

GLOBAL INSTITUTE OF
LAUNDRY MANAGEMENT

5-DAY PRACTICAL CLASS

**Garment Inspection, Spotting, Cleaning, Finishing
and the Complete Customer-to-Delivery Process**

Day	Practical focus
1	Garment inspection, care labels and sorting
2	Stain identification and safe spotting
3	Washing, dry cleaning and drying
4	Ironing, finishing and quality control
5	Complete customer order: reception to delivery

Hands-on learning through trainer demonstration, guided practice, independent practice and daily competency review.

IN-PERSON • PRACTICAL • BEGINNER-FRIENDLY

Course Overview

Purpose: Develop the practical discipline required to handle customer garments safely and systematically from inspection and sorting through cleaning, finishing, quality control and delivery.

Who it is for: Aspiring garment-care professionals, new store owners, counter staff, processing operators, finishers and supervisors who need structured hands-on practice.

Entry level: Beginner. No previous practical experience is required; learners must follow trainer instructions and all safety controls.

Training boundary: The class uses the training centre's approved machines, products, programmes and procedures. It does not authorize learners to invent chemical recipes, mix products, repair machines or ignore manufacturer instructions.

Learning Outcomes

- Inspect garments, read care information, identify visible risks and sort correctly.
- Classify common stains and apply only approved spotting methods under supervision.
- Prepare loads and operate approved washing, dry-cleaning and drying processes safely.
- Iron and finish common garments while controlling heat, steam, shine, shape and presentation.
- Apply quality-control, rework, packaging and traceability checks.
- Complete a customer order from reception and documentation through final handover.

Training Method & Completion

Component	Course approach
Daily learning cycle	Safety briefing → demonstration → guided practice → independent practice → review
Practice materials	Training garments, approved products, tools and equipment provided or specified by the centre
Daily review	Trainer observation, correction of unsafe or incorrect practice and remedial practice where required
Final assessment	Individual practical order simulation from reception to delivery
Certificate	GILM Certificate of Completion after attendance and successful practical completion

Safety comes before speed. The trainer may stop any unsafe activity and require corrective practice before the learner continues.

DAY 1**Garment Inspection & Sorting**

Objective: Inspect, classify and route garments correctly before any cleaning process begins.

Practical outcome: The learner can document garment condition, identify risk and prepare a controlled mixed-garment batch.

Topics and activities

- Understand the complete garment-processing workflow from reception to delivery
- Workplace safety, PPE, hygiene and responsible handling of customer garments
- Common textile fibres, fabric types and garment construction
- Read washing, bleaching, drying, ironing and professional-care symbols
- Handle missing, unclear or contradictory care information
- Identify colours, trims, buttons, zippers, prints, coatings and embellishments
- Check pockets, accessories, stains and pre-existing damage
- Recognize colour-loss, dye-transfer, shrinkage and distortion risks
- Document condition and isolate uncertain, delicate or high-value garments
- Sort by colour, fabric, care instruction, soil level and treatment need
- Route garments to laundry, dry cleaning or approved special-care processing
- Use tags, bins and racks to prevent mixing or garment loss
- Trainer demonstration and learner sorting practice on a mixed batch

DAY 2**Stain Identification & Spotting**

Objective: Identify common stains and perform approved pre-treatment safely.

Practical outcome: The learner can assess stain and garment risk, choose the least aggressive approved approach and know when to stop or escalate.

Topics and activities

- Spotting-area safety, ventilation, PPE and emergency arrangements
- Product labels, Safety Data Sheets, storage and container identification
- Rule: never mix products unless explicitly approved by the manufacturer
- Oil/grease, protein, tannin/beverage, dye/ink/paint, soil/mud and combination stains
- Fresh, old, set and unidentified stains
- Collect useful stain information from the customer
- Check fabric, colour, care information, trims and embellishments before treatment
- Colourfastness and inconspicuous-area testing
- Use spotting table, brushes, spatulas, cloths and absorbent materials correctly
- Apply only approved products according to current product instructions
- Prevent spreading, rings, colour loss and fabric damage

- Stop, escalate, outsource or obtain approval when risk is uncertain
- Document treatment attempts and avoid stain-removal guarantees
- Trainer demonstration, supervised learner practice and result review

DAY 3

Washing, Dry Cleaning & Drying

Objective: Select and carry out the correct approved cleaning and drying route.

Practical outcome: The learner can prepare a load, operate training equipment under supervision and inspect the result before finishing.

Topics and activities

- Review sorting and stain-treatment decisions before processing
- Machine hazards, PPE, emergency-stop awareness and pre-start checks
- Machine capacity, correct load preparation and loading discipline
- Separate incompatible garments and confirm the approved processing route
- Select an approved wash programme by fabric, colour, soil and garment type
- Understand the effects of water level, temperature, mechanical action and time
- Recognize laundry chemical families and approved dosing controls
- Load, monitor and unload a washing machine safely
- Respond to interrupted or abnormal cycles and report equipment faults
- Dry-cleaning purpose, garment suitability and solvent-vapour safety
- Approved dry-cleaning programme selection and machine practice
- Professional wet-cleaning awareness where an approved system is available
- Post-cleaning checks and controlled rewash/reclean authorization
- Select tumble, air, flat or hang drying and prevent overdrying or distortion

DAY 4

Ironing, Finishing & Quality Control

Objective: Finish garments safely and verify that every item meets the required release standard.

Practical outcome: The learner can finish common garments, identify defects and release, rework or escalate each item correctly.

Topics and activities

- Finishing-area PPE, steam, heat and burn hazards
- Pre-use inspection and safe operation of irons and finishing equipment
- Care information and heat-sensitive fabric identification
- Approved temperature and steam settings; testing where required
- Prevent shine, scorching, impressions, colour damage and distortion

- Use pressing cloths and protective accessories correctly
- Garment positioning, ironing direction and efficient work sequence
- Finish shirts, trousers, dresses and traditional garments
- Handle collars, cuffs, sleeves, pockets, pleats and linings
- Finish delicate, embellished, knitted and stretch garments
- Fold, hang and restore shape correctly
- Final checks: cleanliness, odour, finish, condition, trims, tags and order match
- Identify authorized rework and select suitable packaging
- Protect and organize completed garments for dispatch

DAY 5

Complete Customer Order Process — Reception to Delivery

Objective: Manage and trace one customer order correctly from acceptance through final handover.

Practical outcome: The learner can complete the full order journey with accurate records, honest communication, garment control and professional service.

Topics and activities

- Professional greeting, customer communication and requirement confirmation
- Count and inspect garments in the customer's presence
- Check pockets, accessories, care information, stains and existing damage
- Record risks, communicate limitations and obtain acknowledgement where required
- Create the job ticket with service, price, special instructions and promised date
- Tag every garment and photograph condition where required
- Hold, sort and route the order to approved spotting and cleaning
- Maintain traceability at every production handover
- Update order status and control express or exception orders
- Route through drying, finishing, quality control and authorized rework
- Match garments, tags, job ticket and count before packaging
- Prepare for counter collection or pickup-and-delivery handover
- Verify customer, payment, order status and item count before release
- Explain unresolved limitations and obtain delivery acknowledgement
- Handle complaints professionally and maintain rework or claim records
- Protect customer and garment information; reconcile pending orders
- Role-play reception, risk communication, delivery and complaint handling

Practical Assessment & Certification

Assessment: Each learner completes an individual customer-order simulation from reception and inspection through routing, quality control, packaging and delivery handover.

Completion standard: The learner must follow safety instructions, maintain garment traceability, perform the assigned practical steps and correct important errors identified by the trainer.

Certificate: Learners who meet attendance and practical completion requirements receive the GILM Certificate of Completion — 5-Day Practical Garment-Care Training.

Actual equipment, products and processes may vary by training centre. Current manufacturer instructions, product labels, Safety Data Sheets and approved operating procedures always take