

MOMMY TG'S MAID MANUAL

Maid Orientation Materials

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Message from Mommy TG

Hi!

I've been writing and improving manuals for companies since I started working in the Training and HR department. Thus, I thought of coming up with one for our own household to serve as guide for our maids/helpers.

I made this maid manual to help make my life as a household manager easier. We had a hard time finding maids who are reliable, who know how to help us keep our house clean and in order, and who would stay with us for a long time. Since our maids come and go, I've decided to put our house rules and these guidelines in writing to facilitate orientation of maids whenever we have new hires. Putting these guidelines and checklists in writing helps me save time and energy in teaching and training maids what to do. This manual also helps me supervise them more effectively. Aside from that, these guidelines serve as reminders to them so that I don't need to keep on reminding them verbally. I simply instruct them to consult the manual or list regularly to serve as their guide.

I'm sharing this with you because I know that many moms would benefit from this manual. Feel free to use it as is or to modify it based on your needs, requirements and unique situation at home.

My only request is that you don't share it to your friends by forwarding a copy of the manual. If you want to help them through this manual, please direct them to my blog and ask them to sign up to get their own copy.

God bless you and your family as you use this maid manual!

Warm regards,

Mommy TG

Employment Policies

1. Maids should secure their own pre-employment requirements.
2. Pre-employment requirements include the following:
 - a. Biodata
 - b. Valid ID
 - c. Barangay clearance
 - d. NBI or police clearance
 - e. Birth certificate (optional)
 - f. Medical certificate (fit to work)
3. Should a maid come from an agency, agency policies/agreements with the employer should be honored/followed.
4. Cost of processing or securing pre-employment requirements should be shouldered by the maid applicant or the agency where she is coming from. The employer can advance the cost of securing these requirements but these will be deducted from the maid's first salary.
5. The transportation costs in bringing the maid to Manila/place of employment will be shouldered by the employer. However, should the maid resign before the initial 6 months contract is finished, this will be deducted from her last pay.
6. The costs of getting medical/health certificate and other laboratory tests (blood tests and chest x-ray) will be shouldered by the employer. However, should the maid resign before the initial 6 months contract is finished, this will be deducted from her last pay as well.
7. Maids should give at least 1 month notice before resigning from work to give employer enough time to find and train a replacement.
8. Maids will have a standard of 2 days off per month. These can be availed during weekends only. Advance notice or prior approval is needed should the maid need to go on overnight during her day off. Day off schedules should be agreed with employer.
9. Salary can be paid out once or twice a month (15th and/or 30th).
10. Salary adjustment is given to maids who finish their initial 6 months contract and who have good/satisfactory performance.
11. We do not grant personal loans or cash advances, especially before the start of employment. We adhere to our budget and these are not part of it.
12. Be careful in using household appliances and items. Anything that the maid breaks or damages while working with employer will be deducted from her salary. Lost household items that the maid is in charge of safekeeping will also be deducted from her salary.

House Rules

Security

1. Ask permission when going out of the house or subdivision so that the employer can properly close the door and gate and would know where you are going.
2. Keep the doors of the house and gate closed or locked for security purposes. Do not open or let people in without the permission or knowledge of employers.
3. Ask permission when using the telephone/landline.
4. Always knock first before entering rooms when you need to get or ask something.
5. You cannot bring the kids outside the house or subdivision without permission from employers.
6. When in public places or malls, make sure that you stay close to the employers/parents of the kids while holding the baby or kids.
7. Do not give the employer's address and phone number to others (including your relatives and friends) without asking permission first from your employers.
8. Permission from employer should be secured first before letting relatives and friends visit you in their residence.
9. Do not gossip with neighbors (especially with other maids) or tell neighbors about the happenings in your employer's house.
10. Do not touch or get the employer's things or valuables unless you are asked to organize or get them.
11. Do not go inside employer's bedrooms unless you are asked to clean them.
12. Present your bag for inspection when going out of the house, especially during your day off.

Work Hours and Duties

1. Maids should follow the daily/weekly work schedule provided by the employer.
2. Maids should wake up earlier than their employer to be able to prepare breakfast and packed lunch.
3. Use your cellphone only during your break time (siesta/nap time, at night after work or during day off). DO NOT use your cellphone WHILE doing your duties, especially while watching over the kids, cooking and ironing clothes to prevent accidents and fire.
4. Make sure that your eyes are on the kids when watching over them.
5. Do not watch tv or use a walkman or earphones while doing household chores so you can focus on your work.

6. Watching tv or listening to music is allowed during break times. However, make sure the volume is not too loud so as not to disturb employers or to wake up the baby.
7. Make sure that you finish your tasks before you go on break (siesta or sleep at night). Check your daily/weekly schedule as often as necessary.
8. Keep the house clean and in order, including your own room and personal things.
9. Help save water. Make sure that faucets and showers are turned off after use. Use the dipper when taking a bath. Use a cup/glass when brushing your teeth. Turn off faucet when the pail or basin of water used in washing clothes or watering the plants are full. Do not leave the faucet on when the water is overflowing already.
10. Practice First In, First Out. We reheat and finish cooked food or left-over food first before cooking or eating new dishes/food items and ingredients.
11. Put left-over food inside the refrigerator at night to prevent spoilage.
12. Help save on cleaning supplies (dishwashing liquid, detergent, and other cleaning solutions). Use only what is necessary or recommended.
13. Help prepare the things that should be brought when going out of the house with the kids/baby.
14. Use the monthly/weekly menu guide prepared by employer as guide in cooking the daily dishes.
15. Day off schedule and duration should be strictly followed to avoid disruptions in schedules and inconveniences. Going over duration of agreed day off would be penalized by salary deduction (per hour or per day whatever is applicable to violation).

Communication

1. Employers will be addressed as “Sir” or “Ma’am.”
2. Use “po” and “opo” when answering so the kids would follow or imitate.
3. Always listen and pay attention when employers are talking to you or giving instructions to avoid mistakes and to save time and energy. Acknowledge that you heard and understood the instructions by answering “Yes, sir,” “Yes, Ma’am,” “Ok” or “Opo.”
4. Do not be afraid to ask questions or to clarify instructions when not understood or unclear. Better to ask questions than proceed and make mistakes.
5. Speak gently and respectfully to employers, including the children.
6. Speak only in Filipino or English, especially when talking to the kids.
7. Speak softly or gently to the kids/baby. Be careful not to say bad or vulgar words in the presence of the children.
8. Do not speak your dialect in front of employers or kids to show respect.

Cleanliness, Sanitation and Dress Code

1. Always wash your hands with soap and water before handling food or utensils used in preparing food and drinks, after touching raw food, after using the toilet and after touching or using rags and other cleaning materials/tools and your cellphone.
2. Always wash your hands using anti-bacterial soap and water or use alcohol before touching the baby or the baby's things.
3. Make sure that your clothes are clean and not smelly of perspiration when holding the baby or playing with the kids.
4. Practice good grooming. Take a bath and brush your teeth daily.
5. Do not leave used plates, glasses, pots or pans, etc. on the sink without washing/cleaning them to prevent house pests (ants, rats and cockroaches).
6. Always clean as you go. Throw trash right away into the trash can. Wipe tables or floors immediately when there are food crumbs or spills.
7. Use your own/assigned utensils when eating or drinking.
8. Do not use the baby or kids' things and utensils for other purposes.
9. Avoid wearing plunging or low necklines and short shorts in the house and when going out with employers. T-shirts, blouses and pants are highly recommended attires. You may use tank tops and short shorts when sleeping but keep the door of the maids' room closed.
10. Bring your clothes to the bathroom with you when taking a bath since the bathroom is not inside your room.

Relationship with Employers

1. Do not kiss the baby or children, especially in the face.
2. Do not spank or hit the children even when they misbehave. Do not shout at them. Gently correct the child by reminding them of what is proper or by saying, "Please do not do that." Tell the parents about the misbehavior instead. It is not your duty to discipline the children.
3. Always ask permission when using appliances like tv, stereo or dvd. When not sure how to use, ask for help or ask questions.
4. Use "please" when asking the kids to do something like packing away their toys and things so that they will also use this word when asking you to do things for them.
5. Do not contradict the house rules and instructions given by the employers to their children. Help reinforce them instead.
6. Help save electricity. Turn off the lights and appliances after use or when going out of a room. Unplug appliances also.
7. Do not lie down on the employer's bed or use employer's things.

Proper and Systematic Dishwashing Procedure

Plates, Glasses and Eating Utensils

1. Scrape off left-over food from plates and bowls. Put or set them aside in one container or plastic container then throw in the trash can. Always clean as you go.
2. Stack plates and bowls according to size in the sink or sink counter to prevent breakage. Separate spoons and forks and do not leave them in between plates or bowls when stacking them to prevent plates or bowls from falling.
3. Separate the plates, bowls, glasses and spoons and forks of the kids. Stack them separately. This will serve as a visual reminder to you that a different dishwashing liquid should be used for them.
4. Begin by rinsing and soaping the kids' things first, using their own dishwashing liquid. Begin soaping glasses first before plates, bowls and spoons and forks (follow this order in soaping).
5. Rinse everything before soaping them. Use warm water to rinse them if food eaten was oily. Start with the glasses first before plates, bowls and spoons and forks (follow this order in rinsing). The rationale behind this is you start with the least dirty piece first. Remember to stack plates and bowls according to size after rinsing to prevent breakage.
6. Put soap by wetting non-scratch sponge with water and squeezing a few drops of dishwashing liquid. Lather the sponge and soap everything starting with the glasses, plates, bowls and eating utensils. Remember to stack plates and bowls according to size after soaping them to prevent breakage.
7. Scrub in between tines of fork when soaping them to removed trapped food/dirt. Put soaped eating utensils in a bowl.
8. After putting soap on everything, rinse with running water and put them in the dish drainer to drip while rinsing the rest.
9. Pour hot water on the newly-washed plates and eating utensils to sanitize.
10. Air dry.
11. Put excess plates and eating utensils back in the cabinets once dry.
12. Remove the water from the dish drainer.
13. Proceed to wash pots and pans and other tools used in cooking.
14. Clean the dish drainer with soap, water and baking soda at least once a week. Wipe it dry with a clean cloth after washing.

Pots, Pans and other Cooking Tools

1. Remove used oil or left-over food from pots or pans. Put used oil in designated container. Throw or pack away left-over food in plastic container. Do whatever is necessary.
2. Rinse them with warm water to help remove grease/oil. Begin rinsing big pots and pans first and smallest ones last.
3. Soak pots or pans with hard to remove or sticky food in them.
4. Use the appropriate scrubbing pad for the pots and pans. Use non-scratch for Teflon pans. Use scrubbing pad or steel wool (whatever is needed) to remove dirt from the pots and pans.
5. Rinse scrubbing pad. Wet sponge for pots and pans, pour drops of dishwashing liquid on it and lather to soap pots and pans, beginning with the biggest to the smallest.
6. Wash kitchen counter where you will put the rinsed pots and pans later.
7. After putting soap on everything, rinse with running water.
8. Stack or put rinsed pots and pans on kitchen counter after rinsing to drip.
9. Wipe pots and pans dry using a dish cloth before putting them back in the cabinets.
10. Pour hot water on knives, chopping boards and ladles to sanitize them. Air dry before keeping them.
11. After packing away the pots, pans and cooking utensils, clean up the sink and kitchen counter. Throw away all trash or dirt from the sink and counter into the trash can. Wipe surfaces with the kitchen rag.
12. Wash kitchen rag with dishwashing liquid.
13. Clean up sponges, scrubbing pads and steel wool and container for these items.
14. Use a cleaning solution and the assigned sponge to soap the back splash, sink and counter. Rinse carefully so as not to wet the cabinets and floors.
15. Then, wipe the sink and kitchen counter dry with a clean and sanitized rag.
16. Check also the cabinets under the sink and kitchen counter to see if there is dirt and wipe with rag.

Proper and Systematic Cleaning Procedure for the Different Rooms in the House

General Guidelines/Reminders

- Always begin by making a visual check from top to bottom and clean from the ceiling and light fixtures, going down to the walls, frames and windows, tall fixtures like shelves or cabinets, to the appliances before proceeding to clean the floors.
- Always begin by dusting first before sweeping and mopping floors.
- Use the appropriate rags in cleaning. Use microfiber cloths for appliances.
- Shake off dust from curtains when dusting.
- Always move the pieces of furniture and appliances when sweeping the floor to make sure that corners and the floor under them are also cleaned.
- Use the vacuum cleaner to clean the sofa and carpet at least once a week.
- Always include the air con vents when cleaning the bedroom. Always check the air con filter to prevent the dust from accumulating.
- Clean electric fans once to twice a week to prevent dust from accumulating.
- Put floor wax and polish floors only after sweeping and mopping the floor.
- Make sure that you put the furniture and appliances back where they were after cleaning.
- Screens and glass windows and doors should be cleaned thoroughly at least once a week.
- Always check trash cans if they are already full after cleaning each room before leaving it.
- Pack away cleaning tools and equipment after use.

Toilet and Bath

- Clean from top to bottom (start from the ceiling down to the walls, fixtures, sink, toilet bowl before the floor) just like in the other rooms of the house.
- While cleaning the upper portions, let cleaning solution soak in the toilet bowl to make scrubbing and cleaning it easier later.
- Use baking soda and water to clean and remove dirt and stains from chrome/stainless fixtures.
- Use an old toothbrush to clean grouts between tiles.
- Use old sponges with soap and water solution to clean walls.

- Use old newspapers to clean and polish mirrors. Or you can use the sponge with soap and water and squeegees.
- Pour baking soda with vinegar solution on toilet bowl at least once a week to prevent clogging.
- Use big brush for scrubbing and cleaning the floors.
- Always dry the bathroom fixtures (faucets) walls and floors after cleaning and rinsing to prevent water marks and molds.
- Don't forget to scrub and clean bathroom mats when cleaning the floors.
- Fill up water containers with water and always put lid or cover once they are full.
- Make sure that toiletries and the other things in the bathroom were put back in their proper places after you clean them.
- Clean and sanitize door knobs before you go.
- Clean and pack away cleaning tools after using them.

What to Prepare and Bring When Going Out with the Kids/Baby

1. Make sure that you double check the items that should be brought when going out of the house with the kids/baby. Consult this checklist and your employer before leaving the house to check.
2. Make sure that the bag used to bring the kids' things is clean before using them.
3. Things to bring for older kids include the following:
 - a. Fresh water in clean and newly-washed water bottles
 - b. Snacks (biscuits and drinks)
 - c. Wet wipes
 - d. Bib
 - e. Face towels for perspiration and hankerchiefs
 - f. Extra clothes: 1 top and bottom for each child (in case they perspire or soil their clothes)
 - g. Book or toy
 - h. Alcohol
 - i. Diaper
 - j. Comb/brush
 - k. Powder
 - l. Sunglasses
4. Things to bring for baby include the following:
 - a. Nursing cover
 - b. Fresh water in clean and newly-washed/sterilized water bottles and baby's eating utensils (if baby is already beyond 6 months or eating solid food)
 - c. Wet wipes
 - d. Bib/burp cloth
 - e. Extra clothes: 1 top and bottom or onesie; extra mittens and booties (in case the baby perspires or soil his clothes)
 - f. Book or toy
 - g. Alcohol
 - h. Diapers
 - i. Hat or bonnet
 - j. Powder
 - k. Receiving blanket
 - l. Diaper changing pad/mat
 - m. Plastic bags (for soiled diapers)
5. Clean up the bag after each use. Throw wrappers or empty food and drink containers. Shake off food crumbs. Remove soiled clothes and put in the hamper. Soak stained clothes. Put toiletries back in kids' closet.

About Mommy TG

Mommy TG is Teresa Gumap-as Dumadag. She's the wife of Hudson George Dumadag and the mom of two active boys, Gian Timothy and Hector Mateo. She blogs about motherhood, family life and everything in between at [**Mommy Bares All**](#).

She is the President and Founder of Full Life Cube Publishing and Events Services (<http://www.fulllifecube.com>), through which she inspires and equips her clients to succeed in their businesses/careers while living out their priorities and life's purposes through her services as Consultant (for management, human resources and training) and Career Coach/Counselor.

She works from home as a consultant, freelance writer and author while managing their household and homeschooling her two sons.

The books she has authored include the following: [*When My Bridegroom Comes*](#), [*How to Have the Wedding of Your Dreams*](#) and [*BREASTFEEDING: A Journey Worth Taking*](#). Her next book projects include children's books that will help teach values to children.

She graduated from the University of the Philippines with a degree in Hotel and Restaurant Administration. She worked in the hotel and restaurant industry for a couple of years before specializing in the training and human resource development of various industries. She has more than 15 years of experience helping people discover and reach their full potential as HR professional.

Connect with her through Instagram (TeresaDumadag), Twitter (@TeresaGDumadag), Facebook (<https://www.facebook.com/BreastfeedingJourneyWorthTaking>) or by sending her an email at teresa@fulllifecube.com.