FALKEN
Secure Networks

RFID for Hotels

A Buenos Aires luxury hotel is using RFID to make sure employees always have a clean, crisp uniform ready when they show up at work.

Tagging hotel assets, especially those which move around such as equipment for conventions, wine and spirits inventories, luxury bath robes, etc. are obvious RFID applications, The Alvear Palace, a luxury hotel located in Buenos Aires, Argentina is looking beyond the obvious to drive increased value. It's important that staff members are always polite and never out of uniform. Radio frequency identification technology is being utilized to track and manage the lifecycle of its employees' uniforms. This replaces an older, manual system that often resulted in misplaced uniforms, says company principal Sergio Del Pino, and sometimes led to inadequate supplies of clean uniforms for workers clocking in at the start of a shift.

An employee uses the system to read an RFID tag (not visible) sewn into a uniform.

The occasional short supply of clean uniforms was a big issue for the hotel, because many uniforms were imported and, therefore, could not be quickly replaced. What's more, employees were sometimes forced to wear ill-fitting garments while awaiting replacements for lost uniforms, which reflected poorly on the luxury hotel.

A small RFID tag was attached to every jacket, shirt, pair of pants and other article of clothing in its uniform inventory. At the beginning of a shift, an employee reports to a uniform depot and is issued a set of garments making up that person's uniform. The tag attached to each garment is read using a desktop RFID interrogator, which captures the IDs encoded to the tags and transmits them to a database, where each tag ID is associated with the ID number of the employee receiving that garment.

At the end of the shift, the employee returns the full uniform to the hotel's uniform drop, within the depot. There, the pieces are sorted and placed next to another RFID reader. The tags are read before the garments are sorted, then sent to the appropriate laundry or dry-cleaning service in the hotel, and the software checks each garment back into inventory.

Before deploying the RFID system, the hotel would simply sew a label into each garment with the name of the employee to whom it had been issued. The agent checking in uniforms would then read the label and manually log in the return. The system was subject to errors.

In addition, the manual system did not allow the hotel to easily gather data on the number of washes to which each individual garment had been exposed during its lifetime, since the uniforms were not issued unique ID numbers. With the RFID-based system, however, the hotel has deployed software that tracks the number of washings or dry cleanings in each individual outfit's lifecycle, then sends alerts to hotel staff members when a specific uniform has been washed a pre-determined number of times. The workers then remove the garments from inventory and replace them with new ones, in order to ensure that no uniforms become thread-bear.

Tagging of rented apparel and linen is currently carried out by over one hundred commercial and dedicated laundries in military establishments, hospitals, casinos and so on. It is well established. Over 150 million items are laundered by industrial laundries across the world and some items, such as uniforms, are replaced and re-tagged within one year. New versions of laundry tags take the form of small buttons and colour-matched discs.

A RFID-enabled Conference Card carried with a strap worn around the neck

FALKEN Secure Networks(FSN)—Your partner for RFID automation

If you choose to pursue RFID implementation in your organization, here is the FALKEN Secure Networks commitment to you:

- FSN will provide solution architects to work with you to define system requirements for your particular installation. Multiple locations can be networked together for a central and real-time view and centralized management.
- FSN will do a RFID site survey to validate radio frequencies, tag types, system design and performance
- FSN will provide all necessary hardware and software to make the system work for you
- FSN will integrate the system with your existing enterprise management software
- FSN will provide documentation for the system, including operating procedures
- FSN will train your people
- FSN will provide warranty and continued system support

For RFID-enabled Document Tracking and Management, FALKEN Secure Networks (FSN) and partners bring together the right technologies to give you control over your files and make your office run more efficiently. Our automated and secure processes save time and labor, and prevent problems before they occur. With FSN ,you get the latest, non-proprietary secure RFID technology with the most powerful and flexible RFID file tracking software available.

Contact Us

FALKEN Secure Networks is a specialized System Integrator, RFID Solution Architect, and Value-Added Reseller with focused expertise in the RFID site survey, cost-effective design, and turn-key project implementation.

Contact FSN at sales@falkensecurenetworks.com

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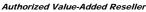*Authorized Value-Added Reseller*

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