



laundry love *Kauai*
ALL SAINTS' CHURCH & PRESCHOOL

OPERATING MANUAL

&

**VOLUNTEER
SIGN-UP**



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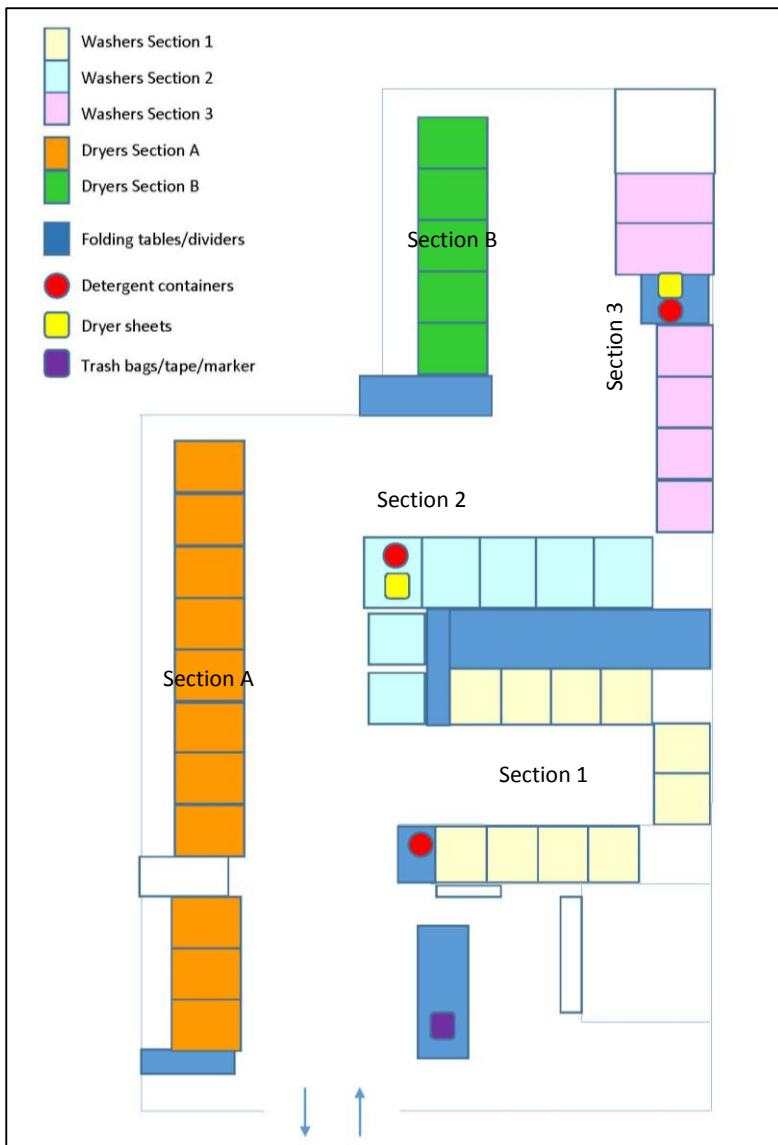
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OVERVIEW

The overall LLK team at each session will consist of a Team Leader, Logistics Coordinator, Line Captain & Greeter, Washing and Drying Ambassadors, and Love Ambassadors. In the spirit of hospitality and to cultivate conversation and connections, we will offer water and goodies. Based on the limited number of machines available at the start and the 3 hour time frame, we will have a finite number of loads that will be assigned to patrons at check-in. Our goal is to be done no later than 8:30 PM with the last complete cycle of laundry (wash and dry) starting at 7:15 PM. Partial cycles (washing only) can be accepted up until 8:00 PM. **There is a limit of 3 loads per person or five loads per family.**

Facility Layout:



- Washing Machines are divided into three sections with one person assigned to each section.
- Dryers are divided into two sections with two persons sharing responsibility of Section A and one person covering Section B.
- The Team Leader directs traffic within the facility – The Line Captain and all washing and drying ambassadors must communicate their status with the Team Leader at all times.
- Laundry Love Ambassadors are the all-around runners, bringing patrons/laundry in when directed, transferring laundry from one area to another, and folding and bagging laundry when dry.
- **Detailed job descriptions follow.**



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TEAM LEADER

The Team Leader has overall supervision of the operation, making sure that everything runs smoothly and handling any unforeseen situations that may arise. One of the most important aspects of the Team Leader's role is "directing traffic". The Team Leader must stay in constant communication with the Line Captain (LC), Washing Ambassadors (WA), Drying Ambassadors (DA), and Love Ambassadors (LA). (See Directing Traffic below.) **The Team Leader should pick up the LLK Manual after church on the Sunday before a session (or at the church office on Monday or Tuesday), and make reminder calls or e-mails to volunteers before that Wednesday.**

OPENING/SET-UP:

- 4:45 PM - Arrive on site
- Assist Logistics Coordinator with set-up
- As volunteers arrive, have them check off their name on the volunteer sign-up sheet (in LLK Manual) and put on a name tag.
- Assign Washing Ambassadors (WA) and Drying Ambassadors (DA) on the laundromat layout and post or tape it in a convenient/visible spot for volunteers to refer to. (Refer to sample)
- 5:10 PM – Hold a quick meeting/prayer with volunteers
- 5:15 PM – Line Captain (LC) and Greeter can begin logging in patrons on the check-in sheet.
- 5:25 PM – Check that the Logistics Coordinator has distributed quarters to WAs and Das, and that they are in position and ready to go.
- 5:30 PM – Begin assigning loads to the WAs (see Directing Traffic below)
- 5:45 PM – Make sure DAs have arrived and know their sections. They should be ready to go by the time the first load of wash is done (approximately 6:00 PM).

DIRECTING TRAFFIC:

- Communication is key for the smooth flow of the operation.
- Check with LC on next patron's number of loads to determine where to send them.
- Patrons should be accompanied by a Love Ambassador (LA) who will have a magnetic number assigned for each load they have.
- Send them to an available washing section, trying to keep sections as even as possible.
- The WAs should be letting you know how many machines they have available and what may be coming up soon so you can plan accordingly. (e.g. "I have one free machine and two machines on last cycle.")
- When a load of wash is done, call over an LA to help transfer the clean laundry to an available dryer.
- Check with the DA on their dryer status (e.g. "I have two free dryers and two machines on cool down."), and send LA with clean laundry to the DA with an available dryer.
- When a dryer load is done, call over an LA to assist with disposition; either transfer to the folding tables or bag and mark for pick-up.
- As the LC completes the check-in sheets, he/she will give you a duplicate copy to help keep track of the laundry loads.

CLOSING & FORMS:

- 8:00 PM – Last wash loads will be going in no later than 8:00 PM. (The last attended drying loads should have started at 7:45 PM.) When the last wash load has been put in, start preparing for closing.



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(Team Leader continued)

- When the last load has begun, the LC will give you your final page of the check-in sheet. The LC still has the original check-in sheets and will work on adding up patrons and loads, before turning in the entire original form to you. Use this original form to continue checking people off when they pick up their completed laundry.
- The Logistics Coordinator will be collecting remaining quarters and work on the financial sheet, then turn over quarters and completed sheet to you.
- 8:15 PM – Walk through the laundromat to see what machines have magnets and determine which loads will be unattended (done after 8:30 PM).
- Begin labeling the machines with tape showing the name of the patron, their LLK# and all the machines that their laundry are in. (Make a note on the check-in that a label was left.)

Sample machine tape for late patrons:

CHARLIE (LLK#3)
With machines #11, 23, 24

- Once the machines are labeled, remove the magnets from the machines and return them to the greeter for packing.
- Clean and straighten up and make sure everything is in order and nothing is left behind.
- Complete the LLK Summary Report and put all forms (financial sheet, check-in sheet and closing report) in the LLK Manual, or you can do this at home. (Refer to sample form)
- Take the manual and remaining quarters home with you and drop it all off at the office sometime during the week.

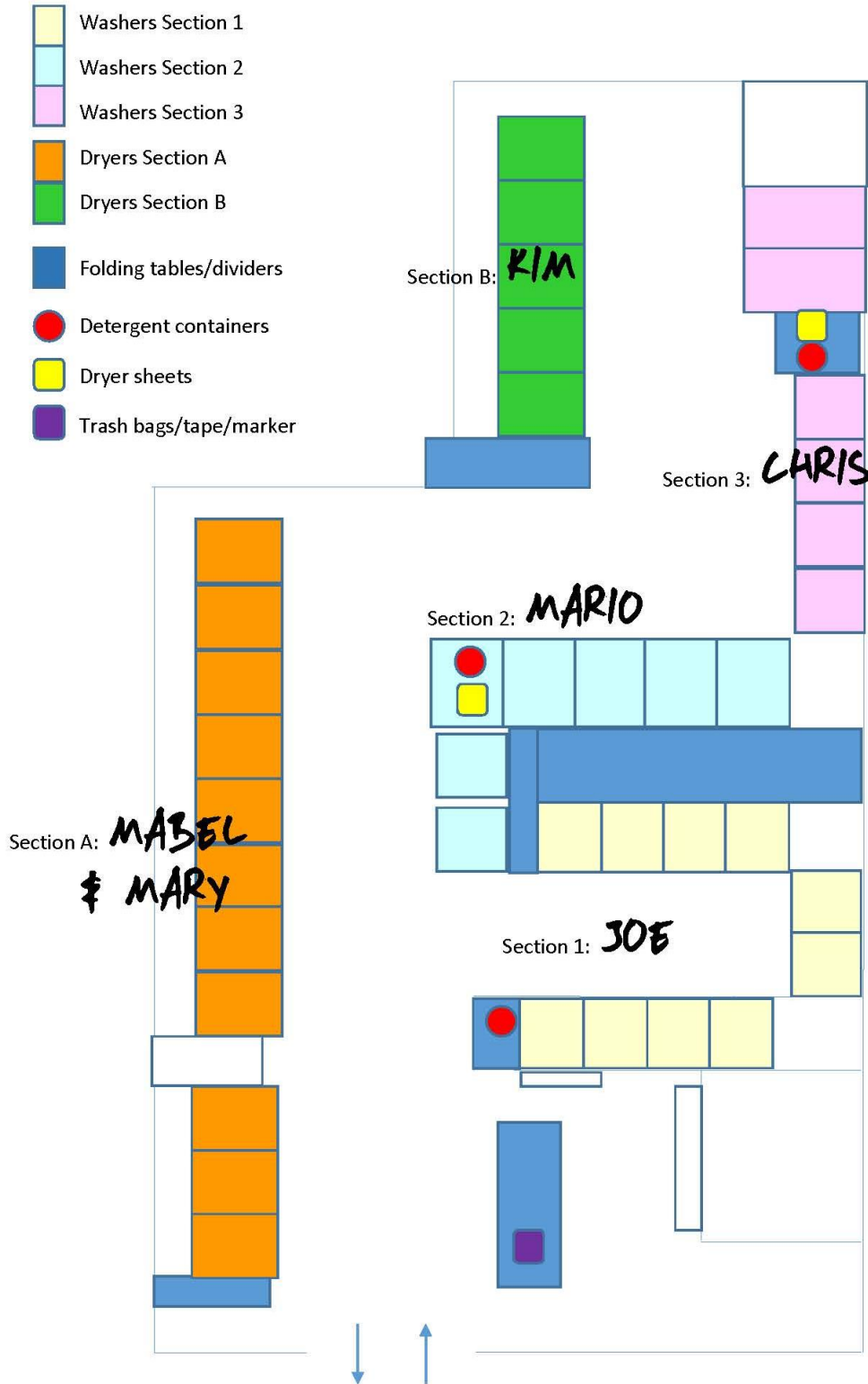


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Sample Layout:

LAUNDRY LOVE KAUAI – KAPAA LAUNDROMAT LAYOUT



06/22/15



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Laundry Love Closing Session Report

Date: 06/30/15 Team Leader: JOHN DOE

CHECK-IN REPORT:		FINANCIAL REPORT:	
By:	PAM	By:	WAYNE
# of Patrons	35	Starting Bank	\$ 300
# of Laundry Loads	55	Closing Bank	\$ 150
# of Laundry Notes	6	Balance	\$ 150

Team Leader Comments/Incidents: *(Write more on back if needed.)*

**EVERYTHING WENT WELL. PATRONS WERE VERY HAPPY.
NO INCIDENTS.**

Donations Received:

Gift/Item	Type (✓):		Amount/Value	Name	Contact
	Cash	Check			
	X		\$20	ANONYMOUS	--
		X	\$100	JANE SMITH	777-8888
			\$120		



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LOGISTICS COORDINATOR

The Logistics Coordinator is responsible for gathering all supplies at All Saints' (see attached list), bringing everything to the site, and then returning it back to the church. Logistics is also responsible for set-up, distribution of quarters and breaking down. If collaborated, this position can be shared by two persons; one person assigned to open and the other to close:

- 4:30 PM (or earlier if needed) – Load up all supplies for Laundry Love, located in the gym kitchen. (Refer to following list)
- On your way to the site, stop by the office to pick up the quarters with a financial sheet.
- 4:45 PM – Arrive on site
- Upon arrival, try to reserve the parking space directly in front of the laundromat with a traffic cone or, if you have a small car, you can park in the space leaving enough room in the front to set up the table. If that space is taken, try to find the next closest one.
- Set-up table, chairs, sign, cooler, cups, name tags, and other supplies on the table. The Team Leader should be there to assist you.
- Check-in on the volunteer sheet and write up a name tag.
- If a Laundry Ambassador (LA) is there, send one to pick up ice at Big Save for the cooler and keep collect the receipt for reimbursement to them.
- 5:20 PM (and no earlier) – Set-up laundry supplies in the laundromat (see layout); includes 3 laundry detergent containers, 2 boxes of dryer sheets; laundry baskets, trash bags, tape and markers
- 5:25 PM – Distribute quarters to Washing Ambassadors (WAs) and Drying Ambassadors (DAs), and keep them stocked as needed throughout the session. (DAs may arrive later as they are not scheduled until 5:45 PM.)
- Help keep the area clean and assist as necessary.
- When the final load has gone in, collect remaining quarters from WAs and DAs and complete the financial sheet.
- Turn in the financial sheet with the remaining quarters to the Team Leader.
- Begin packing and cleaning up.
- 8:30 PM – Head back to the church with supplies and lock up.



LOGISTICS CHECKLIST:

	2 x 4 table
	2 chairs
	2 Clipboards w/ 2 sets of check-in forms
	Magnetic numbers box (w/ notes & pens)
	6 laundry baskets
	3 detergent containers
	2 dryer sheet boxes
	Roll of trash bags
	Gloves
	Masking tape
	Markers/Sharpies
	Name tags
	Orange water cooler
	Paper cups
	Sign
	Traffic cone
	Hand Sanitizer
	Quarters w/ Bank Sheet (from office)



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LINE CAPTAIN & GREETER

The Line Captain and Greeter work hand in hand to greet and inform, log people in, assign numbers and write special handling notes. They are also responsible for keeping track of when patrons leave with their laundry. Information must be obtained from patrons on check-in so that if they leave, we will know the disposition of their laundry. The Line Captain must keep in constant contact with the Team Leader to let him/her know how many loads are coming up, and making sure a Laundry Love Ambassador (LA) is available to take the next patron in with their assigned magnetic number and any special laundry notes.

LINE CAPTAIN

- 5:00 PM – Arrive on site
- Check-in on the volunteer sheet and write up a name tag.
- Gather your supplies (clipboard with check-in sheets, pen)
- 5:15 PM – Begin taking down necessary information for each patron on the check-in form. (Refer to sample)

GREETER

- 5:00 PM – Arrive on site
- Check-in on the volunteer sheet and write up a name tag.
- Gather your supplies (magnetic numbers, laundry notes, pen)
- 5:15 PM - Follow the Line Captain and write out special laundry notes when needed.* (Refer to sample)

Note: Since the majority of patrons use our detergent, dryer sheets and utilize the folding and bagging service, the special laundry notes are to be used **only if they are NOT doing any one of these services, or if there are any special handling instructions. (e.g. cold water only, delicates, etc.)*

- Work together to determine the number of loads each person has (based on 18# - 22#), and assign a number for each load. Utilize the hand scale if necessary. **
- Using tape and markers, label patron's baskets or laundry bags with their name, especially if they are leaving the site.
- 5:30 PM – Return to the head of the line to start sending in patrons to machines. Communicate with the Team Leader (TL) on how many loads each patron has. When cued by the TL, send the patron in with a Laundry Love Ambassador (LA), making sure the LA has received the magnetic numbers assigned to their loads along with any laundry notes.
- When loads are done, call out the name of the patron for pick-up. If they are not there, make sure the laundry is properly marked and placed in the pick-up area.
- Check-off the patron's name when they pick up their laundry.
- 5:30 PM – Return to the head of the line with the Line Captain to send patrons in. When a patron is cued in to enter, give the LA the magnetic numbers assigned to that patron's loads, along with any laundry note.
- When the loads are done, be sure to collect the magnetic numbers from the LA.



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(Line Captain and Greeter continued)

LINE CAPTAIN

GREETER

- 7:00 PM – Depending on the line at this point, let arriving patrons know that the last complete cycle of laundry loads (wash and dry) go in at 7:15 PM, but that we will continue to load washers until 8:00 PM, and dryers until 8:15 PM. For those late loads, let patrons know that we may not be here to take out, fold and bag their laundry, but the machines will be marked with their name. Ask them to remove the tape from the machine when they are done.
- 8:00 PM – When the last patron's loads go in the washers, give the last page of the check-in sheet to the Team Leader.
- 8:20 PM – Close out your copy of the check-in sheet by adding up patrons and loads of laundry (enter on the last page), then turn it into the Team Leader.
- Give all check-in supplies to the Logistics Coordinator for packing. Let the Team Leader know you are leaving and sign out.
- 8:15 PM – Walk through the laundromat to make sure there are no "stray" magnetic numbers lying around.
- 8:25 PM – Collect all remaining magnets from the Team Leader to pack up with blank laundry notes.

Sample Check-in Sheet:



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Check-in Sheet

Date: July 1, 2015 Checkers: Mary and Jane Page 1 of 6

#	Name	Phone	Own Soap	No DS	Fold	Bag	Special Notes	How you heard of us?
✓ 1	Abraham	111-2222	X		X	X	Cold water	Radio
2	Bernice	333-4444			X	X		Friend
3	Charlie	555-6666			X	X		Just came

Sample Laundry Note:

This sample shows how To write up Abraham's Requests.

Name: Abraham

Laundry #: 1

Own Detergent

No Dryer Sheet

Fold only

Bag only

Other: Use only

Cold water

**** Determining loads and weights of laundry:**

We will have available a hand weight that can be used to weigh the laundry and determine how many loads a person has. Examples:

- If a person has 2 bags of laundry with a combined weight of 40#, we can assume he has 2 loads, but one will have to go in the larger front loader.
- If a person has 4 bags of laundry but a combined weight of only 50#, that is 3 loads.



WASHING AMBASSADORS

Washing Ambassadors (WAs) are responsible for accepting patron's dirty laundry and making sure they are washed properly. There are three different sections of washers with one WA assigned to each section. They need to communicate with the Team Leader (TL) as to the status of their machines at all times in order to direct new loads and also transfer completed loads. For example, a WA can say, "I have 3 empty machines and 2 in a final cycle." This will let the Team Leader know that you are available to take loads, and also to send a Love Ambassador (LA) to help you soon to transfer clean laundry to the dryers. Do not leave your area without letting the TL know, and if you need assistance.

- 5:15 PM – Arrive on-site.
- Check-in on the volunteer sheet and write up a name tag.
- Check with Team Leader or chart to see what section you will be covering
- Put on gloves (for your own safety and health)
- 5:25 PM – Collect quarters from Logistics Coordinator and load up available machines with quarters ready to go.
- 5:30 PM – Be ready to start accepting laundry. The Team Leader will be sending an LA to your area with or without a patron with dirty laundry.

Washing:

- When you receive a patron/LA, put the magnet number and any laundry notes assigned to the laundry, on the machines being loaded. (Magnet holds down note) The magnet number and any notes must follow the laundry wherever it goes!
- Laundry soap pods go in first before the clothes, but DO NOT PRELOAD THE MACHINES WITH A POD until you know for sure that they are using our laundry soap. If laundry comes with a laundry note, check that first! Once the pods touch water, they begin to dissolve and are nearly impossible to remove from a damp machine.
- DO NOT OVERLOAD machines. We are responsible for the machines while we are using them, so please be aware of how much laundry is being put in. If you think a load is a little too big for your 18# machine, send it over to Section 2 where the front loaders can take up to 22#.
- If the laundry came with a basket or bag, it should be marked and should follow the laundry and can be set on the machine or nearby.
- Be aware of the status of your machine and let your TL know. If you have a machine on its final cycle, let the TL know that you will need an LA soon to transfer laundry to dryers.
- DO NOT TOUCH CLEAN LAUNDRY with your dirty gloves. Let the LA take it out of the machine and into a basket for transfer to a dryer.
- Let the TL know if you need more quarters so the Logistics person can stock you up.

Closing:

- 8:00 PM – Final wash loads will be going in. Patrons should have been informed that we may not be here to transfer the wash to the dryers, but will have their machines marked with their name. Be sure to let the TL know when the final load has been started.
- Throw away your gloves and return the detergent container to the table outside.
- Let the Team Leader know you are leaving and then sign out!



DRYING AMBASSADORS

Drying Ambassadors (DAs) are responsible for drying all clean laundry, monitoring the machines and reporting the status of the machines to the Team Leader (TL). For example, a DA can say, "I have 3 empty dryers and 2 in cool down." This will let the Team Leader know that you are available to take loads, and also to send a Love Ambassador (LA) to help the DA to transfer clean laundry to the folding tables or bag. Do not leave your area without letting the TL know, and when you need assistance.

- 5:40 PM – Arrive on-site.
- Check-in on the volunteer sheet and write up a name tag.
- Check with Team Leader or chart to see what section you will be covering
- 5:50 PM – Collect quarters from Logistics Coordinator and be ready to go.
- The Team Leader will be sending an LA to your area with or without a patron, with just washed laundry.

Drying:

- When you receive a patron/LA, put the magnet number and any laundry notes assigned to the laundry on the machines being loaded. Because the dryers can take a double load, you may have two magnet numbers for one dryer. Remember that the magnet numbers must follow the laundry load wherever it goes!
- If the number has no note, you can assume a dryer sheet can be used. If there is a note, please check to see if anything applies to your area. (e.g. No dryer sheet, low heat, etc.)
- For single machine loads or lighter loads, load up the machine with only 8 quarters to start. For double loads or heavy loads (towels, blankets), load up the machine with the maximum 10 quarters.
- Monitor your machines at all times. When it counts down to 4 minutes, always check the load to see if it needs more time, and either add more quarters or let it go into cool down at 3 minutes. **DO THIS BEFORE 3 MINUTES, OR IT WILL AUTOMATICALLY GO INTO COOL DOWN.**
- When a load is dry, let the TL know to send an LA to help transfer the laundry to a folding table.
- Be sure to keep your Team Leader informed of your machine status for efficient usage.

Closing:

- The final attended loads going into the dryer will take place at approximately 7:45 PM, and are expected to be done by 8:15 PM. Final unattended loads into the dryers should take place at approximately 8:15 PM.
- As soon as the final load in your section is in the dryer, let the Team Leader know.
- Bring dryer sheet box to the Logistics person for packing.
- Help clean
- Let Team Leader know you are leaving and sign out.



LOVE AMBASSADORS

Love Ambassadors (LAs) are the “face” of Laundry Love, greeting, sharing conversation, assisting patrons with their laundry and to act as all around runners for every aspect of the operation. There is no limit to the number of LAs at a session, although we require **at least** 4 assigned LAs at each session to run smoothly. Unassigned LAs can stay for any portion of the evening, supporting where necessary. The following responsibilities apply especially to the assigned LAs:

- 5:15 PM – Arrive on-site.
- Check-in on the volunteer sheet and write up a name tag.
- Get gloves.
- 5:30 PM – Be ready to accompany patrons and their laundry to the washers and report to the Line Captain for instructions.
- When you are cued to enter the laundromat, be sure to have the magnet numbers and any laundry notes from the Greeter for that patron and/or laundry.
- The Team Leader will direct you to a section. Hand the magnet numbers (and laundry notes) to the Washing Ambassadors (WA), and assist with the loading of laundry.
- Return to the Line Captain to take another patron or laundry to the washers.

Ongoing:

- When the washers are fully loaded, LAs will branch out to also cover transferring clean laundry to dryers and transferring dry laundry to folding areas and/or bagging. The Team Leader will be calling out for LAs to assist in different areas, so be aware and available.
- You do not need to use gloves for transferring clean laundry to the dryers or folding tables, and be sure NOT to handle clean laundry with gloves that have handled dirty laundry.
- **Make sure that the magnetic numbers and notes follow the loads of laundry wherever they go.**
- When dryer loads are done and no laundry note is attached, assume that the load will have to be folded and bagged. Take it to the nearest table and begin folding. Bag the folded laundry and mark the bags with tape displaying the name of the patron and LLK#.

Sample tape for completed laundry:

ABRAHAM (LLK#1)

- Once bagged and labeled, return the magnet to the Greeter, and let the Line Captain know so they can call out the name of the patron.
- If the patron is not around, place the bagged laundry on the wait area table.
- During down time, offer patrons water, snacks and conversation!

Closing:

- Once the final load has been placed, you can begin cleaning up and gathering supplies.
- Let the Team Leader know you are leaving and sign out.