

Directory of
**Dry-cleaning & Laundry
Training Courses**

2010



About the courses

The training courses are held in our fully equipped training centre at SATRA House Kettering. The centre is equipped with dry-cleaning machines, stain removal tables and finishing equipment as well as classroom facilities. We can provide information regarding local accommodation on request. Lunch and refreshments are included in the course cost.

The courses are run in a friendly relaxed atmosphere because we believe training should be enjoyable and memorable. Our tutors are fully experienced in dry-cleaning and are well recognised within the industry.

The training courses are designed to provide underpinning knowledge together with practical skills.

For those unable to travel we can arrange courses to be held on your premises providing adequate equipment and space is available.

SATRA is totally independent and is not linked to any suppliers.



Dry-cleaning and Laundry

SETTING UP A DRY-CLEANING SHOP

2 days £410

This course is a must for those wishing to invest in setting up a dry-cleaning unit or laundry business.

Course content

- Estimating customer volume
- Equipment requirements
- Equipment capacity
- Layouts
- Work flow
- Working environment
- Ancillary equipment
- Fixtures and fittings
- Storage rails
- Best working practices
- Merchandising
- Profit and loss
- Business plans

RECEPTION SKILLS

1 day £205

The course is designed to meet the needs of those involved directly or indirectly with customers in both laundry and dry-cleaning businesses.

Course content

- Linked sales
- Examination procedures
- Services
- Realistic expectations
- Care labels
- Avoiding complaints
- Health & Safety
- Customer care
- Handling complaints professionally

DRY-CLEANING PRACTICE

2 days £410

The course includes practical and theoretical work and is suitable for;

- Someone new to dry-cleaning
- Supervisors
- Managers and owner/operators
- Machine operators

Course content

- The technology of dry-cleaning
- Process selection
- Machine parts and processes
- Health and Safety
- Solvents of all types
- Solvent handling
- Operator maintenance
- Protecting delicate items
- Understanding detergents
- Classification of loads
- Understanding care labels
- Pre-cleaning inspection
- Solvent emissions directive
- Troubleshooting

STAIN REMOVAL

2 days £410

The course includes practical and theoretical work and is suitable for;

- Someone new to dry-cleaning
- Spotters
- Managers and owner/operators
- Supervisors

Course content

- Setting up the workstation
- Kit chemicals
- Use and care of equipment
- Stain identification
- Selection of removal agent
- Stain removal techniques
- Stain removal from delicate items
- Raw chemical spotting

FINISHING

1 day £205

The course is mainly practical with students encouraged to use free steam presses; ironing tables; formers, cabinets. The course is suitable for;

- Someone new to finishing
- Supervisors
- Those involved in pressing
- Managers
- Owner/operators

Course content

- Setting up the work station
- Pressing aids and their uses
- Use and care of equipment
- Effective vacuuming
- Making efficient use of steam
- Correct lays
- Handling sensitive garments

COMBINED DRY-CLEANING

5 days £975

This course is for those who want the practical knowledge and skills in dry-cleaning, to be ready to start in the industry or for those wishing to refresh and upgrade techniques and legislation.

Course content

Dry-cleaning practice

- Solvent emissions directive
- Machine processes
- Troubleshooting
- Machine parts
- Routine maintenance

Stain removal

- Stain identification
- Removal techniques
- Kit and raw chemicals

Finishing (on standard and complex items)

- Professional iron
- Scissor press
- Former

ADVANCED DRY-CLEANING

For dry-cleaners to move to an advanced level

CHALLENGING GARMENTS – TEXTILES

1 day £205

Course content

- **Fault recognition:** Identifying faults, recognising causes of damage, demonstration of common faults and damaged garments
- **Determining responsibility:** Identifying dry cleaning faults, manufacturing faults and wear induced problems
- **Pre-cleaning inspection:** Testing for colour fastness, solvent sensitivity on accessories
- **Remedies:** Rectification of dry-cleaning faults
- **Constructing a professional letter:** Explaining simply and professionally what has gone wrong and helping the customer solve the problem



knowledge & training

training courses

THE WEDDING DAY

1 day

£205

Course content

- **Inspection:** Assessment of stain removal, cleaning & finishing. Pricing, care labels, potential problems, beads, sequins, diamante and other trims. Handling veils and other accessories.
- **Treatments:** Removal of mud, grass, red wine, fake tan, make up, cleaning protection and finishing
- **Packaging:** For transport and prolonged storage

ADVANCED FINISHING

1 day

£205

Course content

- **Pressing to an advanced level:** Using free steam press, steam/air/vacuum tables
- **Pressing:** jackets, trousers, shirts, pleats, complex garments in silk, linen and velvet
- **Rectifying pressing faults**

ADVANCED STAIN REMOVAL

1 day

£205

Course content

- **Using chemicals:** Kit chemicals, raw chemicals and bleaches
- **Materials:** Silk, linen, viscose and acetates
- **Specialised treatments and finishes**
- **Rectification**
- **Understanding limitations**

CHALLENGING GARMENTS – LEATHER

1 day

£205

Course content

- **Fault recognition:** Identifying natural skin defects, manufacturers faults, skin types and individual characteristics
- **Determining responsibility:** Identifying cleaner faults, manufacturing faults and wear induced problems
- **Pre-cleaning inspection:** To establish the skin's suitability to cleaning and giving realistic expectations
- **Technical:** Overview of the cleaning process for differing skin types. Repair options for different types of damage

FROM FIBRE TO FABRIC TO DRY-CLEANER

1 day

£205

Course content

- **Identifying fibres:** Burn testing, Beilstein test, water test, dissolving
- **Understanding fabric structure:** Woven, knitted, satin and pile fabrics. Recognising limitations, avoiding dye disasters
- **Understanding garment structure:** Interlinings, laminated and coated fabrics
- **Selecting the most appropriate stain removal, dry cleaning and finishing processes**



DOMESTIC LAUNDRY AND IRONING

1 day

£205

2 days

£410

This course can be taken as one day per topic or combined to cover both washing and ironing. It is designed for those wishing to set up a launderette with ironing service or a collection and ironing service.

Course content

- Classifying wash loads
- Fibres and fabrics
- Detergents
- Problem solving
- Understanding care labels
- Stains and soil removal
- Programmes

Ironing course covers:

- Ironing of complex items
- Ironing of standard items
- Efficient use of steam and electricity
- Use of the iron and settings
- Avoiding damage on delicate items

LAUNDRY COURSES

These are courses run to order - contact us for more information

INTRODUCTION TO COMMERCIAL LAUNDRY

4 days

£796

This course is a must for anyone in the early part of their laundry career, managers or owners needing to understand the basic theory of laundering.

Course content

- Health and Safety
- Wash process
- Fibres and fabrics
- Drying methods
- Classification and sorting
- Additives
- Wash efficiency testing
- Finishing methods

PRACTICAL LAUNDRY EXAMINATION

1 day

£275

This course takes the next step after the practical qualification. The one day ends with a 2 hour multi choice 60 question examination paper set by The Guild of Cleaners and Launderers.

Course content

- Fibres and fabrics
- Wash temperatures
- Care symbols
- Steam pressures
- Spontaneous combustion
- Water quality
- Chemicals
- Solvents

SATRA can arrange a bespoke course to suit your needs or to meet personal demands, contact Pam Turbert for more information or to arrange a course to suit you.

