



KAZI HANDBOOK

Creating seamless and
efficient relationships
between home owners
and home assistants.





KAZI HANDBOOK

Halimah Menni | 2023

This handbook belongs to:

Name _____

For the period of _____ to _____

(Fill after a probationary period of _____ weeks/months.)



Colossians 3:22-24 KJV

Servants, obey in all things your masters according to the flesh; not with eyeservice, as menpleasers; but in *singleness of heart, fearing God: [23] And whatsoever ye do, do it heartily, as to the Lord, and not unto men; [24] Knowing that of the Lord ye shall receive the reward of the inheritance: for ye serve the Lord Christ.*

Colossians 4:1 KJV

Masters, give unto your servants that which is just and equal; knowing that ye also have a Master in heaven.

A large olive green circle is positioned in the upper center of the page. Several orange dashed lines are scattered across the page, including a curved line in the top left, a long wavy line extending from the top right towards the center, and a curved line in the bottom right.

DEDICATION

To my two wonderful children, who, with each day of being their mom, I am learning and relearning to be a better version of my yester-self, for their sake and my own.



EMPLOYEE & EMPLOYER DETAILS

Employee Details

Name: _____

(Indicate if Ms/Mr)

Surname: _____

Age: _____ Gender: _____ Religion: _____

ID/PP No.: _____ Cell: _____

NSSF No.: _____ NHIF No.: _____

Email address: _____

Language proficiency: _____ Education level: _____

Reason for employment: _____

Plans for personal development and career growth: _____

Allergies: _____ Blood group: _____

Lifestyle illness/condition: _____

Emergency contact: _____

(Indicate relationship)



Employer Details

Name: _____

(Indicate if Ms/Mr)

No. of children (if any): _____

Contact: _____

Hospital/Ambulance/Doctor/Paediatrician's contact: _____

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INTRODUCTION

There's so much that goes with keeping a home. The owner is pretty much the manager and a lot of times, managers need assistants so that they can stay on top of their affairs of steering their *ship* (family) towards their goals.

I have struggled with finding a proper system that works well with my nannies/house assistants, and I have found one certain way of having a good working relationship where you don't have to talk on days end about the *hows* and *whys* of the job.

There's a reason formal employment works. And what better way to make the relationship between the home owner and the assistant better, than by borrowing a leaf from the formal sector.

There must be a structure in place, with rules, guidelines, instructions, and a contract, from the onset.

I know of people who already do this and have a system that works great for them.

Just this year, I have had more than five friends and acquaintances ask me for help to get 'good' nannies/helps for them. I have tried to interrogate their



needs deeper and I think the bottom line is, there needs to be some change in how we approach the relationship between the employee/home assistant (HA), and the employer/home owner (HO).

I am passionate about empowering HAs and HOs alike to have a proper, civil, respectful rapport. For this to happen, it must be understood that it is a job like any other, and there has to be requirements from both parties met before entering a binding contract.

It has to be understood that no one is doing favours for the other. The two parties each have needs and one can help the other in exchange for what the other needs. And of course, there's the humanity aspect where, even if you are not religious, there are guiding principles for living amicably with others, and more specifically, each home has their own rules and guidelines, whether written or unwritten.

This handbook is meant to make the relationship between the home owner and the home assistant/nanny easy, seamless and efficient. It is a step.

Thank you for purchasing it, and please do let me know via the email ***kazihandbook@gmail.com***, how it works for you. Do share how we can make it better as well.

Faithfully,

Halimah Menni



QUALITIES OF A GOOD NANNY/ HOME ASSISTANT

It does not matter what the reason for needing the job is. It is a job like any other, and there are key qualities, requirements and skills that a great nanny or HA needs to possess, to do the job well and keep it for the period agreed upon between them and their employer.

Some of them include: -

1. **Organization** – a great nanny should be able to stay organized, plan her work or execute planned work well.
2. **Time management** – ability to do chores and everything else agreed upon in a timely manner, as per the provided schedule, especially when/where children are involved, as routines and consistency work well with children, making the entire family's lifestyle/overall schedule smoother.
3. **Good communication skills** – be able to communicate well with children and HO if and when you have something you need addressed or clarified.
4. **Passion for children** – if you get a HA job and it involves taking care of children, you have to love spending time with them, and only do with them what you have been hired to do, nothing more or nothing less. Don't abuse them either verbally or physically.

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5. **Patience** – Housework can be a lot. And where children are involved, it can become overwhelming. Patience is something a great nanny/HA must cultivate and employ, always.
 6. **Kindness** – to be able to live and interact well with children, HO and anyone in their lives, kindness is a major quality to have.
 7. **Growth mindset** – use the job as a growth opportunity. Skills you learn and refine on the job can help you in life and other jobs you will get in future. Where you are able to grow yourself, by way of taking vocational courses, have a working arrangement with your employer to make it happen.
 8. **Peace loving** – don't be confrontational. Don't argue with HO and/or the children.
 9. **Respectful** – Respect your boss and don't talk about your employer's affairs with anyone, but themselves, if you have that kind of relationship. And respect all boundaries.
 10. **Ability to follow instructions to the latter** - with every job comes a list of rules and requirements, which if not met, then there is no purpose of continuing to be an employee there.
 11. **Open minded** – each home has its way of doing things, and it is up to you to use the first few days learning how they do their things and run their days, and adjust your mindset and approach to things accordingly.
 12. **Cleanliness** – in everything you do, be it cooking, cleaning, laundering, feeding children, cleanliness and tidiness must be observed.



QUALITIES OF A GREAT EMPLOYER

Employers need nannies/house assistants because of different reasons. Whatever their reasons may be, there are basic qualities, characteristics and skills that are important to have for a seamless or close to seamless relationship with the employee.

1. **Clarity** – be clear on what you need done and how, from the get go. And have a training period for it, whether they say they know how to do it or not. Don't start the relationship on assumptions.
2. **Patience** – be patient with the employee, as they are only human. As long as they are willing to work well, correct mistakes and make improvements along the way.
3. **Be open minded** – the person you are employing is from a different background from yours, and has different needs, and different ways of approaching life. Be open to learning them, and make compromises where you can to accommodate them, as long as the working relationship is on an upward trajectory, and does not interfere with your lifestyle or your family's.
4. **Teamwork** – work as a team with your employee, with regular check-ins and performance reviews.

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5. **Salary** – pay your employee the agreed salary/wage, and on time.
 6. **Breaks** – give your employee breaks/offers and leave days, spread across the year, to rest and increase their efficiency.
 7. **Kindness** – be kind to your employee.
 8. **Boundaries** – clarify boundaries respectfully, with work, children, relatives, the home and everything else that may involve your employee.
 9. **Organized** – keep your paperwork well, including employee personal details and payment information, contract, schedules and any other important details. Give the necessary copies to your employee.
 10. **Discipline & boundaries** – be clear on how you want the nanny to handle discipline, and if not, how to handle situations, then report to you so you can handle the discipline later. Set clear boundaries as far as how to handle the children, and provide appropriate tools of play and education, and train the nanny where needed on how to use them with the children.



CHAPTER

04



INSTRUCTIONS

Write down all the instructions you need for the relationship between you, the assistant and the children (if any) to work well.

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CHAPTER

05



WORK SCHEDULES

I. Kitchen

Time	Chore

II. Sitting room

Time	Chore

III. Dining room

Time	Chore

IV. Bedroom 1

Time	Chore

V. Bedroom 2

Time	Chore



VI. Bedroom 3

Time	Chore

VII. Toilets & Bathrooms

Time	Chore

VIII. Lobbies

Time	Chore



Time	Chore

Time	Chore

Time	Chore





CHECK-LISTS

1. Chores

Task	Instructions
Cooking	
Cleaning dishes	
Arranging clean dishes	
Cleaning groceries	
Cleaning kitchen appliances	



Task	Instructions

2. Meals

Meal preparation <i>(Indicate what to be prepared for each meal)</i>	Instructions
Breakfast	
Lunch	
Supper	
Child/Children's meals	
Snacks	



Meal preparation <i>(Indicate what to be prepared for each meal)</i>	Instructions

3. Laundry

Task	Instructions
Washing clothes	
Ironing clothes	
Folding & storing	



Task	Instructions

4. Other Responsibilities

Task	Instructions



Task	Instructions



Task	Instructions



Task	Instructions

CHAPTER

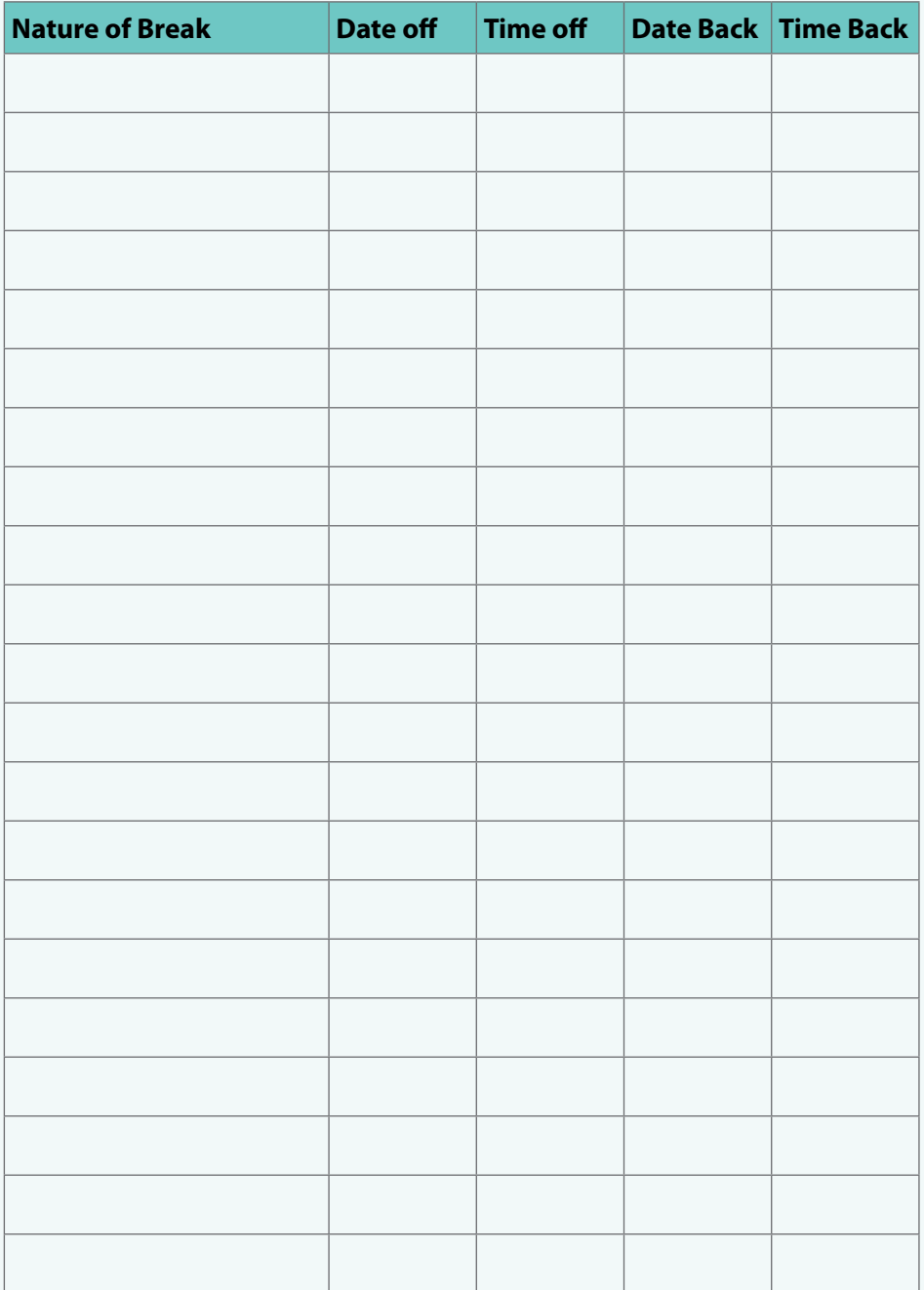
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LEAVE/OFF/REST DAYS

(Indicate nature of Break from work, date, time, for nanny's break and time expected to resume work)

Nature of Break	Date off	Time off	Date Back	Time Back



TRAININGS/PROFESSIONAL COURSES FOR NANNY/HOME ASSISTANT TO UNDERTAKE

List down the courses or trainings the nanny/house help should take to help with the job, or to develop herself. Indicate the times and days, so that you plan/execute the schedules in a way that they will not be affected. And ultimately the job they have come to do is not affected either.

Course/Training	Time Slot	Start Date	End Date	Comments



Course/Training	Time Slot	Start Date	End Date	Comments

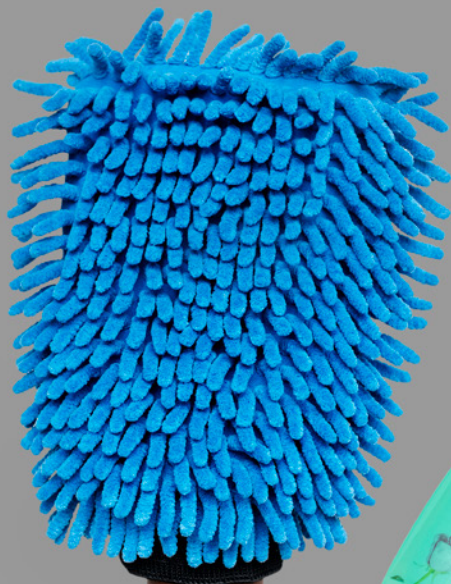


INCIDENTE/ACCIDENT/ ROUTINE REPORT GUIDE

- » Have a separate notepad for daily reports concerning housework and child care.
- » You can leave any instructions or reminders outside the regular schedule on it for the nanny/house help.
- » If an incidence regarding the child's health happened, the report should include all details like the nature, the location, how much the child cried, any swelling in case of falls, what caused it, etc.

Daily report can include: -

1. Behaviour of children
2. Language of children
3. Activities
4. Any messages left for the employer by neighbours
5. Whatever is almost running out of stock
6. _____
7. _____
8. _____
9. _____
10. _____





HOME ASSISTANT/NANNY & HOME OWNER AGREEMENT

This Agreement is entered on _____

(Enter the Effective Date)

Terms and Conditions

- » Perform chores as specified by the employer
- » Run any extra errands as agreed upon between employer and employee
- » Take care of children as per the employer's terms
- » Work from _____ to _____ with _____ days off per week
(Specify the days per week, e.g. Monday to Friday)
- » Work _____ days per year with half pay.
- » Have _____ days off per month.
- » Have _____ leave days per year, with full pay.
- » If the requirements are not met and the job is not well done in any area discussed and agreed upon, the employer reserves the right to offer warning(s), followed by a dismissal if there is not improvement.
- » If the HO delays paying the HA on time, it must be communicated why, and when they will pay. If it goes past a certain date, a compensation or interest can be agreed upon.



CONTRACT OF EMPLOYMENT

BETWEEN EMPLOYER

Name: _____

ID: _____ Phone No.: _____

Address: _____

And EMPLOYEE

Mr/Mrs/Ms: _____

ID/Passport No.: _____ Phone No.: _____

PO Box Address: _____

Physical Address: _____

Location: _____

Signed

Employer: _____ Sign: _____

Employee: _____ Sign: _____

Witness: _____ Sign: _____

Effective from: _____ To: _____

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

A step to seamless relationships



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