

Laundry Worker interview questions

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What to expect

Laundry Worker interviews are usually practical and straightforward. Employers want to know you can follow process, handle chemicals safely, keep equipment running, and stay on your feet for a full shift. Questions often mix safety, technical and reliability checks.

- **Safety and compliance:** Questions about infection control, chemical handling, WHS and manual handling, because laundry work carries real risks.
- **Technical and equipment:** Questions about operating washer-extractors, dryers, ironers and steamers, plus basic fault spotting.
- **Process and reliability:** Questions about sorting, stain treatment, turnaround times and keeping quality consistent.
- **Behavioural:** Questions that ask for examples of teamwork, reliability or dealing with pressure.
- **Physical and stamina:** Questions that check you understand the physical demands of standing, lifting and repetitive work.

Interviews are often a single session with a supervisor or laundry manager, sometimes after a short phone screen. You might be asked to walk through a typical shift, answer safety and technical questions, and in some cases complete a short practical trial on the floor. The tone is usually down-to-earth, with a focus on whether you turn up, follow procedure and work safely.

1. Walk me through how you sort and process a load of soiled linen from arrival to dispatch.

Why they ask

This tests your understanding of the full laundry workflow and whether you can keep different fabrics and contamination levels separate.

How to structure your answer

Process walk-through: start with receiving and sorting, move through washing and drying, then finishing and dispatch. Mention checks at each step.

Example answer

"When a load arrives, I first check the delivery docket and look for any sharps or foreign objects. I sort by fabric, colour and how soiled the items are, keeping hospital linen separate from hotel linen if needed. I pre-treat stains, then load the washer-extractor with the correct cycle and chemicals. After washing, I dry and finish items on the flatwork ironer or steamer, checking for remaining stains or damage. I fold, count and package for dispatch, and note anything that needs a re-wash or repair. Throughout, I keep the area clean and follow infection control procedures."

2. Tell me about a time you noticed a fault with a washing machine or dryer. What did you do?

Why they ask

This checks whether you can spot equipment problems early and follow the right reporting process instead of ignoring them.

How to structure your answer

STAR (Situation, Task, Action, Result).

Example answer

"In a previous role, the tumble dryer started making a loud noise and taking longer to dry loads. I stopped using it straight away, tagged it out of service, and told my supervisor. I checked the lint filter and drum for anything obvious, but it needed a technician. I logged the fault in the maintenance book and moved the load to another dryer so we could still meet our dispatch time. The technician fixed a worn belt the next day, and because we reported it early, we avoided a bigger breakdown."

3. A batch of linen comes out with stains still visible and it is due for delivery in an hour. What do you do?

Why they ask

This is a judgement under pressure question. Employers want to see you prioritise safety and quality without panicking.

How to structure your answer

Judgement under pressure: assess the problem, decide what can be fixed quickly, communicate with your supervisor, and protect the delivery commitment.

Example answer

"I would first check the stains to see if they are fresh or set in. If a quick re-wash with the right treatment can fix them, I would run a small load immediately and keep the rest of the batch moving. I would tell my supervisor about the delay and ask whether we can send the clean items now and follow up with the rest, or whether the whole order needs to wait. I would not send stained linen out, because that affects the client and our reputation. If the stains are permanent, I would remove those items and note them for repair or disposal."

4. What do you know about infection control and safe chemical handling in a commercial laundry?

Why they ask

This is a technical and safety question. Laundry workers handle soiled linen and chemicals daily, so employers need to know you understand the risks.

How to structure your answer

Technical explanation: cover the key principles, then give a specific example of how you apply them.

Example answer

"I know that soiled linen can carry bacteria, so I always keep clean and dirty items separate. I wear gloves and an apron when handling soiled linen, and I wash my hands after. For chemicals, I read the safety data sheet before using anything new, measure the correct dose, and never mix chemicals. I store chemicals in their labelled containers and keep them away from clean linen. I also follow the laundry's procedures for thermal disinfection and correct wash temperatures. If I am unsure about a chemical, I ask my supervisor rather than guessing."

5. This role involves standing, lifting and repetitive work for a full shift. How do you manage your physical stamina and safety?

Why they ask

This checks whether you understand the physical demands and can work safely without injury.

How to structure your answer

Behavioural and practical: describe your routine, then give an example of how you have managed a demanding shift.

Example answer

"I stay safe by using correct manual handling techniques, like bending my knees and keeping loads close. I rotate between tasks, so I am not doing the same movement for hours on end. I take my breaks and stay hydrated. In my current job, I work eight-hour shifts on my feet, and I make sure to stretch and change posture regularly. If a load is too heavy or awkward, I use a trolley or ask for help."

I also report any pain or strain early, because it is better to fix a small issue than let it become an injury."

6. Describe how you would handle a disagreement with a coworker about the correct wash cycle for a delicate item.

Why they ask

This is a teamwork and communication question. Laundry teams work closely, and employers want people who can resolve differences calmly.

How to structure your answer

Behavioural: describe your approach to the situation, then give a brief example if you have one.

Example answer

"I would stay calm and focus on the item and the procedure, not the person. I would ask what cycle they think is right and explain why I think a gentler cycle is needed, pointing to the care label or the laundry's guidelines. If we still disagreed, I would check with the supervisor, because getting it wrong could damage the item or the machine. In a previous role, a coworker wanted to use a hot wash on a delicate uniform, so we checked the label together and agreed on a cool cycle. It kept the item in good condition and we kept working well together."