

LAUNDRY & DRY CLEANING BUSINESS

LEARN, START, & GROW
PROFITABLY FROM ANYWHERE.

Written with hands-on experience, with industry secrets from thriving and successful Laundry and dry cleaning businesses

A highly lucrative re-ordering business with a very little start-up investment that yields high income and easy to expand.

RAMON S.

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CHAPTER 1

LAUNDRY BASICS 1.

LAUNDERING AND DRY CLEANING

Laundering and dry cleaning are both targeted at removing dirt, stains making clothes clean. However, as the names suggest, **laundering** involves conventional cleaning of clothes with water, detergent, and softener, while **dry cleaning** refers to cleaning using solvent without the use of water.

Laundering is done either by hand wash with water or with the use of washing machine with water.

Processes:

Laundering procedure encompasses immersing the clothes in water and then treating the stains and dirt marks with detergents, soaps and softeners. The treated clothes are then machine tumbled in mixture of water and detergent, rinsed through spinning and finally dried in the drier and hung for further drying.

Dry cleaning is the cleaning process for clothing and textiles using a chemical solvent other than water. The solvent used is typically toxic, called Tetrachloroethylene (**Perchloroethylene**), or **PERC** for short. It is used in

cleaning delicate fabrics that cannot withstand the rough and tumble of a washing machine and clothes dryer; it can also eliminate labor-intensive hand washing. PCE is the most widely used solvent across the world.

The Laundering advantage over Dry cleaning:

Wet cleaning involves water, which is the best solvent with better cleaning effect and freshness endowed on the clothes. Since there is no use of harmful chemicals laundering is more environment friendly than its dry clean counterpart. It is more energy efficient and much cheaper since it uses up simple detergent and softeners along with water. It is also better for sensitive skin doing away with any sort of reactions that might take place when chemicals are used.

The Dry clean advantage over Laundering:

Dry cleaning solvent dissolves grease and oils in a way that water cannot.

Natural fibers such as wools and silks dry clean well, but can shrink and lose color when washed in water. Synthetic fibers like polyester also respond well to dry cleaning, but they can retain oily stains after washing.



The above is a modern Dry cleaning Machine (Left- Front. Right- Back)
Process

A dry-cleaning machine is similar to a combination of a domestic washing machine and clothes dryer. Clothes are placed in the washing or extraction chamber (referred to as the "basket" or "drum"), which constitutes the core of the machine. The washing chamber contains a horizontal, perforated drum

that rotates within an outer shell. The shell holds the solvent while the rotating drum holds the clothes load. The basket capacity is between about 10 and 40 kg.

During the wash cycle, the chamber is filled with approximately one-third full of solvent and begins to rotate and agitate the clothing. The solvent temperature is maintained at 30 degrees Celsius (86 degrees Fahrenheit), as a higher temperature may damage it. During the wash cycle, the solvent in the chamber (commonly known as the "cage" or "tackle box") is passed through

a filtration chamber and then fed back into the "cage". This is known as the cycle and is continued for the wash duration. The solvent is then removed and sent to a distillation unit consisting of a boiler and condenser. The condensed solvent is fed into a separator unit where any remaining water is separated from the solvent and then fed into the "clean solvent" tank.

Garments are checked for external objects. Items such as plastic pens will dissolve in the solvent bath and may damage textiles beyond recovery. Some fabrics are not colorfast and will shed dye during solvent immersion. These types of fabrics should not be included in a load along with lighter-color fabrics to avoid staining each other. The solvent must be distilled to remove impurities that may transfer to clothes. Clothes labels should be checked to know if the clothes can be dry cleaned. Many decorative designs on fabrics cannot withstand the solvent and will be damaged in action of cleaning. Such types of decorative designs are removed temporarily and re-sewed after dry cleaning or padded with a protector. Fragile materials should be enclosed in a mesh bag during cleaning.

Not all stains can be removed simply by dry cleaning. Some need to be treated with spotting solvents before garments are washed or dry cleaned.

Clothes stored in soiled condition for long periods are difficult to bring back to their original nature. Natural fibers such as wool, cotton, and silk of lighter colors when left in dirty or soiled condition for long periods are unlikely to be restored to their original nature.

A typical wash cycle lasts for 8–15 minutes depending on the type of fabrics

and level of dirt. At the end of the wash cycle, the machine starts a rinse cycle wherein the fabric load is rinsed with fresh distilled solvent from the pure solvent tank.

After the rinse cycle, the machine begins the extraction process, which recovers the solvent for reuse. Modern machines recover approximately 99.99% of the solvent employed. The extraction cycle begins by draining the solvent from the washing chamber and accelerating the basket to 350–450

rpm, causing much of the solvent to spin free of the fabric. After there are no more solvent to be removed, the machine starts the drying cycle.

After the drying cycle is complete, a deodorizing cycle cools the clothes and removes any traces of solvent, by circulating cool air over the. After the aeration cycle, the garments are clean and ready for pressing and finishing.

Symbols

The international GINETEX laundry symbol for dry cleaning is a circle. It may have the letter P inside it to indicate perchloroethylene solvent, or the letter F to indicate a flammable solvent (Feuergefährliches Schwerbenzin). A bar underneath the circle indicates that only mild cleaning process is recommended. A crossed-out empty circle indicates that dry cleaning is not permitted.

			
Professional cleaning symbol	Dry clean, hydrocarbon solvent only (HCS)	Gentle cleaning with hydrocarbon solvents	Very gentle cleaning with hydrocarbon solvents
			
Dryclean, tetrachloroethylene (PCE) only	Gentle cleaning with PCE	Very gentle cleaning with PCE	Do not dry clean

Suggested Videos on Dry cleaning process.

<https://www.youtube.com/watch?v=yTMuJmZDPkA>

<https://www.youtube.com/watch?v=i6ZU0Hc3ap8>

<https://youtu.be/tusN7OHSxn4>

CHAPTER 2

Basic Differences between Dry and Laundry Cleaning

1. **Dry cleaning** process uses a chemical solvent to rinse the clothes and remove dirt. It is referred to as 'dry' cleaning because water is not used in the cleaning process. The traditional wet **laundering** method involves the immersion of your clothes in water.
2. **Dry cleaning** process is done using the chemical perchloroethylene to remove stains and grease from clothing. **Laundering** uses cleaning agents like soaps, detergents or softeners along with water to remove dirt from clothing.
3. The solvents used in the process of **dry cleaning** are generally removed and recycled for re-use. In **laundering**, the clothes and the detergent works with water to remove the dirt particles during the hand-wash or machine wash.
4. The garments in the **dry cleaning** process are dried with the help of dry cleaning machines. In **laundering**, water is removed from the garments using the spinning process. After this, the clothes are dried in a drier or spread to dry.
5. **Dry cleaned** and laundered clothes are steamed or ironed to straighten and finish them.



Washing machines: Types and features.

By automation: Semi-automatic or Automatic

Semi-automatic

These washing machines have two tubs, one for washing and the other for spinning/drying. So you need to shift the clothes after each process.

Pros: Semi-automatic washing machines don't need a permanent water connection and also use less water than the fully automatic ones. They are also cheaper than automatic

Cons: These machines require manual intervention. They are also bigger in size and need more space.



Automatic

These washing machines have only one tub, where you can perform all functions. So you don't need to shift clothes.

Pros: Such washing machines are energy-efficient. They need to be programmed only once before each wash load, which is why they offer more preset wash programs. Automatic machines are of two types; top loading and front loading.

Cons: Automatic washers are more expensive.

Types of automatic washing machines:

Top loader



These are of two types: agitators and impellers.

Pros: You can add clothes midway through the wash cycle and they have a shorter wash cycle.

Cons: They use a lot of water. Those with agitators are rougher on clothes, while impellers are good for delicate materials, but may to tangle clothes.

Front loading

In these machines, the drum rotates and tumbles the clothes to clean them.

Pros: Front loaders are the most energy- and water efficient and also wash

the cleanest. Most of them have a built-in heater to heat water.

Cons: These washing machines are more expensive than the others. They require a permanent water connection and the pressure of the water has to be high. You cannot add clothes midway through a cycle.

Additional features

Automatic dispensers: These release the bleach, detergent or fabric softener automatically at an appropriate time during the wash cycle.

Extra rinse cycle: It rinses the laundry for an additional cycle and is beneficial for people who have sensitive skin.

Air dry: When the drum rotates, this feature allows it to suck in air and blast it out on the clothes. This results in a more effective and faster drying of clothes.





Clothes Dryer (standalone):

In case of limited drying space or in a humid place, a clothes dryer is a good buy. Though a washing machine can remove excess water, the advantage of a dryer is that the heated air circulated through the drum evaporates the moisture completely, so that the clothes can be worn instantly.

A dryer with a moisture sensor is better than the one that uses a traditional thermostat, as it minimizes chances of over drying, which can damage or shrink clothes.

CHAPTER 3

STARTING: SMALL, MEDIUM OR BIG

You have to decide and know the level at which you can begin, there's very little limitation to starting the business.

Starting small:

This entails you starting this business without a washing machine, dryer and other big machines or chemicals, but with your hands and matching detergents. What you will need most is a good pressing iron. Wash the clothes your customers bring and wash them really clean (unless you don't want them to patronize you again). In later lessons, we will discuss how to spot and remove stains before actually washing.

Here you can start with a very low capital, because you probably already have buckets, ironing table, pressing iron, etc. at home. Check some of the tools you need below; confirm the ones you already have at home to see the ones you need to buy.

Here you can start from home. One thing: make sure you handle the clothes properly. After washing, determine if starch is required (ask your customer if they prefer heavy or light starch) and dry them. Then iron them neatly and bag them for your customers. Since you are starting small, the electricity issues in the country may want to mar your efforts; you may try a

charcoal iron and start with that. Just be extremely careful not to burn your customer's clothes or stain them, make sure you clean the iron surface and test it before putting it on the cloth. Although for the purpose of this book, I do not advise using charcoal or stove iron, it stains and damages fabrics. You will still need to know how to accept clothes, inspect, sort them and mark and identify them per customer without mixing customers clothes up.

Read on.

Here you don't need a shop yet; you can still operate from your home. But if you can afford a shop you can use it as a drop off and collection center as well as iron your customer's clothes. One advice: if you are from a region where there is poor electricity, and you can afford to get a shop, better to use the money to get a generator first and keep working from home for the time being. Or get the shop in a location where there is adequate electricity.

Main items to start with:

1. A very good pressing iron
2. Detergents, and bleach (for white only)
3. Laundry soaps for color clothes
4. Ironing table/board
5. Hangers and clips/pegs
6. Shelf for clothes
7. Nylon for bagging
8. Buckets for washing
9. Tagging gun and bullet for clothes identification

Starting Medium:

Here we will consider that you have some funds and can afford to buy some appliances, even if it is pre-owned. You should get a washing machine; make sure you get one that will take enough clothes at once, 10 kg up. If you can afford a front loader get one if you can't, get the normal semi-automatic washing machine that also has spinner. Automatic top loaders and front loaders work as both washer and spinner/dryer. However may not need an automatic washing machine at this level unless you can also afford it and also run water through and through.

Here you still may not need a shop yet, you can still operate from your home.

But if you can afford a shop you can use it as a drop off and collection center.

You will still need to know how to accept clothes, inspect, sort them and mark and identify them per customer without mixing customer's clothes up.

Read on.

Also, i will make a general list of laundry equipment; there you can identify

the ones you can afford.

Main items to start with:

1 A very good professional steam iron and a dry iron 2 Washing machine

3 dryer

4 Liquid soap, Detergents and Chemicals/stain removers

5 Receipts

6 Clothes steamer

7 Ironing table or board

8 Generator

9 Laundry soaps

10 Hangers and clips/pegs

11 Shelf for clothes

12 Nylon for bagging

13 Laundry baskets

14 Laundry Mesh

15 Tagging gun and bullet for clothes identification Note: Starting at medium doesn't mean you must have all of these. This is just a way to classify what the different scale might look like. Just get the items you can afford for a start.

Starting Big

Here's where we assume you have some funds to invest. Here you will be talking of buying and installing the dry cleaning machine, installing series of

washing machines and dryers, employing people such as receptionist, pressers, manager/consultant, sales and marketing guys, sorters and washers (will put clothes in and remove from machines), get a delivery van, large operation space, register your business etc.





You will need a large spend if you want to explore the business on an industrial level, as you will need dryers, coin machines, washers, pressing iron, laundry carts, detergents and vending machines and generator among others. Shelves, a regular source of water, either well, borehole or you subscribe to buying tanks of water and nylon for packaging of the clothes for your customers.

Note that your office must also be befitting to portend that you are into cleaning business. Apart from technical equipment, you will also need an office space and workers. The workers include washing machine operator(s); at least three pressers; a receptionist, and marketers, just to mention a few.

Some of the equipment you will need if you want to start big.

Industrial Washing machine

Industrial dryer

Tumble dryer







Presser (unit press)

Ironer

Finisher

Dry cleaning machine

Cuff and collar machine

Ironer

CHAPTER 4

Laundry Basics 2: How to Sort Clothes

First of all, do you need to sort clothes at all? YES!

Sorting clothes allows you to use different cycle types ('delicate' versus

'normal') and also allows for washing in different temperatures. Most importantly, sorting clothes decreases the chances that a garment is going to

bleed onto another when you control cycle type and water temperature.

So it's not just about whites, darks, and delicate, but your clothes will wind up much cleaner if you separate them not just by color, but also by fabric type and water temperature. You can make five separate piles for colors: whites (entirely white), light colors that include striped whites, darks (blacks, blues, and browns), brights (reds, yellows, and oranges), and delicates. Then, to prevent lint from spreading, separate linty fabrics like towels and sweatshirts from other smooth clothes.

Sorting Clothes by Color

There are several distinct piles to sort clothes into: whites, darks, lights, jeans, and delicates. You could sub-divide even further, but these categories are the most used.

→ Whites: White t-shirts, white underwear, white socks and other similar

items fall into this category. This pile is for white sturdy cottons that can withstand normal agitation in the washer on a warm or hot wash cycle.

→ Darks: Grays, blacks, navies, reds, dark purples and similar colors are sorted into this load.

→ Lights: Colors such as pinks, lavenders, light blues, light greens and yellows are placed in this pile of laundry.

→ Jeans: All items with denim material are washed together in this load.

→ Delicates: This category includes several types of clothing – lingerie, pantyhose, washable silks, and any clothing you'd like to keep from the harsh agitation of the washing machine.

Sorting Clothes by Fabric Weight

Color is not the only consideration when sorting clothes. The weight of the garment should be considered as well.

Washing clothes with 'heavy' material can possibly tear clothes that are thin

and lightweight while enduring the agitation of the washer.

Also, if they are placed in the dryer together, they won't dry at the same rate since one fabric is much heavier than another. It's best just to separate these types of clothes from the start and wash them in two separate loads.

Sorting by the type and extent of stain or dirt: For example, separate cleaner laundry items such from dirtier clothes and wash separately.

Dealing with Stains While Sorting While you are sorting clothes, also make a pile for items that need stain removal attention.

As soon as you have finished sorting the other clothes, go through and spot the stained items. If they need a quick spray with stain remover, do so and then put them in whichever sorting category they fall into. If it's a bad stain, put it in the bucket and soak with stain remover/chemicals.

CHAPTER 5

6 Steps to Starting a Laundry Business at Home

Step-by-step what you need to know about starting your own laundry business from home.

1.) Awareness. You'll need to make people know that you are in business.

Place an advert banner where people can see and also print handbills and flyers and share to people. Post it on your social media pages and let your friends know.

Register your business if you can afford to.

2.) Record-keeping. You will need to keep track of several things including; customers, payments received, expenses, fabrics received and delivered. You can keep your records in books.

3.) Getting payments: Will your clients pay you before services are performed or after? However, be flexible, some customers may bring clothes without dropping a dime or some will pay a deposit. Always try to get them

pay at least a part of the value for laundry/dry cleaning, but if they insist they will pay when the clothes are ready, it is fine, accept it and just do a clean job. Also give them the option to pay cash or online transfer.

4.) Make a website. Some may argue that this step is not necessary but I'd have to completely disagree. You do not have a brick and mortar store so your website, in a sense, is your storefront. You NEED to have a way for clients to find you and get information about your services. You will accomplish this through a website. Or better still, set up a Google my business page and add your business details, including phone, address, opening times, etc. This would give your business more visibility.

5.) Market your services. There are several online and offline ways to market your services, I'll begin with online marketing.

Online marketing.

When it comes to creating your online presence you're going to have two options; free marketing and paid marketing. Free marketing includes listing yourself on free directories such as Google, social media and your website. Paid marketing are the sponsored ads you see on a search engine results pages; the most popular choices are Google Adwords, Bing Ads and Facebook Ads.

Social media marketing is an important piece to your marketing efforts.

Facebook, Twitter, LinkedIn, WhatsApp, are just some of the available media sites.

A Facebook Page is sufficient to begin. To get clients to "Like" your Facebook page you could offer an incentive such as discount off their first order.

Offline Marketing.

Online marketing requires only time and a computer; for offline marketing you're going to do some real leg/mouth work. First thing you'll need to do is create an attention-getting flyer.

Flyers are a cheap way to promote your business and if there's a local college campus you can expose yourself to hundreds of potential clients every day. Visit office complex such as banks, manufacturing companies as well as markets to create awareness for your service.

Make sure your flyer has an attention-getting headline and print it on vibrant colored paper. Include pull off tabs at the bottom of your flyer containing your business name, phone number, email and web address if you have one.

Business cards are another marketing tool you'll need for those times when you are talking with a potential client. You can make your own business cards or order them through a company that makes business cards.

Brainstorm the possibilities!

Make a list of local companies that could use your service (Spas, doctor offices, daycares, restaurants) and contact them either by phone or in person.

I know, I know, not everyone loves selling- you don't have to be a guru. A quick introduction about yourself and your laundry service, coupled with how your service can benefit their business is all you need to do.

Lastly you'll need to talk about your business as often as you can.

Networking is a very powerful tool. You never know when you'll run into someone who just happens to need your service or knows someone that might.

6.) Launch: Now you are ready to go live with your business. Please be patient and understand that Rome wasn't built in a day. You will need time to grow. I didn't get my first client until 2 months after launch (I started from home) and believe me I was starting to think I never would. After that first client I grew to 4, then 8, then 12. The rest is history now.

What You Need To Start a Small Laundry Service: 1. Wide Ironing Table: It is very important for your table to be wide enough, at least to give enough pressing space and convenience as you will be handling large quantity of ironing. Do not use small table that will make your work

inconvenient and eventually cause you some damages. Get a table that is smooth and wide enough, something like 4×6 feet.

Ironing boards too are handy if there is no adequate space, and also useful to be able to iron garments like suit jackets more conveniently.

2. Good Pressing Iron: Invest in quality pressing Iron for the sake of efficiency, and don't forget you are handling people's fabrics. Inefficient Iron could cause more trouble than gain by wreaking havoc on your customer's cloths.

3. Garment Conveyor: You will need a garment conveyor for hanging finished clothes. Just get a nice locally made by furniture makers or get one online, but let it be wide enough to avoid stuffing cloths. The conveyor I am talking about here is just a hanging stand, not the ones that convey cloths used by bigger dry cleaners. A local furniture maker will help you design your locally made one if you do not have money to buy standard conveyor.

4. BIG Washing Basins: You will need many of this to soak different colors and different types of materials separately. Be careful how you handle people's fabrics so that you don't go about paying for damages rather than making profits. Soak Jeans separately from other materials, soak whites cloths separate, and other colors too. Do not mix colors!

5. Industrial Laundry Detergent: Cleaning is technology; you need to master it with all sense of seriousness. Good cleaning detergent will go a long way to assist you in making thorough cleaning, and that in turn will bring more customers. Do not go for just any washing soap, go for high quality detergent that comes in quantity – you will be needing much quantity of it.

6. Space for Ironing: Spacious ironing environment will not only make your job faster and more comfortable, it will give you sense of balance and relaxed feelings. Devote big enough part of your home for it, if you have such space.

7. Other Items Like: Pegs, Lines, and drying space should be in place as well. With all these ready, you're good to go.

Start your marketing with words of mouth around your neighborhood, though the competition is stiff, there are plenty people waiting to patronize you. Treat them well and you will have permanent customers who will use your service and ensure your daily sales.

As you go about your business, do not over charge you customers. Research on the current charges for laundry and dry cleaning services in your area from existing operators; this will help you in setting your own prices. Moderate pricing ensures continuous patronage and sustainable venture. The real money comes from rendering good laundry services at affordable prices, which will make the customers come back again and again.

Starting laundry and dry cleaning business as a student.

One of the best times to start a business is when you are in school; when you are young. Campuses and their social atmosphere provide ready-made market and audiences for students with entrepreneurial minds.

You have friends to work with or support you; you have a whole large number of people you have contact with directly or indirectly daily.

Some people will say that students don't give clothes to dry cleaners. It's not true.

Students fall into categories in terms of fashion; no matter how things are going in school they can't afford not to look good and most of this kind of people would to pay if they can have someone handy for them. Fashion or not, no one likes to look dirty on campus.

Some simply want to iron, some just want you to wash and fold and some want you to do all the process. What about school events where everyone wants to look their best or to church on Sundays.

Also, know that as interesting and vital as this aspect of daily life is, some students still find it difficult to do. They are so engrossed with academic work that they rarely find time for their laundries, yet they want to look neat.

Such students would be ready to pay anyone to do it for them, so why not

catch on the privilege. Identify these students and fulfilling their needs means earning some money on campus.

So you need to understand your location and your limitations: if you are living in the hostel or you stay of campus. The security of clothes is very important. If you are unable to identify how you can securely wash and dry clothes where you are, you may not be able to do the business in a slightly big way. Or you can wash your clothes, spread them and stay very close till its gets dry or you can seek the support of your friends in look out for the clothes

So if you have to be confined to operate from your room, the best way for you will be to give up your interest in an iPhone or whatever you think you also need to big up in school and get you self a washing machine and dryer.

Get soaps, hangers, nylons, good iron, tagging gun and other equipment listed under (starting small) above and get started.

You will need serious word of the mouth, friends connect and you can print small photocopy handbills and give to students/fellow members as you go on and around campus or in hostel. Print some bigger ones to put on your door, doors of other students and wherever you can put it.

As modern marketing strategies includes taking your services to the doorstep of the buyer, it would be proper to do a small advert; write your details on plain white sheet of papers and paste them at places students visit regularly.

This includes lecture halls, toilets, café, libraries and others. With this, you have stirred up the market and the clients would find you.

Campuses are populated by mostly youths, who want to look neat and spot the latest in fashion. For some of them, anybody that would provide services that would fulfill this urge would be the most sought-after person. Key into the available market, think of how students always want to look neat around the campus; in the fellowship, social clubs and even for lectures. Imagine the financial returns that would come with it if 5% of the total number of students in your school patronizes you.

While others are worried about how to get a job after school, you already have one, and by the time everyone graduates/ or passing out you already have an established business, employing people and growing. You may find

yourself not even seeing the need to relocate or move back completely after school, as you may already have an establishment; a thriving business with lots of orders and people working for you.

CHAPTER 6

Types of fabrics:

Natural fibers and Chemical based fibers

Natural fibers include plant fibers and animal fibers. Some of these like wool and silk requires special care, so be sure to read the clothing labels before treating them.

Natural Fibers

Plant Fibers

Animal Fibers

Cotton

Linen

Wool

Silk

One of the

Very absorbent

Retains warmth and

most popular

Known for its sheen, texture and color.

fiber with a cool

absorbs moisture readily.

fibers, cotton

Colors tend to run and scrubbing when

touch. Wrinkles

Tends to shrink if

is very

wet may cause napping or other damage

Characteristics

easy and tends to

subjected to friction when

absorbent and

to the fabric. Like wool, care must be

nap, so should not

wet; needs protection

retains its

taken to protect silk from heat, alkalis,

be scrubbed or

from heat, alkalis, sunlight

strength when

sunlight and insects.

treated roughly.

and insects.

wet.

Things to take note of when hand washing

Unsuitable

—

—

Alkali detergents

Alkali detergents

detergents

—

—

Unsuitable

Chlorine bleach and

Chlorine bleach and powder peroxide

bleach products

powder peroxide bleach

bleach

Temperature to

High

High

Moderate

Moderate

use when ironing

Indoor drying / Dry away

Drying method

—

—

Indoor drying/ Dry away from the sun

from the sun

Chemical-based fibers such as reconstituted fibers, partially synthetic and synthetic fibers are getting more and more common these days. This section will give you some tips on how to keep them in tip-top condition.

Chemical-Based Fibers

Partially

Reconstituted

Synthetic

Synthetic Fibers

Fibers

Fibers

Rayon

Acetate

Nylon

Polyester

Acrylic

Polyurethane

A strong and

Feels like

lustrous fiber.

Characterized by

silk.

Tends to yellow

Generally a

This resilient fiber

An exceptionally

a soft, sleek

Tends to

in sunlight; may

strong, easy-to-

is often used in
stretchy fiber often
texture; often
dissolve if
decompose if
care for fiber,
knits. It is
found in socks,
used as lining for
fabric
fabric comes in
but some types
somewhat
undergarments and

Characteristics

other fabrics.
comes in
contact with
of polyester
sensitive to high

swimsuits. Tends to

Tends to shrink

contact

solutions

used in fine

temperatures

yellow if fabric

when wet and

with paint

containing

fabrics may

compared to other

comes in contact

tears if pulled

thinner or

hydrochloric acid

require special

synthetic fibers.

with chlorine bleach.

strongly.

nail polish

(certain types of

care.

remover.

toilet bowl

cleansers).

Things to take note of when hand washing Unsuitable

—

—

—

—

—

—

detergents

Chlorine bleach and

Unsuitable

—

—

—

—

—

powder peroxide

bleach products

bleach

Temperature to

Moderate

Low

Low

Moderate

Low

Low

use when ironing

Indoor drying/

Indoor drying/ Dry

Drying method

—

—

Dry away from

—

—

away from the sun

the sun



CHAPTER 7

Laundry symbols:

Washing:

The washtub symbolizes the washing treatment by hand or machine. It conveys information regarding the maximum washing temperature and the maximum mechanical action of your washing machine.



Maximum temperature 40°C



Mechanical action normal



Rinsing normal



Spinning normal



Maximum temperature 40°C



Mechanical action reduced



Rinsing at gradually decreasing temperature (cool down)



Spinning reduced



Hand wash only



Do not machine wash



Maximum temperature 40°C



Handle with care





Do not wash



Be cautious when treating in wet stage

Ironing:

The iron symbolizes the ironing process and the maximum temperature levels are indicated as one, two or three dots placed within the symbol.

Iron at maximum sole-plate temperature of 200°C.

Iron at maximum sole-plate temperature of 150°C.



Do not iron



Steaming and steam treatments are not allowed

Guide to Apparel/Textile Care Symbols																			
 Wash	Machine Wash Cycles  Normal  Permanent Press  Delicate/ Gentle  Hand Wash					Warning Symbols  Do Not Wash  Do Not Wring													
	Water Temperatures <table><tr><td>(Maximum)</td><td>(200F)</td><td>(180F)</td><td>(140F)</td><td>(120F)</td><td>(105F)</td><td>(65F-85F)</td></tr><tr><td>Symbol(s)</td><td>95C •••</td><td>70C •••</td><td>60C •••</td><td>50C •••</td><td>40C ••</td><td>30C •</td></tr></table>					(Maximum)	(200F)	(180F)	(140F)	(120F)	(105F)	(65F-85F)	Symbol(s)	95C •••	70C •••	60C •••	50C •••	40C ••	30C •
(Maximum)	(200F)	(180F)	(140F)	(120F)	(105F)	(65F-85F)													
Symbol(s)	95C •••	70C •••	60C •••	50C •••	40C ••	30C •													
 Bleach	 Any Bleach When Needed  Only Non-Chlorine Bleach When Needed					 Do Not Bleach													
 Dry	Tumble Dry Cycles  Normal  Permanent Press  Delicate/ Gentle  Line Dry / Hang to Dry  Drip Dry Tumble Dry Settings  Any Heat  High  Medium  Low  No Heat/Air  Dry Flat  In the shade (added to line dry, drip dry or dry flat)					 Do Not Dry (used with Do Not Wash)  Do Not Tumble Dry													
	Iron — Dry or Steam  200C (390F) High  150C (300F) Medium  110C (230F) Low Maximum Temperatures					 Do Not Iron  No Steam (added to iron)													
 Dryclean	Dryclean - Normal Cycle  Any Solvent  Any Solvent Except Trichloroethylene  Petroleum Solvent Only					 Do Not Dryclean													
	Dryclean — Additional Instructions  Short Cycle  Reduced Moisture  Low Heat  No Steam Finishing																		

Summarized apparel/textile/fabrics label symbols: Always check fabrics label before treating, laundering or dry cleaning and ironing.

CHAPTER 8

Techniques

The idea of this book is to let you know all/as much as possible about ways of cleaning and treating fabrics. Some are not professional and are not advisable. But like I said, I just want you to know all (good, bad, ugly) that there is about the business.

Dry-wash technique:

This is a technique that many small starters use to “dry clean”. Most of them don’t have the real dry cleaning machine and don’t outsource to those who have, but they choose to use this technique so as to avoid losing sales. Also, some big dry cleaners too use this technique sometimes to save costs, or to save time, or as a backup. It can be effective at times if you know how to do it well and understand the type of fabric you are working on.

Know this; nearly all suits have “Dry clean only” label sewn into them, most times it’s just a precaution, believe it or not, most suits or clothes with a dry clean only tag can actually be washed. Be advised; use your discretion.

Sure, there's significant risk with washing dry-clean-only garments, so I'd recommend following the manufacturer's cleaning instructions for anything particularly beloved and expensive. In most cases, though, it's perfectly safe.



Just make sure you follow my tips for how to take the guesswork out of washing these delicate fabrics at home.

Step 1: Read the Label

Labels and symbols are important. Pay careful attention to the type of fabric that the clothes are made of, because that will help you determine how you should proceed.

Any delicate fabric can be damaged by your washing efforts. That includes suede, leather, velvet, taffeta, rayon, and anything with fur or down.

Wool, silk, cotton, linen, and durable polyester fabrics are all fair game for dry washing.

Step 2: Do a Spot Test for color fastness or color running If you're anxious about what would happen to a fabric as a result of your action, as you should, a spot test will give you some idea. Drip a small amount of water (and perhaps the detergent you plan to use) onto a small, unseen portion of your garment, then rub a cotton wool/cotton bud across the area. If the fabric dye stains the cotton swab, **it needs to be dry-cleaned only.**

You can use a cotton wool/cotton bud to test fabric delicateness.

Step 3: Get Washing. How to dry wash.

(Pre-treat stains first if there's any visible stain on the cloth before you begin to wash. Don't wash any cloth at all without pre-treating the visible stains.

Eg, Oil stain on a white cloth, should be treated first with stain remover or chemical if need be before you begin washing.)

Pick your washing technique carefully. Cotton, linen, and durable polyesters are often safe to wash with a machine, but wool, silk, and some delicate types of cotton are best treated by hand.

What you need: For dark colored suits: Use a clean basin. Fill it with cold water and add a small amount of laundry soap. Mix in the water until the water is soapy. Then get a clean soft napkin or very soft sponge. Turn the suit

Inside-out, dip the napkin into the water-soap solution and squeeze it, then use it to brush through the shoulders, pockets, collar, armpit, sleeve wrist and other area with regular contact. Turn the suit back to the front and do the same more to the pockets, shoulder, arm pits, collar, sleeve wrist, back and very gently on the lapel areas. Same goes for the trouser.

When you feel confident that the garment is clean, empty the sink or basin and fill it with cold water, this time without soap. Dip the item in and out of the water, gently rubbing the areas you applied soap until it's no longer soapy. You may add color retainer in the water before you dip the suit into the water, just to put your mind more at rest that the colors will not be lost.

Do not let it stay long in the water before you remove it. Do not squeeze -

just let the water drip, or spin it in machine and use your hand to straighten the suit all the areas so that it can dry that way and be easy to iron. Do not dry in the sun.

Or you may also clean by hanging the suit and do pre-cleaning on the dirty areas and sensitive parts, after applying your cleaning agent, while still on the hanger, spray water thoroughly on the suit using a hose. This way the suit maintains a position and not rough handled.

So what about light color suits like Grey and with visible stains? Just remember to spot the stains before you start the dry wash process, so that by the time you are ready the stain will be soft and will remove easily.

Remember that Grey is not white; don't use any bleaching agent or chemical that will whiten the fabric.

NOTE: Black suits may look the easiest to do this way, but no, they are very delicate and can wash off the colors easily. So be careful and do your spot test first as explained above. The best test spots area are hidden areas like the pocket.

Drying.

First option (if you don't have a washing machine that has spinner):

Hang the suit to dry, let the water drip and use your hand to straighten the suit so that it will be easy to iron. Or, you may also Lay the suit on a towel (The towel must not my fluffy or linty, so that there won't be particles of cotton all over the suit) lay another towel on top and try to pad it together to remove as much water as you can from the cloth. Repeat this process until the fabric is no longer dripping, which will probably be 3 to 5 times. Then, lay it out flat or hang to dry, but not in the direct sun. Use your hand to straighten the suit so that it can dry straight. When dried, if you have a garment steamer, use it on the suit to straighten it, if you don't, then iron.

Second option (If you have a washing machine that has spinner) Turn the suit inside-out then place it inside the spinner without any squeezing, the spinner will spin out the water and leave it semi dried. Then you can hang it to dry, also not in the sun. When dried, if you have a garment



steamer, use it on the suit to straighten it, if you don't, then iron. After ironing, you can spray some fabric freshener and allow the ironed suit to cool then bag it.

DO NOT DRY WITH DRYER! Do not put the washed suit into the dryer, dryer will make it excessively dried and can make the fabric shaggy.

To machine wash, if it is machine you want to use all along: Turn your garments inside out and slip them into a mesh bag designed to hold delicate

during a wash. Machine wash cold with a laundry detergent, using the gentlest cycle available.

Remove your garments from the machine as soon as the cycle ends, and lay them out flat or hang to dry. Do not squeeze, use your hand to straighten the suit all the areas so that it can dry that way and be easy to iron. Do not dry in the sun.

Laundry Mesh bag.

IMPORTANT NOTE!

Although, this technique of dry wash is tested and trusted by many. It's just one of the little secrets in the business. However, you have to master the usage on your own and test on own clothes first before on customers clothes.

And more importantly, you must be able to recognize luxurious and expensive suits or fabrics and there will be no room for errors. Be smart by taking the suit to a more experienced dry cleaner with machine and pay them.

You may ask for discount but if they refuse just pay them. If you do a well done job the customer will bring clothes that you can wash and still make money from them and can even become a steady customer.

Do everything rightly, smartly and carefully and soon you will own all professional machines to yourself as well as abundant customers.

You have been advised.

Suggested External Videos:

<http://youtu.be/km3orBaocCs>

<https://youtu.be/l5ulwf-cL3c>



Steaming Technique

In the second technique of dry wash, you will learn how to clean suits efficiently and safer than the first technique. Ever heard of garment steamers?

With the use of a garment steamer you can do an excellent job of 'dry cleaning' a suit as well as other types of fabrics.

Large garment steamer

Garment steamers use the emission of hot steam to remove wrinkles and odors from suits and other garments. The steam is so hot that it will neutralize odors, kill bacteria and remove wrinkles in minutes, leaving the suit clean and fresh.

So how do you use a steamer to clean a suit?

First way:

Pre-treat the suit if it is very dirty and has visible stains. Spot stains and treat by putting a clean piece of cloth inside underneath the stain, so that the stain can go inside the piece of cloth and not back into the other part of the cloth.

You should do this for all garments that need to be pretreated. Then use a damp napkin to wipe through the parts with most contacts. Eg pockets openings, sleeve wrist, collar, shoulder, armpit, button part.

Now place your suit on the steamer and use the steamer to steam out any wrinkles and smells or odours in the suit. After steaming, apply a fabric freshener spray on the suit to add sweet fragrance to the suit. Hang it to cool and dry.

Make use of a lint remover, or suit brush, or suit roller to remove any residue particles like the wool from the napkin you used on the suit.

As always, make sure you check the fabric label first before treating!



Lint remover Roller

Second way:

Here you just switch on your steamer and hang the suit and as the steamer warms and emit hot steam, simply use it on the suit. Use it both inside and out of the suit and take your time on the contact areas as mentioned before.

If you feel the suit has too much odor then you may add a little deodorizer to the water in the steamer tank, so that the deodorizer mixes with the water and follows the burst of steam as you use on the suit.

Before you wash or dry clean any clothe always remember to check the label and empty the pockets before you begin. Remember also that not all types of garments can be cleaned this way

Make sure you use normal suit hanger to hang the suit during wash or stuff tissue inside to maintain the shoulder shape.

Suggested External Videos

<https://youtu.be/0NUfDevioNg>

<https://youtu.be/dvgTCryxs4Y>

How to Make Starch for Laundry

Starching is also an important part of fabric care process. Starch makes clothes crispy and neat, and when applied moderately, it makes clothes easy to iron. Starch can be in liquid, powdery or solid form; then it can be applied at the time of washing, after washing or at the time of ironing.

Sometimes, starch can also be added even after the clothes are already dry.

This way you may need to dampen or make the clothes wet before dipping in starch solution or you may dip in starch solution like that if you want the starch on the fabric to be heavy, but make sure there's enough water and starch in the basin so that the content can circulate the entire fabric.

Spray starch is mostly use at the point of ironing if you didn't starch the clothes before. Starch can make clothes stay longer through the day without

getting rumpled.

Starch also stops dirt or stain from getting into the fabric directly. Starch may also reduce the visibility of sweat and perspiration, and in some cases, a well starched fabric may help to reduce cold from getting into the body.

How to Make Starch:

For powdered starch, add the content in the required content of cold water and wring. As the starch settles, stir it again and again until it thickens and softens without particles. The content of water and starch for this mixture depends on the number of clothes or weight of the fabric you want to starch.

Check the starch to make sure there are no particles, or sieve appropriately. I generally don't advise that you keep or store this type of starch for too long.

For solid starch, these ones are lump-like and need to be dissolved in cold water. After dissolution, stir well and make sure it is smooth, then pour the content into a pan of boiling water and stir until it thickens. This type of starch may be prepared in more quantity and stored and are generally more cost-saving because you can buy the starch cheaply at the local market and they are usually very thick after preparing. Make sure the starch has no lumps or make sure you remove any lump found inside. Make sure you buy the white starch as any other colour may cause stains on the fabric.

This type of starch may also further be diluted with water and made lighter to be used as spray starch. Simply get a couple of spray bottles and add the content of the diluted starch into it. Note that the starch has to be light and particle-free for it to spray without clogging the sprayer. You may also add some scent or fragrance to it, this you can get in stores. I generally don't advise that you keep or store this type of starch for too long.

Spray starch, talking of about the processed ones. They are very handy and suitable for many fabrics and generally have longer shelf life and mostly use at the ironing stage. When you need to use; simply press the sprayer and

spritz the content on the fabric at each stage of the ironing, not at once. For example, if you are ironing a shirt and you are the collar, you don't need to

spray the back, you only need to spray the collar, and when it's time to iron the back you spray it and iron immediately. Be careful not to soak the clothes as this will make it wet and make your iron stick. This can stain the fabric as well as slow you down.

How to apply starch during hand wash

You have prepared your starch and ready to apply it, mix the starch into the required content of cold water and make sure there are no particles. After washing and rinsing the fabric, squeeze the fabric to remove excess water, turn it inside-out, then dip the fabric into the starch content, make sure it is well soaked and then squeeze it just a little. Be careful. Don't add clothes with different colors into the starch content at once, as some color will wash inside the starch content and stain other clothes. This may be visible instantly, or when clothes dry.

To avoid this, for example, if you have red clothes that need to be starched, only starch the red clothes together, don't add a white cloth to the same content. And if after starching a red or black or any other color that is not colorfast, once you see that the starch content has already changed color then you need not add fabrics can get stained into the same content again.

After, starching is complete, spread the fabrics to dry or use a dryer if suitable.

How to apply starch with machine wash Since you are using a machine all through, put the fabrics inside the machine for washing and set the programs. Let the machine complete the washing process and rinse cycle. When the rinse is complete, set the machine for a final rinse cycle, set the machine to the correct load size and water content, open the door and add liquid starch content directly on the clothes and close the door for the final cycle to complete. After the cycle completes, spread the clothes for drying or use a dryer.

Accidental Fabric Damage.

Trust me, in this business accidents do happen. While you must step up your game and be professional and make sure it nearly doesn't happen, you must

be prepared for it.

Accident may include you staining a fabric beyond removal, losing a customer's fabric, or the fabric getting torn and quality depleted or washed off, or you mistakenly spilled bleach on colored clothes. Again, you must avoid this, if not it will kill your business.

But when it happens, in a way, you should prepare for this before it happens.

How?

When you make your receipt or invoice or whatever you give to customer as prove that they brought clothes make sure you include a clause underneath the receipt, such as the example below:

“In case of cloth damage, please know that it is unintentional. We will compensate you with double of the price you paid for laundry/dry cleaning of the fabric”

This way you will be partially protected having stated it earlier. It is like a binding policy between you and the customer once they transact with you.

But still, it doesn't give you the right to be careless or brag to customers that you already told them via your receipts. Be calm, respectful and apologetic and learn from it. Make full refunds if you have to or pay for the full cost of the fabric.

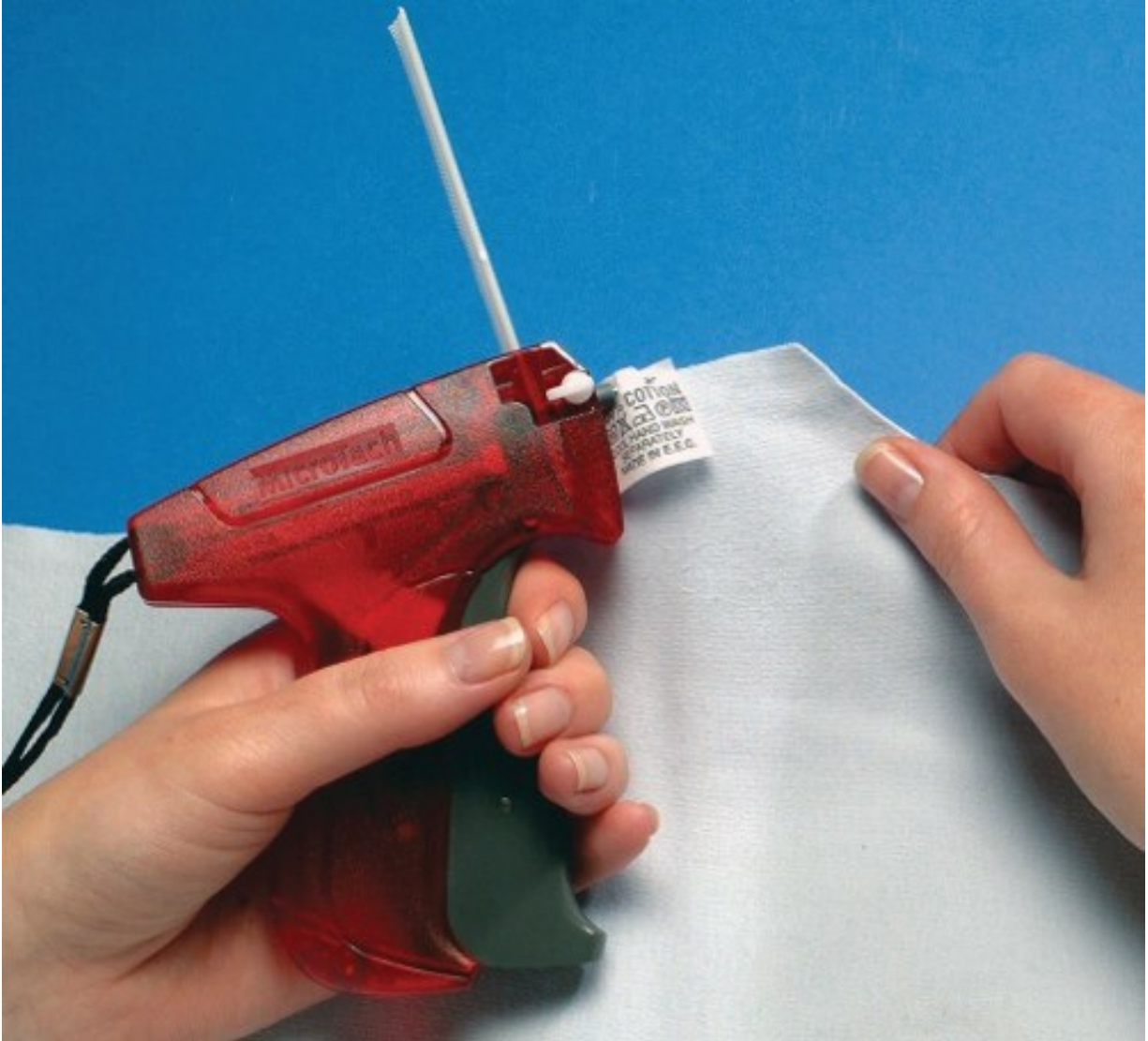
Likely effect of using this

Using the above statement can work in two ways: it can protect you from accidents that may occur or it may scare off your potential customers, as they may be afraid and doubt your expertise. So you need to understand the need or necessity, or not for this.

Some fabrics are so expensive that you can get into trouble because of it.

Avoid fabrics damage. Professionals don't damage clothes. Rather than damage a garment due to handling issue, be smart to outsource to a more experienced dry cleaner with more resources. Be professional.





CHAPTER 9

GENERAL TOOLS

General tools and equipment.

1. **Tagging gun and barbs/ bullets:** You need to mark and identify your customers' clothes. This is the way to avoid missing and mixing clothes up. This is an extremely important tool for you to use. It is used to attach a tag to cloth for identification. 10 different customers can bring 30 white clothes of nearly the same pattern and design. That's why you need proper identification.

The first image shows the tagging gun and barbs. The second image shows how to place the barbs inside the tagging gun. The third image shows how you use it to tag on clothes using the combination of tagging gun, barb and laundry paper.





2. Laundry Tagging paper: This is the efficient paper you use to attach identification to the cloth. Using a laundry pen, on the paper you will write the customer's name and the number of clothes. E.g. John brings 5 white clothes, Tasha brings 6 white clothes, Mario brings 2, etc.

You will cut the paper into small sizes and write the names and number of clothes brought by each customer. For John for example, you will cut 5

pieces of laundry paper then write John 1/5, John 2/5, John 3/5, John 4/5, John 5/5. Attach these tags on the reverse side, either on the normal tagging areas or somewhere not on the front part of the cloth. Also note that the needle makes holes so better to put the tag on along the seams or on the tagging area. So when you finish washing you know whose clothes it is.

Tagging paper comes in different shapes and sizes.

Laundry Tagging Paper



Now you may be wondering how a common paper won't soften and wash up during wash. No. This is a special kind of paper for laundry. It will never wash off or soften. It will come back and you will still be able to identify

your clothes as you have marked them.

3. Laundry pen: It is an indelible pen used to write and identify clothes. You use it to write customers name and info on the laundry paper and then attach it to the cloth with the tagging gun.

Laundry pens also come in different brands but they all work for the same purpose too.

4. Teflon shoe/iron shoe pad: This is an all-important too used on clothes you don't want crease on or that must not be shiny. E.g. Suit. When ironing suit it must not be shiny, it becomes shiny when iron is too hot and begins to melt the fabric which is bad. So you wear the Teflon shoe on the iron to avoid



these on any matching fabric. This tool is quintessential if you want to iron suits. No need to remove till you're done.

Iron shoe/Teflon

Alternatively, you can use a damp napkin by placing it on the cloth to iron and then put the iron on the damp cloth and iron like that, moving both the iron and damp cloth repeatedly. You will have to keep making the napkin damp.

5. **Hangers:** You will need hangers to hang some clothes that cannot be folded. E.g. suits and some long dresses. Get slim rubber coated metal hangers.

6. **Packing Nylons:** You sure will need packing nylons to pack clothes after they have been washed and ironed. There are normal ones that you use for folded clothes and there are special ones for suits.



7. **Gloves and nose cover:** Invest in a durable hand gloves and nose cover because of the chemicals you will be handling.

8. **Starch:** You may use industrial starch or cold water starch or even spray starch. One of the mistakes some dry cleaners make is that they don't ask the customer their starch preference; some customers don't like heavy starch on their clothes while some love it. So ask the customer if they want light or heavy starch. Then their answer will let you apply starch appropriately.

9. **Receipt and stationery:** You will need receipt to give to your customers as prove that the brought their clothes as well as for your own records. 10.

Record books: You must keep your records; clothes brought in, by who, when, quantity, price, when to collect, who received the clothes, customers' names etc.

11. **Spray bottles:** These come handy when to store your mixed solution of stain removers and spotting agents, so you use the spray bottles to apply on

stain. Spray bottle is also use to store water that you use to spray on fabrics when ironing.

Spray bottles

12. **Steamer:** Invest in a good fabric steamer as we have shown before. It will help you a lot.

14. **Generator:** Depending on the state of power supply where you are, you may need a backup generator.

15. **Irons:** Invest in quality professional steam iron of about 1000-1200 watts Or, 2400-2800 watts if the electricity is stable in your area or you have higher capacity generators.

16. **Washing machine:** To wash your clothes and spin garments if you don't want to use your hands.

17. **Dryers:** To get your clothes dry faster.

18. **Laundry soaps and detergents and chemicals:** Get both bar soaps as well as liquid soaps and powder detergents.

Major difference between irons and garment steamers: A garment steamer and iron accomplish basically the same thing: removing wrinkles from clothing and fabric. While both have the potential to emit steam, there are vast differences between how the devices work. A steamer emits a jet of steam at the clothing with no need to touch the fabric, while an iron presses the material flat under its hot plate. A steam iron functions with both the hot plate and bursts of water or steam, which helps release wrinkles.

**Steamer:**

A clothes steamer can be used on fabrics that are difficult to iron, such as a screen-printed shirt or a suit jacket. Large models feature a water reservoir attached to a hose with a steam wand at the end, while handheld versions sometimes look like an iron minus the metal plate. Steaming typically is done with the item hanging on a hanger. A steamer cannot press creases into fabric since it doesn't actually press the fabric at all. A steamer is not suitable for all fabrics; always consult the care tag on the fabric.

Handheld Steamer

Iron:

A clothes iron, especially one with a steam setting, de-wrinkles and presses creases into clothing, such as a sleeve on a dress shirt. The steam setting comes in handy for awkward ripples such as a mark from hanging a shirt over







a hook on the bathroom door for a day or so. An iron is not suitable for all fabrics; consult the care tag on the fabric.

Types of Irons:

There are numerous types of irons used in the garment care industry. The most popular ones referred to as 'hand irons' and they include, dry irons, steam irons and steam generator irons. Examples below; *Dry Iron*

Steam Iron

Steam Generator Iron

Though their collective function is to press clothing to give a smooth finish, these irons come in different designs, sizes and shapes and have varying capabilities and usable on different types of fabrics.

Dry Irons have smooth flat soleplate and usually glides smoothly on fabrics; it doesn't have a water tank, doesn't have any holes on the soleplate and it doesn't emit steam or spray mists. They are usually less expensive, lighter,

consume less power and last longer. Dry irons can be used to iron almost all types of fabrics but they are not very effective on stubborn wrinkles or creases. They work effectively on fabrics such as silk, satin, rayon, cashmere, embroidery, lace, acetate, acrylic and nylon.

Steam Irons, on the other hand have steam and mist spray options, they have portable water tanks for this purpose and holes in their soleplates. This makes them more effective in eliminating stubborn creases and wrinkles in fabrics.

They are more expensive than dry iron, consume more power and are usually heavier than dry irons. Another advantage of steam iron is that you can use it as a dry iron without using the steam and spray function, thereby giving it a 2-in-1 functionality. Steam irons however can't be used on all types of fabrics and they sometimes leak water on clothes during ironing. Steam irons can be used effectively on cotton, linen, denim, corduroy.

Steam generator irons are the bigger/larger and more versatile steam irons.

They have big tanks and produce higher steam output much more than the normal steam iron, making them much more effective on creases and wrinkles and produce a much better finish. Although, both the dry iron and steam irons are used by dry cleaners; the steam generator iron is a favorite amongst the three, due to the daily pile of laundry load to be ironed. The steam generator iron makes the work quicker with better results due to its higher performance capabilities. There are two types of steam generator irons, the pressurized and non-pressurized. Non-pressurized steam generator

iron looks similar to the standard steam iron but it produces much higher steam than the normal standard steam iron. While the pressurized steam generator iron have in-built boilers and that makes the steam that comes out of its forceful and therefore penetrates deeply into the fabric and eliminate wrinkles with higher efficiency. Steam generator irons are heavier and more expensive than dry and standard steam irons. They consume more power and can't be used on all types of fabric. They are the high-powered steam iron and they come in different designs.

Always consult fabric labels before pressing or steaming fabrics.

CHAPTER 10

STAIN REMOVING CHEMICALS, TOLLS AND CLEANING AGENTS

Stain Removing Chemicals

When you visit a dry cleaner's shop, you may notice that they mention

“chemicals” often in a way that could even scare you if you are someone who doesn't like to get close to anything that sound like that.

But hey, yes, there are chemicals. But with words you can pronounce and easily find them at pharmacies and stores near you.

The chemicals that will be discussed in this section can help you get rid of many laundry stains when properly used.

See them below:

Ammonia: Plain ammonia without added color or scent; Ammonia affects some dyes so always pretest on a hidden corner of the stained article.

Ammonia can be applied to remove blood stains, body odor stains and arm pit stain. To revive a color changed by ammonia, rinse the affected area with water and apply a few drops of white vinegar. Rinse with clear water again.

Ammonia damages silk and wool; if you want to use it on these fibers dilute it with an equal amount of water and use as sparingly as possible. **Caution:**

Ammonia is poisonous. Avoid inhaling its fumes. It will cause burns or irritation if it comes in contact with the skin or eyes. Observe all label

precautions. Never mix ammonia with chlorine bleach (chlorine, sodium hypochlorite or hypochlorite), as this will release chloramine, a highly toxic substance.

Acetic Acid. It is a clear fluid that can be used to remove stains on silk and wool. It must be diluted with 2 parts water for use on cotton and linen (a pretest is recommended). It should not be used on acetate fabric. If acetic acid causes a color change, sponge the affected area with ammonia.

Alcohol. Common isopropyl alcohol is sufficient for most stain-removal jobs that call for alcohol, although the stronger denatured alcohol (90%) can also be used. Be sure you don't buy alcohol with added color or fragrance.

Alcohol will fade some dyes; pretest before using it. Alcohol will damage acetate, tri acetate, mod acrylic, and acrylic fibers. If you must use it on fibers in the acetate family, dilute the alcohol with two parts water. Alcohol can also be used to remove blood stains. **Caution: Alcohol is flammable.**

Observe all label precautions.

Acetone. A colorless liquid that smells like peppermint, it can be used on stains caused by substances such as fingernail polish or household cement.

Although it will not damage either natural fibers or most synthetics, it should be pretested to make sure that dyed fabrics will not be harmed. It should not be used on fabrics containing acetate. Use only pure acetone on stains; although most nail polish removers contain acetone, the other ingredients

included in these products can worsen stains. **Caution: Acetone is flammable and evaporates rapidly, producing toxic fumes. When using acetone, work outside or in a well-ventilated place. Avoid inhaling fumes.**

Store in a tightly capped container in a cool place.

Coconut Oil. It is used in the preparation of a dry spotter, which is used to

remove many kinds of stains. If you cannot obtain coconut oil, you may substitute mineral oil which is almost as effective.

Oxalic Acid. Effective in treating ink and rust stains, oxalic acid crystals may be found in pharmacies or special-ordered from them. Before using the crystals, you must dissolve them in water (1 tablespoon crystals to 1 cup warm water). Pretest the solution on a hidden corner before using it on the stain. Moisten the stained area with the solution. Allow to dry, then reapply, keeping the area moist until the stain is removed. Be sure all traces of the solution are rinsed out. **Caution: Oxalic acid is poisonous. Avoid all contact with the skin and eyes and wear rubber gloves and other protective clothing when working with it.**

Glycerine. It is used in the preparation of the wet spotter, which is used to remove many kinds of stains.

Turpentine. Turpentine is commonly found in paint and hardware stores and in art supply houses. Most often used as a thinner for oil-based paints, it is effective on paint and grease stains, but it must be used carefully.

Caution: Turpentine is flammable and poisonous. Observe all label precautions.

Vinegar. Only white vinegar should be used for stain removal. It contains a 5% acetic acid solution and should be diluted if you must use it on cotton or linen. Vinegar is safe for all other colorfast fibers, but can change the color of some dyes, so always test its effects on an inconspicuous area first. If a dye changes color, rinse the affected area with water and add a few drops of ammonia. Rinse thoroughly with water again.

More Chemicals (Bleach category):

Chlorine Bleach. Commonly used to bleach white cotton, linen, and synthetic fabrics, chlorine bleach can also be used as a disinfectant and stain remover. Chlorine bleach is potent and can weaken fibers. Chlorine bleach should not be used on silk, wool, or fabrics exposed to sunlight (curtains, for example). To avoid damaging your fabric, always pretest bleach on a hidden area and rinse all bleached items thoroughly. **Caution: Chlorine bleach is**

poisonous. If it comes in contact with the skin or eyes, it will cause burns and irritation. Read all warnings on the label. Never mix chlorine bleach with other cleaning substances, especially ammonia, as this will release chloramine, a highly toxic substance.

Color Remover. Color removers contain are used both for stain removal and to lighten the color of fabrics before they are re-dyed a lighter color. They are safe for colorfast fibers, but they fade or remove many dyes. Always pretest color removers in a corner of the fabric you are treating. If the product causes a distinct color change rather than fading, rinse with water immediately and you may be able to restore the original color. **Caution: Color removers are poisonous. Avoid prolonged contact with skin. Observe all precautions on the label.**

Hydrogen Peroxide. The 3% solution of hydrogen peroxide used as a mild antiseptic is a good bleach, safe for most surfaces and all fibers (though dyed fabrics should be pretested for colorfastness). Be careful not to purchase the stronger solution sold for bleaching hair. Hydrogen peroxide should be stored in a cool, dark place. Buy small quantities; it loses strength if stored for a long time. **Do not use or store peroxide in metal containers. If you pour out too much peroxide, do not pour the excess back in the bottle to avoid contamination.**

Sodium Perborate. (such as Oxiclean). Sold in crystal form, sodium perborate is safe for all fabrics and surfaces, although, once again, pretesting is recommended to assure that your fabric is colorfast. This oxygen-type bleach is slower-acting than hydrogen peroxide. When using this bleach, be sure to rinse treated fabrics thoroughly.

NOTE: Most of these chemicals and stain removers can be purchased online.

I have made an external list with links to some of the products on the conclusion page of this book to make them easier for you to find and purchase them. Make sure you read the instructions on their labels as well as on clothes labels before applying them.

Washing Soaps and Agents

Detergents: These are usually powdered or liquid detergents used in washing and pre-soak. Choose white detergents as the non-white ones may contain dyes that could worsen the stains.

Powdered Cleaners: Such as talcum: used on grease stains to soak it up calcify it after which you then scrape it off. Make sure you rinse away all of the powder when the job is completed.

Pre-treaters: Are used on spots and stains that might not respond to normal laundering procedures. They start the cleaning process before the stained item is put in the washer. Pre-treaters must be used in conjunction with the rest of the laundering process. After applying a pre-treater, do not allow the fabric to dry before washing.

To prepare a wet spotter, mix 1 part glycerin, 1 part white dishwashing detergent, and 8 parts water. Shake well before each use. Store wet spotter in a plastic squeeze bottle.

Soaps. Do not use bath soaps with added moisturizers, fragrance, dyes, or deodorant to treat spots and stains. Purchase either laundry soap or pure white soap.

How to Make Pre-treat Stain Removers:

For a general stain remover solution, **mix equal parts of vinegar, dishwashing liquid detergent and water.** Most of the food stains dissolve by rubbing the stain with a cotton cloth dipped in this solution. For protein based stains (meat juices, eggs, blood) mix equal parts of Ammonia, Hydrogen Peroxide, dishwashing liquid detergent and water.

Another spot remover, make a solution of 1 table spoon glycerin, 1 table spoon white dishwashing liquid detergent, and 1 cup of water Alcohol, Hydrogen peroxide, lemon juice and vinegar are mild bleaches. Use these only on colorfast fabrics (**Colorfast** is the ability of a **fabric** or other substances to keep the same **color** without fading or running even if washed, placed in harsh light, exposed to perspiration, or treated with certain chemicals) If using otherwise always test in an inside area first.

Again, do not mix Vinegar/ Ammonia with bleach.

Always check clothes label to know if they are washable or dry-clean only. If you have un-washable fabric you will have to use dry cleaning liquid on the stain .

Dry cleaning solution is best for clothes which cannot be washed. Add 1 table spoon coconut oil or mineral oil with 8 table spoon liquid dry cleaning solvent – this can be applied on the stain. **Note: dry-cleaning solvent is very, poisonous, dangerous and flammable.**

Use kerosene/turpentine to remove oil stains, but may leave behind more stains.

Difference between Pretreating and Spot cleaning: In simple terms, pretreating is when you prewash/treat a stain on a fabric with a stain removing solution, bar soap or laundry detergent before the actual washing takes place. While spot removing simply means treating only the part where there's a stain or spot on it without washing the whole fabric. For some fabrics, however, spotting could leave a ring stain and you may eventually need to clean the fabric properly.

Some basic Tools Needed in Treating Stains:

The following are the basic tools used in treating most stains:

- Clean white cotton cloths

-

White blotting paper or paper towels

-

Spoon, blunt knife, or spatula

-

Eyedropper

-

Trigger spray bottle

-

Small brush

Stain Removal Safety Tips:

Many stain-removal products are flammable or toxic, keep this safety tips in mind for their storage and usage.

-

Store stain-removing products carefully, in a cool dry place and out of the reach of children.

-

Do not transfer cleaning products to new containers. Keep them in their original containers with their labels intact

-

Follow the directions on the product label strictly.

-

Never store solvents in plastics or rusty containers.

-

Protect your hands with rubber gloves and avoid touching your eyes or skin while handling stain-removal chemicals. If you do accidentally touch your eyes, or spill chemicals on your skin, wash instantly with water.

-

Work in a well-ventilated area because of heat chemical fumes.

-

Do not use chemicals near fire and do not smoke while using chemicals.

-

Do not use a dry cleaning solvent for laundering

-

Don't experiment with mixtures of stain-removal agents unless allowed.

Always read all labels and adhere strictly to warnings.

-

If the cleaning process requires the use of more than one stain-removal agent, rinse each out well with water before applying another.

Note: You don't need to have all or even any chemical at all before you start.

Start with whatever you have or the most important ones or whatever you can get and as time goes on you will get the rest.

CHAPTER 11

TYPES OF STAINS AND STAIN REMOVERS

Stain removal is a big part of washing clothes.

The stain removers mentioned below are only to be used on clothes that are labeled as washable, never use on dry-clean only clothes. Always test any solution mentioned below in an inside area first.

Here are some stains and how you can remove them: Blood: Do not use hot water on blood stains/ blood spills. Soak the stained area in salt water for one hour and then wash with detergent. If there is still a stain apply a solution

of 1 table spoon of ammonia dissolved in 1/2 cup of water; add a table spoon of dish washing detergent for more power. For white clothes, if those didn't work, then try diluted hydrogen peroxide or bleach **Acrylic paint:** Use Nail polish remover or turpentine on the stain. If it is an old stain apply turpentine and ammonia. If none works, you may have to dry clean.

Adhesive gum: Rub the stain with some nail polish remover **Alcoholic beverages:** Soak the stain with a solution of 1 part of dishwashing detergent in 1 cup of warm water. Blot and then rinse. If this does not remove

the stain, soak the stain in a solution of 1 table spoon ammonia in 1/2 cup of water.

Do not iron the area till the stain is gone or it may set in permanently.

Baby food: Rinse in cold water. Soak the stain with a solution of 1 part of dishwashing detergent in a cup of cold water.

Acid: Apply a paste of baking soda mixed with a little water on the stained area. Rinse thoroughly with warm water.

Burnt marks: Burnt marks are very difficult to remove. Light marks can be removed by washing with a strong laundry detergent. If the stain is not gone, for white clothes you can use some bleach. For colored clothes you can use 1 table spoon of borax in 1 cup warm water. Or you can soak in hydrogen peroxide soak and water solution.

Butter: If butter is remaining on the fabric, take it off carefully with a knife. Sprinkle a little talcum powder on the stain. Rub it in. Shake the powder off.

Soak the stained area in a solution of 1 cup warm water and dish washing detergent. Rinse with hot water.

Chewing gum: Freeze the cloth and break the gum off.

Chocolate: Remove any residue with a knife or sharp scrapper. Blot the stain; Soak the stained area in a solution of 1 cup of warm water and 1 table

spoon of dish washing detergent. Rinse in hot water. Make a solution of borax in water and apply some on the stain.

Coffee: Flush the stain with some hot water forcefully to unsettle the stain; blot the moisture to keep the stain spreading. Soak the stained area in a solution of 1 cup warm water and 1 tsp dish washing detergent and 1tsp vinegar.

Make a solution of borax with water and use on the stain **Soft drinks:** Wash normal, if stain persists, try ammonia solution or rubbing alcohol.

Color bleeds: This happens when you have accidentally washed bright and other colors together. Rewash immediately if it is same color. Use one part ammonia and one part dish washing detergent to soak for about 30 minutes.

Use bleach if it is white.

Cooking oil: Soak the stained area in a solution of 1 cup warm water and dish washing detergent with ammonia. Rinse in hot water.

Candle wax: Keep the fabric in freezer, till the wax becomes hard and shakes off. If there is residue remaining, keep the fabric between two paper towels and press warm iron over it. The paper towel will absorb the wax.

Repeat if needed. In case of stain, spot treat with detergent.

Crayon: Scrape off the crayon bits on the fabric surface. Use the warm iron method mentioned in the candle wax stain. Soak the stained area in a solution of 1 cup warm water and 1 table spoon dish washing detergent.

Mud Stains: Don't wash immediately, scrape it off and dry. Once dry, soak the stained area in a solution of 1 cup warm water and dish washing detergent.

Cosmetics: Apply some acetone nail polish remover on the stain. If the stain is not gone, soak the stained area in a solution of 1 cup warm water and dish washing detergent. Wash in hot water. If it is an oily cosmetics apply undiluted liquid detergent and rinse in hot water.

Egg: Do not use warm/hot water on egg stains as protein stains set hard with heat. Remove any egg particles before treating the stain.

Soak in salt water and wash. Soak the stained area in a solution of 1 cup water and 1 table spoon dish washing detergent. You can also use Hydrogen Peroxide if the fabric is colorfast.

Fruit Juice: Soak in laundry detergent to dissolves fruit juices. If stains persist, use warm water and borax powder or vinegar. You may also use cold salted water.

Faeces: Soak the stained area in a solution of 1 cup warm water and dish washing detergent. If this does not make the stain go soak the stained cloth in a solution of water and vinegar.

Ink: Rubbing alcohol removes ball point ink stains. If you do not have this Use acetone nail polish remover on ball pint ink stains. Acetone or amyl acetate cleaning fluid removes ball point ink marks. Rinse in hot water

Lipstick: Rub the spot with one part alcohol and 2 parts water. Blot away with clean cloth. Wash as usual. You can spray a little hair spray on the spot for an instant lipstick stain remover. Blot to avoid spreading. Use nail polish remover on the stain; Soak the stained area in a solution of 1 cup warm water and dish washing detergent.

Mildew: Bleach is the best solution to treat mildew stains, but if the fabric is colored this is not possible. Salt, vinegar, and water solution can be used to treat mildew on colored clothes.

Oil paint: Acetone nail polish remover

Pencil marks: Use an eraser on them first.

Mix some rubbing alcohol with dish wash detergent and rub it on the stain.

Keep for some time and rinse. Ensure the fabric is colourfast or try on a test area (do not try this on rayon). Another method is to soak the stain in a solution of ammonia dissolved in water

Perfume: Soak the stained area in a solution of 1 cup warm water and dish washing detergent. Use ammonia dissolved in water

Sweat: Soak in a solution of vinegar and water. Make a paste of salt, hydrogen peroxide, and baking soda on it if it is a stubborn sweat for a few minutes then wash.

Use a solution of vinegar and water if stain persists **Rust:** On white clothes you can soak rust stains with lemon juice and salt.

Soak the stain on colored clothes in a solution of salt and vinegar and water for a few hours. Rinse thoroughly to remove all trace of salt.

Try turpentine to remove rust stains. Wash away with detergent and hot water.

Grass stains: Soak in water and vinegar solution and wash with dish washing detergent.

Red Wine: Sprinkle some salt and let it remain for some minutes; then wash as usual. If the stain remains, try a Hydrogen Peroxide soak. Soak the stained area in a solution of warm water and dish washing detergent and rinse well.

Or, soak the area in a solution of ammonia and water; apply some white wine on a stubborn red wine stain.

Shoe polish: Soak the stained area in a solution of warm water and dish washing detergent. Use ammonia dissolved in water. Use turpentine if the stain persists (on colorfast fabrics). Rinse off thoroughly with hot water. If the stain persists, apply methylated spirit.

Smoke: You will have to remove the smoke particle first. Sprinkle talcum powder and then dust it off. This will remove the smoke dust. If stain remains soak in detergent and wash in warm water.

Tar: Remove excess tar by scraping thoroughly. Apply Benzene. Or Apply kerosene on the spot carefully. You may have to apply more than once to remove stains from tar.

Tea: Flush remove tea stains by pouring hot water from a distance continuously on the stain. If the stain persists soak the stained area in a solution of warm water and dishwashing detergent or Vinegar and water soak or borax solution (1 table spoon of borax mixed with 1 cup water)

Urine/Vomit: Soak the area in a solution of vinegar and water **Water colors:** Soak the stained area in a solution of ammonia and water **Highlight on Selected Stain Removers and What They do in Laundry.**

- **Distilled White Vinegar:** Using white vinegar in laundry will whiten, brighten, reduce odor, and soften clothes. Also used to clean washing machine.
- **Baking Soda:** Brightens colors and whiten whites. Neutralize odors by balancing pH levels, soften and dissolves dirt. Add to wash water or detergent compartment; it softens wash water, so you can use less detergent or bleach and get effective results.
- **Ammonia:** vanquishing stains and dissolving grease as well as whitening whites and softening your bath towels.
- **Hydrogen Peroxide:** whiten whites, brighten colors, remove stains and odors, and clean and disinfect your washer.
- **Lemon juice:** Is a natural laundry whitener and freshener.
- **Sodium Borate (borax):** Remove stains, deodorizes and brightens clothes. Borax also breaks down the minerals in the water so detergent can work better.
- **Enzyme presoaks:** For getting out tough protein stains. The remove stains that can cause yellowing and they whiten and brighten clothes.

CHAPTER 12

STEPS IN RECEIVING AND DELIVERING CLOTHES

From customer to cleaning and back to customer; to ensure satisfaction and quality service delivery, the steps to take from receiving clothes to delivering

clothes must be well known to you.

The first step is to always greet customers and potential customers warmly and respectfully. Whether they visited your store or you went for a pick up.

After greetings, ask how you can be of help if they are potential customers. If they are already customers, exchange pleasantries and ask them about their previous visits and know if they have any complaints. Take customers complaints seriously. In fact appreciate it and improve on it!

1. Receiving clothes: *Inspection:* when customers bring clothes to or you go and collect from customers, you must check and inspect the clothes thoroughly to know the types of clothes and the numbers of clothes the customer brought. It is a good practice to check the pockets of the clothes and return any give any content back to the customer immediately. Then you and the customer must know the number of pieces the clothes are, and the best way to do this is by filling the receipt and putting the info in it. You have your copy the customer has their copy so there will be no argument in number of clothes or even

type of cloth. While you are trying to ascertain this, do not throw customers clothes on bare floor saying it is already dirty. Treat the clothes with respect; put them even if it is on a clean fancy mat to do this inspection. Then register and let the customer go. This takes short time within very few minutes, don't use the all day. If there are plenty customers at once or you are going to receive at multiple places, just drop in your own copy of receipt in the clothes and fold them together or put in a bag. Or simply fill a small paper with all the customer details so that you can attend to them all without mixing them up as soon as you have finished receiving.

2. Tag clothes immediately! You must tag the clothes immediately, not as soon as possible. Identify each customer's cloth by putting their name and the number of clothes or receipt number. Don't just dump cloth together; you won't be able to select them apart if you haven't tagged them. While you are tagging make sure you check the pockets and other areas for any of the customer's items which might be left there. Including money. If you find any, get a small nylon or paper bag and put the items inside and tie it or seal it with the customer's name attached to it. You may call them to come for it or

when they pick up/when you deliver their clothes you hand their found items back to them. Trust is very important. Don't let little things ruin your business.

Suggested External Video:

<https://youtu.be/R4AgBoLDC-I>

3. **Sort:** Sort clothes accordingly; by colors, types, wash or dry clean, hand wash or machine wash, stains...etc. Also check clothes labels for cleaning preference, put them in separate laundry basket.

4. **Check and spot stains:** Check and spot stains immediately and before taking them to wash. Spotting makes stains go easily during wash and sometimes stain can already be totally removed even before washing.

Check all around the clothes to check for stains. Remember that stain doesn't always have to be any special stain. For shirts, check the collar and cuff and treat the stains there.

Suggested External Video:

<https://youtu.be/6dvrWGuhjkl>

5. **Wash: Launder or Dry clean:** Now you can wash or dry clean as appropriate. Having tagged the clothes and sorted them then this is the next step to take. Always make sure you rinse clothes well. Add starch if required.

6. **Dry:** If you have a dryer you use it, or spinner or hang dry them. Try not to dry clothes where dusty or easily attracts stains or touches.

Also try not to dry clothes under direct sun as the hot sun make clothes fade quickly and sometimes may cause some kind of stains in some fabrics.

7. **Inspection:** After washing your clothes you should inspect them for cleanliness and ensure that no part is torn nothing is missing, e.g.

buttons. Check the laundry bucket you used to wash before throwing away the water or check your machine before draining the water.

Check all round the fabric is intact and in clean condition.

8. Iron or steam: Iron the clothes appropriately according to the fabric type. Excellent Ironing is very important; it is the finishing of the job so make sure you do a fine finish.

9. Inspect: Yes, after ironing the clothes you should check them again slightly. Check if the fabric doesn't have any iron stain. Check if it is smooth where appropriate. Check if there's crease where there is supposed to be a crease.

10. Fold or hang and bag for delivery: Fold the clothes that should be folded and hang those that should be hand. Place them into transparent nylon bags appropriately for delivery.

CHAPTER 13

SETTING UP SHOP

The location of your shop should be carefully and strategically considered. It may be located in a residential area or somewhere that can easily be connected, seen or described, and safe. Ensure is that it is not jam-packed.

Create spaces and demarcation to contain your need.

You can wash and dry clothes else and use the shop as drop off and collection center.

Get shelves for clothes, visitor's chair, reception table and chair, laundry baskets and sorting table or mat. Then entertainment appliances: TV and music player if you can afford.

Your shop should not be located in a dirty, muddy or unpleasant place.

Remember you are in the business of cleaning. Everything must be tidy.

Eat fruits

Professional launderers and dry cleaners know about taking fruits often times.

Because you will be dealing with chemicals on a daily basis, you will need to cleanse your body system with these fruits so that you can stay very healthy to enjoy your business and money.

Don't get me wrong, this is not to say that you will get hurt if you don't take fruits. Do you even need a reason to take fruits?!

Your appearance matter

As a dry cleaner you must be neat and clean at all times. Dress well always, wear good clothes, you are the number one promoter of your business. If you don't wear good clothes people won't give you their clothes to care for.

Pricing

Knowing how to set prices for your services is very important, and more importantly you must be strategic in setting your price.

Collect information about the prices around your area so that it can help you determine yours. It doesn't mean you have to set your price too lowly or believe it would give you an edge over others. In fact if you offer too cheap prices people get skeptical.

If you are thinking of competition, you can offer people incentives and periodic gifts. Something like: wash 5 clothes at the price of 4. Etc.

Packaging

In packing your clothes, do not squeeze them all in one nylon even if they are all for one customer. If you want to pack 10 clothes that belong to a customer, you can pack them 2/3/ each. Make use of transparent adhesive plastic bags/nylon. They give finer outlook.

Your first 20 customers:

You already have more than 20 customers; all you have to do it convert them to a paying customer.

Set a daily target for yourself: tell everyone you know, your neighbors,

church members, friends, mosque, your groups, place you watch soccer, etc.

Your ability to convince them that you can do a good job is very important.

Specially iron your own clothes with your dry cleaner's touch, and get them telling you how good you look and asking which dry cleaner you use or simply see the dry cleaner in you.

Record keeping

Keep your records! This is very important. Keep records for inbound and outbound movement of fabrics. That is clothes brought in and clothes taken out.

You can use one record book and use the front for inbound and the back for out bound. What appears in front must appear at the back. It's just the normal rule of simple accounting.

The front showing the information of the customer transaction when the items came in must have a corresponding entry for when the customer picked up. Either the customer paid in full or paid partially.

Although, for faster reconciliation; you may keep both inbound and outbound records together. See example below:

Inbound:

Date Received

Customer Name

Customer Phone

Fabrics brought in

Preferences (such as starch)

Service (Laundering/Dry cleaning)

Total Amount

Deposit

Balance

Fully paid

Received by

Outbound:

Date Delivered

Full Amount Paid

Delivered by

Remarks (Just any detail you want to have on record) This can be done horizontally or vertically or side by side in a record book.

Management.

Some actions that can make or mar your business.

Not keeping to time: When you have promised customers on when their clothes will be ready make sure you don't disappoint, if not you will be destroying your business with such disappointments. So always keep to time.

Missing and mixing customers clothes: Keep customers clothes safe all through the process.

Damaging customers' clothes: Damaging of customers clothes with ensure that you don't get people to bring their clothes to you. Be professional.

Washing and drying in the open: You should try and keep your laundry process away from the public eyes. It is not ok for people to be passing and be seeing their clothes or people's clothes as you wash and dry them. It even invites thieves.

Not returning lost but found items to the owners: Integrity is important.

You must be trustworthy, if and whenever you find customers items in their pockets or anywhere on the clothes make sure you return it to them. They will appreciate this by bringing even more clothes and refer customers to you.

Do home delivery and pick up: This will help make it convenient for your customers to do business with you and expand your reach.

Take note of preferences: Understand what the customer needs and will prefer you to do. A customer may say you should not fold their clothes, or that you should not put starch; do as they want.

Treat customers with respect: Never should you disrespect or argue with your customers. Always be understanding and treat them with respect.

Marketing - Have marketers that move around neighborhoods asking people if they need laundry services. But never forget that you are the chief marketer of your business.

Offer unique Services - Look at what your competitors are doing and what they are not doing, and improve on what they are doing, while doing what they are not doing, as long as it is good for business.

Offer competitive Prices - Offer a fair and standard price for a high quality service.

Get to know your customers - If possible, remember their birthdays and message them. They will feel loved and will love your business.

Print Fliers, Handbills and Business Cards - You never may know where it will get to and in return invite more people to your business.

Brand your Finished Products - Have a branded packaging for every finished work you are about to deliver to your customer. You never know who will pick up the packaging after it has been discarded. Plus, branding is good!

Train and reward workers; Give guidance and reward good performance.

CHAPTER 14

MORE SUGGESTED EXTERNAL VIDEOS

How to iron a suit jacket

<https://youtu.be/2fJ7UkWnfHk>

<https://youtu.be/wmgXg6o1pAg>

<https://youtu.be/HNEt2NjBi6Q>

<https://youtu.be/rMWLQCRQloM>

How to iron a suit pant

<https://youtu.be/Xnb-XCt3TFE>

<https://youtu.be/Lhuhb2KNqVM>

<https://youtu.be/yznPu6MIW5I>

How to iron a shirt

https://youtu.be/yK6iQj-I_0w

How to fold a shirt properly

<https://youtu.be/FLmyoK7kmOA>

<https://youtu.be/Kd7edDNjmLE>

How to iron a t shirt

<https://youtu.be/jbPxbFoP2OU>

<https://youtu.be/aLs4Rxy36Ic>

https://youtu.be/rGqoEI_Y2yM

How to fold a tshirt

<https://youtu.be/iyqltFTug1I>

<https://youtu.be/QS9Pa81vuvo>

How to iron jeans

https://youtu.be/3hbq_2gcupQ

<https://youtu.be/1iiPFoFzyTU>

How to iron a dress

<https://youtu.be/xo9uVHY4O6Q>

<https://youtu.be/N9m8qzppoa8>

How to iron a tie

<https://youtu.be/II8X8oZmAsY>

CHAPTER 15

Risks of the business

Since people need to wash their clothing on a regular basis, owning a laundry business is a good and honest work. But like all businesses, there are a number of factors to consider that could affect its success. Learning about the risks of owning a laundry business before you rent a shop and buy your washers and dryers is key to deciding if the business is right for you.

Utilities.

Changes in utility rates affect a laundry business because it relies on electricity, water and sewage to conduct operations. In case you are buying an established laundry business, take a look at the last few years of utility bills to determine typical cost and usage. Not only will you find out how much to budget for utilities, but the numbers also help verify the amount of

business the current owner says it receives. If the utility bills seem high, ask the owner about any plumbing leaks or other factors that might explain the numbers, so you know what challenges you face if you decide to move forward and buy the business.

Repairs.

Repairs are an ongoing problem for a laundry business. Even new machines wear down with constant use. If the machines are out of service they aren't bringing in revenue. Laundry owners who do not have mechanical skills to fix their equipment need to budget for repair people to come in and fix the machines. This mean you may not be able to make money from those washers and dryers for days while you wait for someone to fix them. An alternative is to attend a washer and dryer service school to learn to fix your own machines.

Security and Cleanliness.

A clean laundry business that makes customers feel secure is critical to the success of your business. Make sure the floor plan includes sufficient lighting to be welcoming and don't neglect your parking lot either. Otherwise, you run the risk that your customers drive to a safer and cleaner facility. In addition, a laundry facility must have cash on hand in order to provide change to operate the machines. This puts your business at risk, because all of that cash could tempt a thief to rob your business.

Location.

A change in the neighborhood, such as if it becomes a dangerous location because of an increase in crime, represents a risk. If people feel scared to venture out, especially in the evening when working customers need to take care of laundry, they won't support your business. On the other hand, your neighborhood might become a more expensive place to live and work,

causing your rent to go up when it comes time to renew the lease. This makes signing a long-term lease an iffy proposition, since you don't know which way the neighborhood might go.

Disputes.

A laundry owner may have to deal with disputes with customers. There may be arguments over stolen clothing or poor handling of property that the laundry business owner may have to resolve.

Handling Cash.

Because laundry and dry cleaning is a cash-driven business, the owner has to handle and transport a lot of cash to and from the bank. So the owner is at risk of having a large amount of cash stolen from the business unless he implements tight security and money-handling procedures.

Health Risk and Others.

Biological agents.

Risk of:

Infection e.g. Legionnaires' disease.

Skin, eye or respiratory sensitisation.

Possible causes:

Exposure to biological agents via contaminated laundry or contaminated water aerosols.

Exposure to proteolytic enzymes in detergents.

Chemical Agents.

Risk of:

Latex allergy.

Dermatitis.

Respiratory problems.

Possible causes:

Exposure to latex consumables, soaps, detergents and solvents.

Breathing fumes such as chlorine hypochlorite, ammonia and sulphur dioxide.

Exposure to asbestos in old buildings.

Exposure to cytotoxic drugs and radionuclides via contaminated laundry.

Electricity.**Risk of:**

Burns.

Electric shock.

Death.

Fire.

Possible causes:

Lack of equipment maintenance.

Handling sockets or equipment with wet hands.

Ingress of water into equipment

Equipment**Risk of:**

Entrapment.

Explosion.

Crushing.

Physical injury.

Death.

Possible causes:

Contact with unguarded machines e.g. folding machine.

Defective guards or interlocks.

Fingers stuck in clamps or caught in corners or folds of sheets on sheet feeders or spreaders on calendars.

Inadequately maintained steam boiler

Ergonomic Hazards / Manual Handling Risk of:

Musculoskeletal disorders.

Possible causes:

Lifting, transporting or folding laundry.

Loading and unloading washing machines and dryers.

Sorting soiled laundry.

Receiving and weighing laundry.

Overfilled bags

Fire

Risk of:

Burns.

Smoke inhalation.

Death.

Possible causes:

Faulty equipment e.g. overheating.

Overloaded sockets.

Blocked fire exits

Hot Surfaces / Heat**Risk of:**

Heat stress.

Burns.

Possible causes:

Excessive humidity.

Lack of job rotation, breaks or water consumption.

Inadequately insulated steam and hot water pipes.

Sharps**Risk of:**

Cuts or puncture wounds.

Infection.

Possible causes:

Exposure to needles, knives or blades folded in soiled laundry

Slips, Trips and Falls**Risk of:**

Minor injuries such as cuts to major injuries such as broken bones, concussion and even death.

Possible causes:

Wet floors.

Poor housekeeping.

Trailing cables.

Noise

Risk of:

Hearing damage or loss.

Physiological effects.

Work related stress.

Increased risk of accidents.

Possible causes:

Prolonged exposure to noisy equipment.

CONCLUSION

After reading this book you need a lot of **practice**! That's it. I want to believe that you have been **practicing** along the way up till this end. Now you need to **practice** more, so as to be able to perfect everything you have learned.

You may begin **practicing** with your old fabrics; then as you perfect the knowledge begin to try your skills on your usual fabrics. **Practice** as much and as long as possible. This is really important! I recommend **practicing** actively for at least 3 months. Nonetheless, when it's time for you to start working on other peoples clothes, you will know; because you will be confidently ready. Don't just be confident; have proof of the work you have

done – neatly cleaned and packaged as though you are going to deliver them to someone who paid you to clean their clothes. Be sure of the quality and know that it is of acceptable standard. Ask for honest opinion from friends and family and take their feedback seriously, if they say it needs more work; then it does. **Practice** more and you will perfect it.

Thank you for purchasing and reading my book! I truly hope that you enjoyed this book and that it will be of help to you. If so, I'd love to hear about it and your review will help others that also need this book to find it.

Here: For your convenience, I have made list of some of the tools, chemicals and other utilities that I mentioned in this book that you can easily find and purchase online and have them shipped directly to you. Simply visit this link:

<https://digiknow.com.ng/laundry-and-dry-cleaning-book-tools-chemicals-and-utilities/>



Appendix

Business Plan Outline for Your Laundry and Dry Cleaning Business.

Writing business plan for you dry cleaning services or laundry shop will be simple and easy if discussed as chapters. So here it goes: **Chapter 1:**

Business Service Introduction

Although executive summary can be the first to present, but we'll discuss it in last as it's written at the end.

Now coming to the introduction, it's all about how the business/service focuses on customer satisfaction, i.e. by rendering excellent service, on time deliver, timely pickup, using quality products and all other stuff that can make it appealing.

The sub-sections of the chapter should include:

- Objectives
- Mission statement, Motto or a Tagline.
- Growth potential.
- Keys to success, i.e. range of services, clientele, reputation etc.

Chapter 2: Startup Details

This is to discuss the details like where the service/business will be located, area, strategic importance of the location etc along with the numbers and statistics. Details to be included here are:

- The start-up capital (equipment, installations etc).
- Distribution of owner's investment and borrowings.

Do use the tables and graphs effectively; they don't just look good but also make it easier for the reader to understand more in less time.

Chapter 3- Products and Services

Depending up the area you are operating this business and the offers you have, better is to create a rate card first. Once rate card is ready, you can present it smartly in the business plan. Doing so will save your time and your rate card will also be ready with the business plan.

Chapter 4- Market & the Competitors Here you will write down the strategy and implementation summary, i.e.

what's so special about the business that makes it stand out in the market, what type of customer service you will provide and how will you work on client satisfaction.

Studying your competitors closely helps you add up all the points missing in their business; by offering the best rates, advance packages, more flexible hours, weekend services, ease of access and so on.

Doing a ***SWOT analysis of your business*** will better help writing this section.

Chapter 5- Marketing Action Plan:

Without proper marketing, you simply cannot do any business. It's the key to acquire more customers and keep the business running. From local promotion via pamphlet distribution to catching prospects online via Google Ads, Facebook & Twitter, you need a plan for everything to be done rightly.

Follow these detailed guides and develop a marketing plan for your laundry and dry cleaning services business.

By knowing the common and specific marketing strategies above, you should be able to identify what to include in the plan and what not. Once you have a filtered list of marketing mediums to be used, you should grab a Marketing

plan template and edit it according to your needs. Use a marketing plan template that has capacity to work as marketing action plan.

Chapter 6- The Financial Plan

Grab a financial plan template and add up your details to make your life easier. Remember that mostly financial plan templates come with detailed documents which you might not need. So, only take account of the documents that you need at this stage, i.e. balance sheet, income statement, cash flow statement and so on. Do not go into too much details of the stuff that you are not familiar with.

Chapter 7- Forecasts & Milestones

Expected revenues in one year, distributed into 4 quarters makes a good forecast. Using graphs and tables makes is more attractive and easier to understand.

Remember that milestones are just the smaller parts of bigger goals; if you plan 100k revenue in one year, you must know that in the first quarter you may not hit 25k, so, set realistic milestones.

Chapter 8- Human Resources

It's a must for any business plan to have details of people behind it. Ideally, add the details about owner(s)/management people first and then the experts you have. In case if you have not hired people at the moment, write in detail about the job profiles you plan to hire.

Time for Review & Rechecking As proofreading is a must for any business document; a recheck of facts, figures, information and the structure for your laundry/dry cleaning business plan is required. Make sure that business plan covers everything mentioned above and is ready in the same order.

The Final Word:

As I mentioned in the beginning of chapter 1, “Executive Summary” is the first and foremost part of a business plan. It is presented on the *first page of the document*, but while developing the business plan, it *is the last part to be written* as it summarizes step 1 to 8 in *one or two pages*.

Once you are done with writing all the details as mentioned above, now it is the time to organize your laundry service/dry cleaning business plan in proper table of contents and add the appendix if required.

Caution:

You can use samples for ideas, while templates can be used where replacing content works great like in the Marketing and Financial plans. However, you cannot rely on a whole business plan sample or template. A business plan represents the soul of your business and it must be unique as your business.

END