



Case Study: Dress Code at Mandarin Oriental Hong Kong

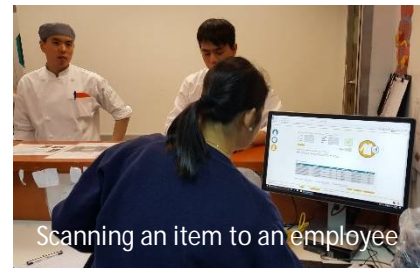
The iconic Mandarin Oriental hotel Hong Kong, one of the city's landmarks for over 50 years has begun using autovalet's Dress Code RFID system to track its employee uniforms.

Recording which items had been issued to employees used to be entirely paper-based but with an inventory of over 15,000 garments and almost 1,200 employees the process was labour-intensive.

Executive Housekeeper Jean Chen decided that the time had come to modernise. Laundry Manager Debby Ho was also concerned that paper records could not identify when garments had been sent to their external cleaner but not returned.

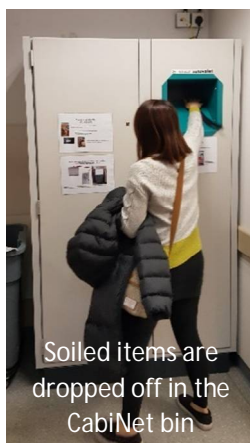
autovalet and its local agent Swedish Trading were selected to supply Dress Code which is widely used in the casinos of neighbouring Macau where autovalet have a service centre. To prevent losses both by employees and at the laundry, Jean also opted to fit RFID chips to each uniform piece.

The chips were supplied in fabric pouches which are discretely sewn on to the garments. The garment is registered in Dress Code with details of its type and size and it can then be assigned to an employee. This process builds an inventory that can be viewed by managers showing who has been assigned which items and their current status.



Employees drop items for cleaning into a self-contained CabiNet receiver manufactured by autovalet which is located in the hallway and automatically scans every item as being dispatched to the laundry. When the cleaned garments have been returned to the hotel, they are hung back on to the storage conveyors by the attendants.

RFID readers made by autovalet and mounted on the walls constantly scan the conveyors and record the return of cleaned items, keeping a regular tally of any items sent out but not received back from the laundry.



The only labour required is when the attendant issues the clean uniform over the counter. Employees identify themselves and provide their slot number. The attendant retrieves what they need from the conveyor and scans the items at the counter reader before handing them to the employee. Space was too limited to automate this activity as autovalet does in Macau.

Jean is very pleased that employees can be made responsible for the items they are issued with. 'Although it took some time to fit chips to every uniform, it was worth the effort. Dress Code now gives us all the information we need to hold employees to account. It also shows the stocks we have of each item, allowing us to buy what we need.'

Debby is now more confident that garments are not being lost at the laundry. 'RFID tracking requires no extra labour but gives us so much more information. I can check my cleaning bills and make sure I get every garment back. We hope next year to extend the system to track linen as well.'

For further information on Dress Code, please contact sales@autovaletsystems.com