Laundromat Employee Handbook

Welcome to our team! This handbook provides important information about our policies, expectations, and values. Please read it carefully and refer to it as needed.

# 1. Company Overview

Our laundromat is committed to providing a clean, safe, and friendly environment for our customers. We strive to deliver excellent service and maintain a professional, welcoming space for the community.

# 2. Employee Conduct

- Be courteous and respectful to all customers.

- Maintain a clean and professional appearance.

- Use appropriate language and maintain a positive attitude.

- Refrain from using personal devices during work hours unless on break.

# 3. Work Schedule & Attendance

- Arrive on time for your scheduled shifts.

- Notify your manager at least 24 hours in advance for planned absences.

- Unplanned absences due to illness should be reported as soon as possible.

# 4. Job Responsibilities

- Monitor machines and assist customers as needed.

- Keep the facility clean (floors, folding tables, restrooms).

- Restock vending, detergent, and cleaning supplies.

- Report maintenance issues immediately.

# 5. Dress Code

- Wear clean, comfortable clothing appropriate for a customer-facing role.

- Closed-toe shoes are required.

- Name badges must be worn at all times (if applicable).

# 6. Health & Safety

- Follow all safety procedures for handling chemicals and operating equipment.

- Keep walkways and exits clear at all times.

- Immediately report spills or hazards to management.

# 7. Customer Service

- Greet customers with a smile.

- Offer help proactively, especially for new customers.

- Handle complaints calmly and refer serious issues to a supervisor.

# 8. Breaks & Meals

- Breaks are scheduled based on shift length.

- Always inform a coworker or manager before leaving the floor.

- Use designated break areas and clean up after yourself.

# 9. Confidentiality & Ethics

- Respect customer privacy.

- Do not share sensitive customer or company information.

- Act with integrity and honesty in all interactions.

# 10. Acknowledgment

By signing this handbook, you acknowledge that you have read, understood, and agree to comply with the policies and expectations outlined herein.

# 11. Wash-Dry-Fold & Commercial Laundry Orders

- Sort incoming laundry carefully by color, fabric type, and soil level before starting any wash.  
- Use the correct wash cycles and detergent for each load type as instructed.  
- Dry items thoroughly but avoid overdrying to maintain fabric integrity.  
- Neatly fold items and package according to customer or business-specific preferences.  
- Label and organize orders clearly to prevent mix-ups.  
- For commercial accounts, follow all client-specific instructions and checklists.  
- Perform a quality check before packaging: inspect for stains, tears, or incomplete drying.  
- Update any service logs or systems to track order completion and pickup/delivery status.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_