



## HOUSEKEEPING: "LINEN CHANGE ON REQUEST"

### Short description:

To wash hotel linen causes a high use of water and chemicals. Water can be saved when linen is only changed on guest request. Here, guests can decide whether the linen should be changed or whether they are happy to use it for a longer period. A common concept is the "towel change on guest request" (towels on floor means: please change. Towels on hanger means: I will use it again). The linen change on request follows the same principle. This concept only works when communication is clear and staff is properly trained (see statement below).

**Iberotel Coraya Beach, Coraya, Egypt**



**Marriott Red Sea Resort, Taba Heights, Egypt**



### Please be aware:

A frequent guest complaint is the following:

**"Even though I hung up my towel to make clear that I will use it again  
- I was given a fresh one."**

Perhaps this was meant as a gesture of special service by the staff. Special service is a nice add-on, but in this case the special service is that the guests are allowed to decide whether they want to act more sustainable (or not)! When this decision is ignored, the guests might feel as if they are not taken seriously. Therefore, it is important to ensure that the staff understands this procedure.



### Additional information:

More hotel information can be found here:

- <http://www.jaz.travel/destinations/egypt/madinat-coraya-hotels/iberotel-coraya-beach-resort.aspx>
- <http://www.tabaheights.com/hotels.aspx?SubSectionID=72&IsGolf=false&SelSec=5&SelSubSec=3>