

***Welcome to our family!***

***We look forward to a long and happy working relationship. Please note the following duties to guide you as you work with us.***

**Daily/Weekly**

***Cleaning:***

***Dusting, sweeping and mopping should be done daily. We require the floors in the main areas to be mopped on Mondays, Wednesdays and Fridays. Sweep all rooms thoroughly every day.***

***• Washing and drying dishes daily, as needed***

***• Washing, folding and ironing clothes (needed once per week)***

***Handwashing will be required occasionally***

***• Changing bed linens and making beds (twice per week, Friday and Tuesday)***

***Washing bathrooms daily. Bath towels are changed every other day.***

***• Removing garbage to outdoor receptacle.***

***• Restocking personal care products, toilet paper, etc.***

***• Picking up toys and/or clutter and other general organizing***

***• Running errands for the family***

***• Preparing meals***

***• Replacing light bulbs***

***And any other duty assigned***

***Long term***

***Refrigerator, stove and all small appliances should be cleaned and maintained as necessary.***

***Windows should be cleaned monthly***

***Keep an inventory of all supplies and food, compiling a list for replenishment***

***Ensure juice, cold water and ice are available at all times***

***Other notes***

***Please ensure the children’s uniforms are prepared for the following week on a Friday.***

***The children are to be given a cooked meal after school each day. (No snacks)***

***The children are to take their bath and begin their homework after school each day.***

***You may eat from the food you prepare for the family in the home. You may not take meals “to go”.***

***Detailed cleaning/Spring cleaning should be done twice per year and will be further explained at that time.***

***Please review the attached article which will guide you on what we do not expect from you.***

***Please feel free to ask questions at any time.***
***We are glad to have you join our home. Enjoy!***

Executive Housekeeping
Tips from Tam

Top 5 things homeowners dislike with domestic help

In the domestic care service industry there are common complaints received from clients about their hired help. The list below consists of the top issues causing disruption in household helper and employer relations.

1. Theft
Stealing, of course, is number one on the list of things people hate to have happen in their home. This is especially so as trust is a big factor in the relationship between householder and hired help. The householder has entrusted her housekeeper with the care of her personal items. When things start to disappear it can be heartbreaking. Stealing is a sure fire way to get, well...fired. The feelings of violation and distrust ruins the relationship. Ultimately the employee loses a recommendation and may end up in jail.

2. Begging
Begging is an annoying fact in helper/householder relations. Inevitably the householder has an item or items that she may not be using. The helper feels like she could use it. Rather than steal or watch the item go to waste she asks if she can have it. This is annoying because the householder may have the item for sentimental reasons, may be treasuring the item but yet find it hard to say no. The householder may feel like saying no would make her seem mean but she doesn't want to give away her belonging. It's not a good idea for the helper to beg. Although it's better than stealing, a conscientious employer will offer items as she sees fit. So if it's not offered, one can rest assured it has value to the householder. Don't beg.

3. Dishonesty
Dishonesty here refers to behaviour other than stealing. It includes breaking things and hiding them, wasting work hours, lying about previous employment/ providing false references and not completing given tasks in reasonable time. A helper/gardener should avoid a pattern of dishonesty. It erodes the relationship with the employer and will result in termination.

4. Constant chatting on the cell phone
Incessant talking on the phone during work hours is not only annoying but a theft of time. It's not appropriate for helpers to be talking all day on their phone, taking call after call even if they are working while talking. It's unprofessional, disturbs the householder and let's others in on conversations they usually do not want to hear.

5. Fraternising
This is another householder pet peeve. Helpers socializing with other household staff in the community during work hours is a complaint received at Executive Housekeeping and is considered a primary offense on our list of what not to do. The householder does not want to find out her helper has been gossiping about her or is having inappropriate relationships within the community. This disturbs how the householder feels about her neighbors and invites a lifestyle she may find distasteful.