
International Domestic Placement Group

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Household Manager's Responsibilities

GENERAL PHILOSOPHY:

This family wishes to be able to invite a guest over to any of its houses, at any time with no prior warning, and find the house in a condition appropriate for entertaining. They do not believe that the house should be disorderly or unclean at any time, and desire to maintain staff sufficient to uphold this standard.

The family feels that staff should be there to relieve the family members of certain work. The antithesis of this would be staff actually adding to the family's workload. Examples of how staff can decrease the family's workload activities are frequently found in conditions that the staff members leave the house in, prior to their going home. Dishwashers should be emptied, and their contents properly put away. Clothes dryers should be empty, left with clean lint screens ready for the next person to use. The clothes must be neatly put away and the laundry room left clean. Trash containers should be empty, as should diaper pails, etc. The proper thought process for the employee must be that, as the family lives in the house without the staff being present, the amount of work for the family members to perform should be as minimal as is humanly possible. Don't leave a mess for the family members to clean up after the staff. Projects should either be complete, or a conversation with Mr. or Mrs. should confirm that everyone understands that the project is being left incomplete and unfinished, pending the employee's return to work. The above examples were deliberately selected, because they represent duties that may well not be the household manager's to personally perform. Nonetheless, the household manager must set the tone for the rest of the staff to follow.

This family enjoys natural materials (not synthetic) in all areas; including clothing, linen, upholstery, carpeting, etc. Natural materials require different care than do synthetics. Most people find that natural materials do not wear as well, and are more work and costly to maintain. We recognize that. Sheets that are 100% cotton need ironing, where permanent press sheets would not. Children's clothing that is natural cotton or wool may require hand washing. Bedspreads that are natural silk cannot even be sat upon; much less have damp laundry placed upon it. Our past experience has proven that the average cleaning person that enters this household is totally insensitive to these issues; and therefore is totally lost in this type of "old fashioned" environment. Care must be exercised in supervising personnel in this household, therefore, much more than in typical households of the same physical size. In a word, what this family possesses is, by today's standards, fragile. It cannot withstand the abuses (care) of most chemical cleaning products, which are commonly used in America, because their common usage is on synthetic materials (rayon & nylon carpet, not wool).

SECURITY:

- . Know how to reach client, 24/7
- . Know how client's name & privacy is protected
 - ~ Aliases used, and with which vendor
- . How phones are listed, and to be answered (24/7, depending on who is on duty)
 - ~ Varies by incoming line
- . Who is to answer the doorbells (24/7, depending on who is on duty)
 - ~ Know how each guest is to be received
 - ~ Know which vendors are allowed to wander unescorted
 - ~ Escort most vendors/maintenance men throughout houses
 - ~ They are not to be allowed the free run of any house
 - ~ Maintain security, privacy and protect house assets
 - ~ Vendors are only to use one designated toilet
 - ~ Vendors don't have free use of house phones.. Know mailing addresses, and when to use which address
- . Functions of security systems
 - ~ When to use, and to what degree
 - ~ (Will vary depending on if family is in residence or not)
 - ~ Know where panic buttons are located
 - ~ Know how often to check security systems
 - . Walk test motion detectors
 - . How to test smoke & fire sensors
 - . Batteries for portable panic buttons
- . How fire alarm system works; when to replace batteries, etc.
- . What papers, deliveries, etc. need canceling due to travel schedules .
- Have a local "pair of eyes" to contact, for each property when needed .
- All properties must be "child-proof", 24/7
 - ~ Be alert for dangers to children, and alleviate them
 - ~ Observe other personnel in this regard
 - ~ Be sure they don't create a child dangerous situation

- . Advise Mr. and/or Mrs. of any likely serious problems you foresee on the horizon
- . Be honest, open and forthright
- . Maintain our privacy, both while and after being employed
- . Keep your direct supervisor informed (Mr. or Mrs. as applicable)
- . This family collects items to furnish their houses that are very rare
 - ~ They are typically one of a kind and irreplaceable
 - ~ They are typically expensive; some are museum quality
 - ~ The care of these household items requires a museum curator's attitude
 - ~ Typical house cleaners and maids won't fit in, at this household
- . More items are ruined through ignorance of proper care than through breakage
 - ~ An expensive car (like anything mechanical) requires original parts to maintain its value
 - ~ An expensive pair of shoes requires the same quality sole for a re-sole as it had when new; if that were not the case, they would have bought cheap shoes to begin with
 - ~ Don't allow cheap and dirty repair jobs on fine items, or they will no longer be fine items
 - . The help must show respect for the items contained within the house

- ~ Know what kitchen items Mrs. prefers hand-washed vs. dishwasher washed
- ~ Don't use (by way of examples which depict disrespect) or allow your staff to use
 - ~ Bathroom or dish towels or napkins for rags
 - ~ fine vases or pitchers to water plants
 - ~ fine bowls for scrub buckets
 - ~ vegetable brushes for cleaning kitchen sinks
 - ~ chairs or other furniture for a step stool
 - ~ pool tables or other delicate surfaces for placing inappropriate items upon ~
 - knives for screwdrivers or chisels
- . The help must show respect for the physical houses themselves
 - ~ Care with vacuum, ladders, etc. banging walls or furniture
 - ~ The staff must appreciate that their job is special
 - ~ Items are fragile, delicate, and valuable
 - ~ Care must be taken in every aspect of the performance of their duties
 - ~ Speed is the enemy; we go slow and do things meticulously
 - ~ If the staff doesn't have a sense of pride in this job, they are the wrong employee
 - ~ Like in all fine museums, the staff should be quiet in performing their duties ~
 - The house manager is required to convey these feelings to the staff
 - ~ The house manager must set the tune (the attitude) of the staff
- . Outside vendors and service people must be strictly supervised
 - ~ It is your job to protect the house, against their carelessness
 - ~ Make them take their dirty and muddy shoes off outside
 - ~ If their clothing or hands are so dirty that they will cause damage, make them wash up first, or simply turn them away
 - ~ Don't let them
 - . place a ladder on an Oriental Rug
 - . paint near valuable antiques or art
 - . drill, where sheetrock dust will be damaging to the contents of the house
 - ~ It is your job to make them comply with the household rules
 - ~ Let them know which (one) toilet they may use
 - ~ Let them know which (one) exterior door they may use
 - ~ Let them know they may not leave the house phone number for their call backs, nor may they conduct their business from the house phones

Before a job is deemed complete, the house must be inspected for damage the workmen may have caused. The most successful inspections take place in front of the workmen. They resent it, as they resent anyone checking up on them. However, they will resent a whole lot more the need to return to the job, at another day, in order to have you sign off on their getting paid. Electricians must leave all J-boxes covered, by way of example as to what is expected of all trades. If there is a change to what circuits a circuit breaker now operates, the changed circuits must be relabeled, in the circuit breaker, before the job is considered finished. These houses should not deteriorate over time, due to careless and sloppy workmen. It is the job of the household manager to preserve and protect the houses, and make sure they don't show their age.

FINANCIAL POLICIES AND PROCEDURES:

- . The concept of deferred maintenance does not exist in this family's lifestyle
 - ~ Everything owned is to function properly
- . If an appliance (large or small) needs to be replaced, one assumes:
 - ~ The old one does not work satisfactorily any more, and
 - ~ The old one is not worth repairing.....
 - ~ Therefore, the old one should be thrown out
- . Vendors are not to be pre-paid
 - ~ Avoid the request for deposits when feasible
 - ~ Don't let any vendor get ahead of us financially
 - ~ All work must be approved prior to payment
 - ~ The **approving party** will be responsible for
 - . The fact that the job is 100% complete
 - . Not "all but for another minor trip to finish a detail"
 - . The job must be cleaned up completely, leaving no mess
 - ~ No spare parts or crates left for us to throw out
 - ~ No abandoned pieces, junk, broken tools, etc.
 - . Being sure that there are no "extra" parts (mistakes of the vendor)
 - . That should not have been ordered in the first place
 - . That appear on our bill
 - . That are abandoned on the job site
 - . VerifYing the quality of the work we received
 - . And if it is not correct, that we don't pay anything until it is fully corrected
 - . The consistency between the estimate and the bill
 - ~ Once the work is approved, vendors are to be paid immediately in full
 - ~ Our accounts payable should be as close to zero as possible at all times
 - ~ For every expenditure, there must be one person ultimately responsible
 - ~ That party should be the **approving party**
 - ~ The house manager, when not personally the approving party, needs to know who the **approving party** is for each transaction that they are in any way involved with
 - ~ Discuss with Mr. those matters that he is an **approving party** to, where the household manager had any involvement
 - ~ Discuss with Mrs. those matters that she is an **approving party** to, where the household manager had any involvement

 - ~ Know your limits of authority; when in doubt ask...don't assume

Ask when in doubt, preferably prior to committing yourself or the family. A wise person is defined as "someone who knows what they know, and also knows what they do not know." Another important definition to understand, in order to successfully accomplish your job, is what is meant by "approving party". If you are the approving party, you will be the person held primarily responsible for being sure the amount you approve is the fair, just and proper price for what value the family receives. If we are being overcharged, an item is not to be approved for payment until signed off in writing by Mr. Stone personally. This is a reason to know how to reach him 24/7. You should use good judgement on when to disturb Mr. ; but he would rather be disturbed than find out after the fact that you let him be taken advantage of, by overpaying a vendor.

You are to treat the handling of Mr. and Mrs. money as if it were your own. Be as generous, and as cautious, with their money as you do your own; indeed in as much as you are held accountable to them for the spending of their money, it would be prudent to be even more cautious. Your job is to protect them, which at times will put you at odds with certain vendors. Forgetting where your priorities lie in this area will be a likely reason for you to fail at keeping your job.

HOUSEHOLD PREFERENCES EACH HOUSE HAS ITS UN! UE PREFERENCES .

Exterior

- ~ Landscape and yard maintenance preferences & vendors
- ~ Exterior lighting
 - ~ Know each outdoor fixture's location, controls, etc.
 - ~ How to set/leave controls (depends if in-residence)
- ~ Sprinkler functions, settings, etc.
 - ~ Spring turn on and fall shut off
 - ~ Normal verification of functioning of each zone to preserve living plantings ~ all heads providing proper amount of water; depends on rain, heat, etc.
 - ~ A week's failure of irrigation systems in the heat of the dry summer, can cause havoc, and kill an entire yard
- ~ Porch furniture placement, cleaning, etc.
- ~ Snow removal
 - ~ Protect landscape, pavement, outdoor lights, sprinklers, etc.

. Automobiles

- ~ Clean, oiled & gassed, maintained, snow tires, etc. ~
- Electric charge boosters, when not in-residence ~
- Know how each car is to be parked in each garage
 - ~ At angles to avoid door dings, etc.

- ~ Which cars are to be parked with alarms on or off
- ~ What companies may service which cars
 - ~ Know concept of original equipment parts

- ~ How to wash each car, (it does differ and does matter)
 - ~ Machine wash, air touch-less wash, or hand wash

- . Mechanical

- ~ How HV AC is to be set, zone by zone (depends if m-residence)
- ~ How humidity is to be set
- ~ Check for proper functionig
- ~ Verify maintenance needs are met, & vendors' regular servicing
- ~ **A month's failure** of humidity systems **can cause havoc to the antiques**

- . Interior

- ~ What cleaning supplies are to be used and what cleaning supplies are forbidden m
The house
- ~ Be sure all cleaning and all dangerous or toxic supplies are out of a child's
reach/access at all times
 - ~ When m their proper storage locations
 - ~ When m use by cleaning staff or other personnel
 - ~ When m the trash can, awaiting disposal
- ~ Know how to maintain every item
 - ~ Frequency of care required
 - ~ Type of cleaning product to use, as well as what to avoid
 - ~ Establish who (amongst staff) is responsible for each item
 - ~ Establish who (amongst staff) is not to touch which items
- ~ Know how to handle each and every item
 - ~ What accessories have detachable bases
 - ~ What accessories have detachable parts or pieces
 - ~ What accessories, when carried or moved, cannot be tipped
 - ~ What accessories, when moved, must be supported from their bottom
 - ~ What furniture may be dragged or pushed
 - ~ What furniture must be lifted carefully
 - . when 2 people are required
 - . where to grab a piece of furniture from
 - . where not to grab a piece of furniture
 - . what must be closed, blocked or locked prior to movmg
 - ~ How to move, or how not to move, each item
 - ~ Know if each antique's pulls, handles, etc. can be used
 - ~ Know maximum lamp wattage for each lamp & fixture
 - ~ Know how to stack China dishes, so they don't chip

- ~ Know how to care for antique rugs
- ~ Know when to call outside professional experts, or when to attempt self-repair
 - . Staffis on carpets and rugs
 - . Spots on upholstered pieces
 - . Spots or tears on clothing
- ~ Learn and be sure interior night-light systems function properly
- ~ Be sure, as their supervisor, housekeepers don't ruin/abuse assets
- ~ Maintain indoor plants
 - . proper water schedule, sun-light & fertilizer
- ~ Dog's grooming, vet & food needs must be kept current.
- ~ Dog's exercise, fresh water and feed needs must be met
- ~ Know what human food is and is not permitted to be given to the dog
- ~ Any human food deemed no longer fit for this family's consumption is not to be offered to the dog; old food is to be thrown out

. Kitchen

- ~ Know what products Mrs. Stone wants kept on hand at all times
 - ~ brands, size of containers, minimum quantities, etc.
 - ~ what brands are forbidden in the house
- ~ What is to be fresh vs. frozen, canned, precooked, etc
- ~ What is to be prepared from raw ingredients
- ~ When pre-cooked or prepared foods are acceptable
- ~ Know if she wants a cooked meal to be doubled (half frozen, etc.) ~
- Rotate all stock items
 - ~ pantry supplies (newest bought in rear of shelf)
 - ~ dishes (from dishwasher place at bottom of clean stack)
 - ~ foodstuffs (only open one at a time, keep back-stock fresh) ~
 - linens (place clean on bottom of pile, use ITom the top)
- ~ Be sure leftover food is properly stored
 - ~ Contents & date labeled
 - ~ Container sealed for freshness, and to keep bugs out

. Laundry

- ~ Know what clothing is to be dry-cleaned, machine or hand washed
 - ~ Oversee dry cleaners
 - . All clothing sent to them is returned timely
 - . Examine dry cleaner's work for quality of the job done
 - . Audit dry cleaning bill & approve for payment
- ~ Be sure laundry is handled properly
- ~ Know preferred brands of soaps, etc. and what products are forbidden in the house

- ~ Know where all clothing is to be kept
 - ~ Each item must be put away consistently
 - ~ Clean items go
 - . on the bottom of a similar stack
 - . at the back of a similar row
- Know what is to be hung, and what is to be folded

- . Bathroom Towels & bedroom linens
 - ~ What is proper for each bed and bath room
 - ~ Storage & usage is very specific to each room
 - ~ Be sure stock is rotated
 - ~ Clean put on bottom of pile, use from top of pile
 - ~ Know all linen needs; advise if replacements are appropriate

- . Staffing
 - ~ Recommend staffing needs to Mrs.
 - ~ Interview, hire, schedule & supervise all house and yard staff
 - ~ Co-ordinate with Mrs. her family's needs for help
 - ~ (depends if in residence or not)
 - ~ Nannies don't come under the direct responsibility of household manager
 - ~ Do not interfere with Nanny's primary (childcare) duties
 - ~ Report to Mrs. if Nanny is causing problems
 - . With other staff members
 - . With causing excessive work for your staff
 - . In failing to competently perform overlapping tasks
 - ~ Request from Mrs. permission to schedule Nanny for
 - . Non-childcare duties
 - . Nanny (too) can only have one boss; it is the Mrs.

- . Household management of funds
 - ~ Oversee household petty cash
 - ~ Handle vendor relations
 - ~ Approve for payment vendor bills

- . Food
 - ~ Know Mrs. meal requirements & plans
 - ~ Grocery, liquor shop
 - ~ Be sure all food, drinks and supplies are stock-rotated
 - . New placed behind/under old, use from front/top of pile
 - ~ Keep sufficient amount of perishables in refrigerator

- Anticipate family's travel to avoid waste
- Destroy food that will perish or spoil
 - When closing up house after family moves out
 - When it is dated or otherwise stale or not prime
- ~ Know what foods the family likes and dislikes
- ~ Know what brands the family prefers
- ~ Evaluate the chefs competence
- ~ Entertaining
 - ~ Know how client likes a house party of theirs to function
 - ~ Maintain invitation lists, RSVP counts, etc.
 - ~ Assist behind the scenes to co-ordinate & verify smoothness
 - ~ Be sure guests receive full attention of all appropriate services
 - Offers of more food, drink, etc. are plentiful
 - Guests are made to feel comfortable, welcome and at home
 - No sign of party break-up occurs until the last guest has left
 - Exceptions dealt with discretely with host, prior to taking any action to break-up
 - ~ House manager will normally be present at all parties, to oversee and facilitate when and as needed
- ~ Errands
 - ~ House manager should co-ordinate leaving to perform errands around the convenience of Mrs. and her schedule
 - ~ Pick up and drop off household items to be repaired
 - Confirm that the repair is successful and well done
 - ~ Keep houses stocked in hardware, toiletries & misc. supplies
 - Purchase at appropriate stores
 - Quantity appropriate levels, discount pricing, etc.
 - Use good judgement and common sense

GENERAL EMPLOYMENT ISSUES

Duration of Employment:

Employment is based upon an "at will" principle. This means that you may be fired at any time, with or without notice, with or with or cause or for no cause at all. It also means that you are :free to quit at any time, with or without notice, with or without cause or for no cause at all.

Having said that, it is the Stone's desire, when hiring someone for this position, that they will work out as a good employee, just as the Stones assume it is the household manager's desire, if he takes this position, that he will be satisfied with his employment tenure.

Assuming that the relationship is going reasonably well, and one of the two parties desires to sever the relationship, a notice to the other party of four weeks is considered appropriate for this position.

The following are viewed as 'grounds for Immediate termination:

- Theft
- Child abuse or pet abuse
- Illegal drug taking
- Drunkenness
- Causing a disruptive influence in the household
- Job incompetence or gross negligence of the house
- Breach of the confidentiality clause
- Violation of security policies
- .Flagrant insubordination
- Inappropriate or unprofessional behavior with other staff members

Confidentiality:

A condition of accepting employment, and of continued employment, is that the employee keeps secret the affairs and concerns of the household. This condition includes the child, Mr. and Mrs., personal and business life and events, plus anything else that you may become exposed to by virtue of your accepting this position. You agree that this condition of confidentiality shall survive beyond your duration of employment. It shall apply to all types of people and circumstances, including but not limited to the press or other public venues.

Professional Atmosphere of the Household:

Just as this family treats their staff with respect and dignity, so do they expect that their staff will treat them with respect. Unfortunately, on occasion a staff person may be disgruntled, or otherwise develop a negative attitude toward either their job, their supervisor or their employers. This family attempts to be sensitive to when these situations arise, and desire to deal with them as soon as they are aware of them, because these situations, when left to fester, never get better on their own.

Making false, untrue, unkind, malicious or embarrassing statements about the Stones, their mends, relatives or co-workers, will not be tolerated. It is expected that all workers will work harmoniously with each other.

Annual Review:

A review session will be scheduled with the household manager once a year, on the anniversary of his date of hire. Any and all issues should be addressed at that time, pertaining to the job position. Salary will also be discussed. A review does not infer that there will be an automatic raise in pay. Nonetheless, it is at this time that the Stones will be receptive to engaging in a meaningful conversation over this issue.

Formal Conferences:

Good employee relations means that there is good and honest two-way communication, between the employee and the employer. When issues develop that either the employee or the employer feels need resolution, the party desiring a conference should request an appointment (to have a formal conference) with the other party. The issues can be discussed in a positive manner, and hopefully resolved, by means of such a formal conference. While certain things can be discussed in a more off-the-cuff encounter, frequently the importance of the issue to the party troubled by it can be better handled by requesting a formal conference. That way, both parties can be uninterrupted, and give the other party the time and attention they deserve.

Household Idiosyncrasies:

The household is non-smoking. Very seldom will a guest be invited to smoke within the household. Staff or workers are absolutely forbidden from smoking in the house or garage, or technically outside yet so proximate to the house that their smoke blows or is carried indoors. It is the direct responsibility of the household manager to enforce this rule.

All exterior doors to the house, including garage overhead doors, are to be kept closed and locked at all times. The household manager is directly responsible for enforcing this rule.

We restrict the areas of the house where food is to be eaten. This restriction applies to pets, our child, guest children, our teenagers, guest teenagers, and all staff. Food is not to be carried outside of the kitchen/breakfast room, or the nanny's kitchen/breakfast room. Food is not to be eaten in the theatre, family room or any of the bedrooms.

The windows in this household are not to be opened. The houses have a great deal of valuable antiques, which require constant humidification, due to the dry climate. No portion of the house can be kept humidified, if any of the windows are left open. The heat, ventilation, air-conditioning and humidification systems operate automatically twenty-four hours per day, seven days per week. Mr. Stone does not allow anyone to change the settings on any of the thermostats! If there is an issue of anyone's discomfort, you should bring it to Mr. attention.