

## 8 WAYS TO KEEP YOUR NEW DOMESTIC

### HELPERS AT HOME

Dear Employers:

After waiting for so long your domestic helper finally come to your house. The first three months are critical in determining whether your DH can work in your family for the rest of the two years contract period or longer.

Here are some tips that you can build good rapport and long-term working relationship with your domestic helper.

1. Be patient to the slow pick up of domestic helper.  
Though the worker went through training in FI, she will not be able to cope with the new environment in a short time. She needs time to adjust. Therefore, you must give her time to make adjustments.
2. Make suggestions/advices but not condemnations.  
Everybody needs some respect. Your helper may make some stupid mistakes which annoys you. But your strong and harsh words will only scare her and turn her away from talking to you. Gentle and sincere talk with her will ease the situation. You may write down some suggestions for her to make improvements. Encouragement likes the sunshine warms up people's heart.
3. Serious performance problem, send her back to us for re-training.  
If the helper repeats making mistakes, she may have some homesick or adjustment problems. We can counsel her if she comes to our office. Sometimes employer complains to us by phone. We prefer not to teach a lesson to the helper by phone. We have to know the stories from both sides to determine what kind of constructive opinion we should give to the helper.
4. Step-by-step teaching  
A new helper should learn how to clean, do laundry and ironing in the house in the first two weeks. After that, she should learn how to take care the kids in the third week. When she gets her first pay cheque, you should use our evaluation form to have an open discussion on her performance. She will know how well she performs on the job. You should ask her to bring her

appraisal form to us so that we know her performance level too. We will reward her cash coupon if she gets good rating. If she gets poor rating, we will counsel or re-train her on her weaknesses.

5. Speak simple English- that is what she learns in FI. They speak American English which is simple and in short sentence. Don't expect that she can understand difficult British words. There are differences between American and British terms on utensils and many everyday words.
6. Don't get too close or too distant with her.  
Getting too close may give her impression that the employer will easily forgive her minor mistakes which may become major ones. Rare talk with helper will create communication breakdown. She will be afraid to talk to you and later both parties will lose confidence on each other. Remember that you hire her to care your family. Mutual trust and confidence is necessary to build good employer and employee relationship.
7. Understand her financial burden.  
Most applicants have to make personal loans in FI in order to work in HK. If you can show sympathy with her or give her extra day to earn the wages, she will appreciate a lot.
8. Before you decide to release your helper, plan ahead how to get replacement. Don't make such decision in an emotional state or late at night. You can seek our advice first and take action later.

Building good rapport and harmonic working relationship with helper will benefit the whole family and help you focus on your career. In contrary, you will have to pay a high price to fix a sour relationship. We are always here in office to answer your questions related to overseas domestic helpers.

Yours sincerely,

Tony Chan  
Pacific Jet Consultants