD	COLD
Bedspreads, curtains, shag rugs, pillow covers	COLD	COLD
Diapers (wash separately from all other items)	HOT	WARM
<p><b>TIPS:</b></p> <p><b>Sort laundry first</b></p> <p><b>Do not wash these items together in the same load:</b></p> <ul style="list-style-type: none"> <li>• White articles and colored articles</li> <li>• Heavily soiled items and lightly soiled items</li> <li>• Linty items and napped items</li> </ul> <p><b>Before washing:</b></p> <ul style="list-style-type: none"> <li>• Empty pockets</li> <li>• Close zippers</li> <li>• Remove pins, ornaments, and belts</li> <li>• Brush out loose dirt from pockets or cuffs</li> </ul> <p><b>For best results, do not overload washing machine or dryer.</b></p>		

## Resource #3: Common Symbols

### GUIDE TO ORDER OF COMMERCIAL AND HOME LAUNDERING & DRY CLEANING SYMBOLS

The care instruction symbols shall be in the following order:					
Wash =	 WASH	 BLEACH	 DRY	 IRON	
Wash Do Not Dryclean =	 WASH	 BLEACH	 DRY	 IRON	 DRYCLEAN
Wash or Dryclean =	 WASH	 BLEACH	 DRY	 IRON	 DRYCLEAN
Dryclean =	 DRYCLEAN				
Dryclean Do Not Wash =	 DRYCLEAN	 WASH	 BLEACH	 DRY	 IRON

Examples of care instruction					<p>* This chart illustrates care symbols accepted by the Federal Trade Commission as part of a conditional exemption to the FTC Care Labeling Rule (16 CFR 423). This chart is referenced from ASTM D5489-96c, Fig. 2, Guide to order of commercial and home laundering and drycleaning symbols.</p> <p>We urge you to purchase the latest Annual Book of ASTM Standards that contains the complete symbol set from the</p> <p><b>American Society for Testing and Materials</b> 100 Barr Harbor Drive, West Conshohocken, PA 19428-2959.</p>
					
	= <b>Machine wash, Warm Permanent press</b>				
	= <b>Only non-chlorine bleach when needed</b>				
	= <b>Tumble dry, low Permanent press</b>				
	= <b>Steam iron, medium</b>				
	= <b>Dryclean, short cycle Any solvent</b>				

# Resource #4: Sales Slip

*Millie's Coin Laundry*  
367 Stonecroft Cres  
905-385-8444

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Sold by	COD	Charge	Account	Amount
Drop-off time:				
Pick-up time:				
			GST	
			PST	
			TOTAL	
<b>16</b>	Signature			

## Answer Key

1. A man has dropped off laundry for the Wash and Fold service. You sort the laundry into four loads. You put the laundry into four empty washing machines. For each load of laundry below, mark the temperature select buttons on the right to show the temperature you would use to wash that load.



White T-shirts, white dress shirts and tea towels.

HOT wash    WARM rinse

WARM wash    COLD rinse

WARM wash    WARM rinse

COLD wash    COLD rinse



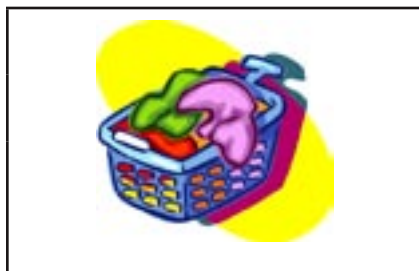
Dark coloured shirts, dark T-shirts and black cotton socks.

HOT wash    WARM rinse

WARM wash    COLD rinse

WARM wash    WARM rinse

COLD wash    COLD rinse



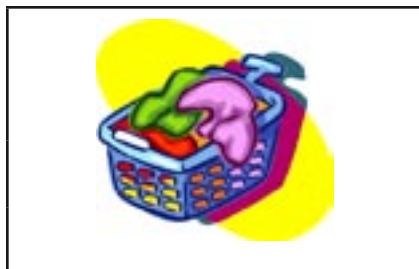
Two pairs of lace curtains, sheer nightgowns and lingerie.

HOT wash    WARM rinse

WARM wash    COLD rinse

WARM wash    WARM rinse

COLD wash    COLD rinse



Jeans, hockey shirts and dirty sweat pants.

HOT wash    WARM rinse

WARM wash    COLD rinse

WARM wash    WARM rinse

COLD wash    COLD rinse

## Role Playing

The next three parts of the demonstration involve role-playing. You will act as the Laundromat Operator and your instructor will be your customer. Your job is to find out what the customer wants and to provide good customer service. Act out these situations as realistically as you can and make it fun.

### Situation #1

Each washing machine takes \$3.75 to do one load of laundry. You can use only loonies and quarters. A customer comes in with two loads of laundry. She tells you her washing machine is broken. She asks how much it will cost just for washing, and she tells you she has a twenty dollar bill but no change. What will you say to her, and how will you help?

*The student's answer should include the following information:*

- ▶ washers take \$3.75 in loonies and quarters
- ▶ the total cost of two loads of washing will be \$7.50
- ▶ (s)he (the Laundromat Operator) can provide change for \$20.00
- ▶ (s)he will give the customer (8 loonies 8 quarters and a \$10.00 bill or 2 fives). There can be any number of ways to provide the necessary change — just as long as the customer has at least 6 quarters and at least 6 loonies for the washing machine. Check to make sure the change adds up to \$20.00.

### Situation #2

As you are folding clothes for a Wash and Fold order, a customer brings over a pair of dress pants. She wants to wash them but she's not sure about the right temperature. You check the care label inside. It looks like this. What do you tell the customer?



*In this situation, you are looking to see if the Laundromat Operator can interpret the care tag correctly, see that it indicates dry cleaning only, and can convey that information to the customer. If the learner does not immediately recognize what the label means, you want to see if she can locate that information by checking the label charts provided. This demonstrates a person's ability to read and interpret symbols, locate important information and provide information to substantiate an opinion or to support a decision.*

**Situation #3**

At 2:30 pm, you see another customer come into the laundromat with a small bag of laundry. She stands there looking around. You go over to greet the customer and to see if the customer needs your assistance. The customer requests the Wash and Fold Service. Show how you can provide the best possible customer service. (Remember, you can refer to the Wash and Fold sign that is hanging on the wall.)

**Information for the Instructor:**

You have one small bag of mixed laundry. You want to make sure the operator makes note of the fact that you have coloured clothes mixed in with the whites so she will be sure to separate the laundry into 2 loads.

- ▶ It is 2:30 p.m. and you want to pick up your clean laundry at 4:00 p.m.
- ▶ You want to know if it will be ready by then.
- ▶ You want to know how much it will cost.
- ▶ You would like to pay now to save time at the end of the day.
- ▶ You only have a \$50.00 bill and a little change.

Give the following information if and when prompted:

- ▶ Your name is Linda Elliston
- ▶ Your phone number is 905-826-7449

**Note:** According to the Wash and Fold sign the operator needs a minimum of 2 hours to do laundry. Although you have a small amount of laundry, there is a minimum charge of \$10.00 per load. Since it is already 2:30, there is not enough time to wash and dry your laundry by 4:00 p.m. In addition, the operator is not allowed to accept \$50.00 bills. You should display some annoyance on hearing that information and eventually agree that you will come back at 4:30 p.m. to pick up the laundry and you will pay then. This demonstration should give the learner an opportunity to deal with a reasonable expression of customer dissatisfaction.

*In this task, you want to see if the learner:*

- ▶ *Greets you in a friendly manner*
- ▶ *Provides necessary information*
- ▶ *Advises she cannot promise to finish the laundry by 4:00 p.m.*
- ▶ *States the cost will be \$20.00 plus tax*
- ▶ *Advises she cannot accept \$50.00 bills*
- ▶ *Fills out the sales slip correctly (including customer name and phone number, date, drop off time, pick-up time, charge of \$20.00 + GST of \$1.40 for a total of \$21.40)*
- ▶ *Adds a note that 2 loads are required*
- ▶ *Responds calmly and reasonably to the customer's annoyance*
- ▶ *Remains respectful in saying good-bye*

**NOTE:**

With each situation, the demands for critical thinking skills and problem-solving strategies increases. The learner is required to use the resources on hand in order to find information; she/he must provide information that may not be what the customer wants to hear; and she/he must act in a friendly but business-like manner at all times.



## List of Resources

- ▶ Goals Requirements Handbook
- ▶ LNN Job Profile Binder: Laundromat Operator
  - ▶ Laundry Essentials (sorting, ASTM Guide to Care Symbols, vocabulary for textile care)
  - ▶ Guide to Common Home Laundering and Dry cleaning Symbols
  - ▶ Quick and Easy Laundry Tips
  - ▶ Laundry Instructions for the College Freshman
  - ▶ Coin Laundry Operations Manual
  - ▶ Laundry Instructions
- ▶ Internet sites:
  - ▶ <http://www.textileaffairs.com/ordguide.htm>
  - ▶ [http://www.cloroxlaundry.com/myths\\_facts.shtml](http://www.cloroxlaundry.com/myths_facts.shtml)
  - ▶ <http://www.laundry-alternative.com/tips.html>
  - ▶ <http://www.textileaffairs.com/caretalk-21601.pdf>
- ▶ Authentic Materials:
  - ▶ Custom-designed Business Forms
  - ▶ Dry Clean Log Sheet
  - ▶ Bills and Sales Slips
  - ▶ Special Care Instructions
  - ▶ Time sheets
  - ▶ Shift Change Cash Drawer Reconciliation Form
  - ▶ Drop Off Record Log Use Keypads
- ▶ Numeracy Activities:
  - ▶ Currency, count change; count by 2s, 5s, 10s
  - ▶ Add, subtract, multiply and divide with decimals
  - ▶ Conversions involving fractions, decimals and percents
  - ▶ Estimate amounts and time
  - ▶ Calculate GST
  - ▶ Solve problems involving money transactions using a calculator — see FunBrain.com change maker