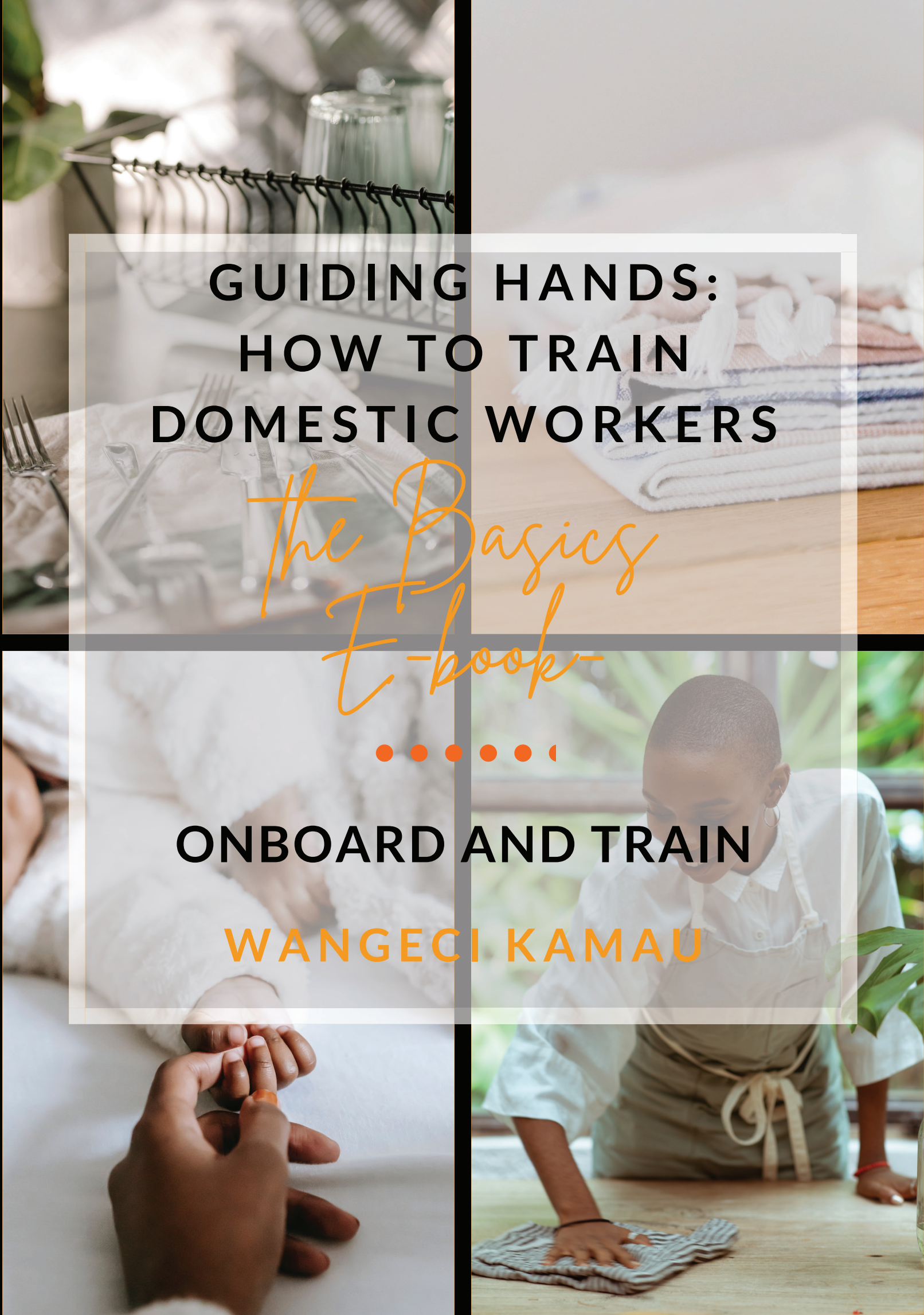




# GUIDING HANDS: HOW TO TRAIN DOMESTIC WORKERS

*The Basics  
E-book*



## ONBOARD AND TRAIN

WANGECI KAMAU



# GUIDING HANDS: HOW TO TRAIN DOMESTIC WORKERS

*The Basics E-book*

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## Dedication

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This eBook is dedicated to empowering both employers and domestic workers, fostering understanding, respect, and a harmonious working relationship.

Good Housekeeping Africa acknowledges the contribution domestic workers around the world make, whose hard work, resilience and commitment contribute immeasurably to the well-being of households. Your efforts often go unnoticed, but your impact is profound.

May this guide serve as a valuable resource in creating a nurturing and supportive environment for everyone involved.



## Introduction

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Thank you for getting your copy of *“Guiding Hands: How to Train Domestic Workers, the Basics E-book”*!

In the complex web of modern living, domestic workers play a pivotal role in maintaining the harmony and functionality of our homes. Whether it's managing household chores, caring for children, or ensuring the smooth flow of daily life, the contributions of domestic workers are invaluable. This book, *“Guiding Hands,”* is crafted as an essential guide for employers, offering insights, strategies, and practical advice on how to effectively train and collaborate with domestic workers.

# TABLE OF CONTENTS

|                                                                             |    |
|-----------------------------------------------------------------------------|----|
| Dedication.....                                                             | 3  |
| Introduction.....                                                           | 4  |
| Comprehensive Step-by-Step Guide: Training a<br>Domestic Worker .....       | 6  |
| Why It Is Important to Onboard Your Domestic<br>Worker Professionally ..... | 11 |
| Conclusion .....                                                            | 13 |
| Checklists.....                                                             | 15 |
| Daily Chores Checklist .....                                                | 16 |



You've recruited your latest team member through various channels, including word of mouth, referrals from family and friends, or with the assistance of a recruitment agent. Now that you have your new employee joining your team, it's crucial to identify your key priorities as an employer.

Ensure the following preparations are in place before initiating the training for your domestic workers. Here is our Comprehensive Step-by-Step Guide:

## Comprehensive Step-by-Step Guide: Training a Domestic Worker

Training a domestic worker involves imparting a range of skills, from cleaning techniques to communication skills and professionalism. While your new employee may already have experience, both of you must understand that each home is different, and they may need to unlearn how they had done it previously. This step-by-step guide will help you train your domestic worker effectively and ensure a smooth working relationship.

### Step1: Introduction and Onboarding

#### 1. Welcome and Introduction:

On their first day of work, begin by warmly welcoming the domestic worker to your household. Explain the importance of their role in maintaining a clean and organised living environment.

#### 2. Onboarding:

If you didn't already give a tour during their practical interview, provide a tour of the house, highlighting key areas such as bedrooms, bathrooms, kitchen, laundry room, and other relevant spaces.

#### 3. Manual and Expectations:

Provide the training manual you've prepared (Checklist of the daily/weekly/monthly chores). Discuss the importance of following house rules, respecting privacy, and maintaining professionalism.

## Step 2: Essential Skills Training

### 4. **Cleaning Techniques:**

- Demonstrate proper cleaning techniques for different surfaces (wood, glass, etc.).
- Show how to dust, vacuum, sweep, and mop effectively.
- Train them to clean common areas, including living rooms, hallways, and stairs.

### 5. **Organization and Time Management:**

- Explain the importance of organizing items and maintaining clutter-free spaces.
- Teach them how to plan and manage their time efficiently while performing tasks.

### 6. **Communication Skills:**

- Emphasize the importance of clear communication with you and other household members.
- Train them to listen actively and ask questions when needed.

### 7. **Basic First Aid and Safety:**

- Provide basic first aid training, including treating minor cuts, burns, and injuries.
- Educate them on household safety protocols, including handling cleaning chemicals safely.

## Step 3: Task – Specific Training

### 8. **Cleaning:**

- Break down cleaning tasks into smaller steps and demonstrate each one.
- Guide them through room cleaning, surface cleaning, bathroom cleaning, and kitchen cleaning.

### 9. Laundry:

- Explain the laundry process, including sorting, washing, drying, ironing, and folding.
- Show them how to handle delicate fabrics and stain removal.

### 10. Cooking (If Applicable):

- Teach basic cooking techniques and kitchen safety.
- Provide simple recipes and guide them through meal preparation.

### 11. Childcare and Elderly Care (If Applicable):

- If relevant, provide guidelines (to include safety guidelines) on interacting with children or elderly family members.
- Train them in feeding, diaper changing (if applicable), and general care tasks.
- Train them on medication assistance.

## Step 4: Personal Development and Professionalism

### 12. Appearance and Hygiene:

- Explain the importance of maintaining a neat appearance and personal hygiene.
- Encourage wearing appropriate work attire.

### 13. Punctuality and Reliability:

- Stress the importance of being punctual and completing tasks within deadlines.

### 14. Respect for Privacy:

- Emphasize respecting the privacy of household members and their belongings.

### 15. Problem-Solving Skills:

- Teach them to handle minor issues independently and when to seek assistance.



## Step 5: Conflict Resolution and Communication

### 16. Dealing with Household Members:

- Explain how to interact respectfully with different household members.
- Discuss handling conflicts calmly and professionally.

### 17. Handling Feedback and Criticism:

- Train them to receive feedback positively and make necessary improvements.

### 18. Effective Communication Techniques:

- Provide tips on active listening, speaking clearly, and understanding non-verbal cues.

## Step 6: Safety and Emergency Procedures

### 19. Fire Safety

- Explain evacuation routes and fire extinguisher locations.
- Demonstrate how to use a fire extinguisher safely.

### 20. Basic First Aid:

- Review first aid techniques and how to respond to common household injuries.

### 21. Emergency Contact Information:

- Provide emergency contact numbers and instructions.

## Step 7: Hygiene and Health Considerations

### 22. Personal Hygiene:

- Reinforce the importance of handwashing and maintaining personal cleanliness.

### 23. Handling Cleaning Chemicals Safely:

- Train them to read labels, use gloves, and avoid mixing chemicals.

## 24. Preventing Cross-Contamination:

- Explain how to avoid cross-contamination while cleaning and handling food.

## Step 8: Building a Positive Work Environment

## 25. Encouraging Positive Relationships:

- Foster a friendly and respectful atmosphere among household members and the domestic worker.

## 26. Fostering Open Communication:

- Encourage open dialogue between you and the domestic worker.

## 27. Recognizing and Rewarding Good Work:

- Acknowledge and appreciate their efforts to motivate them.

## Step 9: Final Assessment (Probation period)

## 28. Practical Skills Assessment

- Observe the domestic worker performing tasks to evaluate their skills.

Remember, training is an ongoing process.



## Why It Is Important to Onboard Your Domestic Worker Professionally

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By Wangeci Kamau

Running a household is tough and time-consuming, there's no getting around it. It seems like no matter how early you wake up, or how soon you get started on your daily chores and errands, there simply aren't enough hours in the day.

Unless you happen to have grown an extra pair of hands, or invented a device that can freeze time, hiring a domestic worker could and likely will be one of the best decisions you will ever make.

Domestic workers are worth their weight in gold. Whether they're taking care of the baby, picking the children up from school, cleaning the home, cooking, or anything else for that matter, they make life easier for countless households across the world.

If you're thinking of hiring a domestic worker, it's important to do everything by the book and professionally. No cutting corners! Onboarding a domestic worker professionally is vital for a whole host of different reasons, and to prove it, here's a look at just a few reasons of exactly why that is.

### ***Professional onboarding will teach them the rules***

Onboarding, very simply, is the process of integrating new workers into a new role of employment.

As the employer, it is your responsibility therefore, to teach your new domestic worker/workers the rules of your household/business.

Onboarding professionally will show the domestic workers what you do, and do not consider acceptable in your household. Once domestic workers understand the rules, this reduces the risk of confusion or confrontation in the future.

Basically, everybody knows where everybody stands, and everybody is happy because of it. Yay!

### ***Professional onboarding allows you to provide proper training***

Another reason why it's so important to onboard professionally is so that you can provide domestic workers with the necessary training.

Every domestic worker has different responsibilities, but say for example, their job role requires them to operate a washing machine or piece of software, they will of course need to be taught how to operate them properly.

By onboarding in a professional manner you can prepare your domestic workers for their roles and responsibilities so they know exactly what is required of them, and how to go about doing it.

### ***Professional onboarding builds trust***

Another reason why you need to be professional with your onboarding process, is so that you can build trust between yourself and your domestic worker.

You can ask them the necessary questions and encourage them to do the same. Getting to know them in this manner will help put them at ease and feel valued and trusted.

If they're unsure about their responsibilities for example, they can ask you directly and receive an answer directly, rather than trying to figure it out as they go.

### ***Onboarding allows domestic workers to become acclimated***

Finally, the last reason why your onboarding process needs to be professional and thorough, rather than consisting of a quick 'hello' and pointing out where the bathroom is, is to allow workers to become acclimated.

An onboarding process means that domestic workers will not only receive training and a thorough job description and explanation of what is required of them, it means they can ask you questions and get to know you and/or the rest of the family.

As if that wasn't enough, it also helps domestic workers to slowly settle into their new job, rather than being thrown in at the deep end.

## Conclusion

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Training domestic workers is an ongoing process and requires a holistic approach that encompasses practical skills, effective communication, professionalism, and safety. Schedule regular check-ins to provide feedback, address any concerns, and support their growth as domestic workers. A well-trained and supported domestic worker can contribute significantly to a harmonious, organised and functional household environment. By following this training manual, employers can ensure that their domestic workers are equipped with the necessary skills to excel in their roles while maintaining a positive and respectful work environment. Remember, the goal is to empower domestic workers to perform their tasks with competence and confidence, leading to a mutually beneficial working relationship.

If you've found our "Guiding Hands" eBook helpful or enjoyable, consider supporting us with a tip! Your contributions help us maintain and improve our services to provide you with even better content.

We appreciate any amount you're comfortable giving. Every tip, no matter how small, goes a long way in supporting our work.

Thank you for being a part of our community and for considering supporting us!

"Leave a Tip" [https://tr.ee/xK7bD8-cT\\_](https://tr.ee/xK7bD8-cT_)

For all your household related coaching sessions, bookings and speaker engagements please contact [info@goodhousekeeping.africa](mailto:info@goodhousekeeping.africa) or visit our website [www.goodhousekeeping.africa](http://www.goodhousekeeping.africa) for more information.

Check out our other published book "How to Manage Domestic Workers, the Employers Guidebook"





The background of the image is a close-up, slightly angled view of a checklist. It features several empty square checkboxes and one checkbox that has been marked with a red checkmark. A red marker lies horizontally across the middle of the image, partially obscured by the text. The overall color palette is a mix of light and dark blues, with a white text overlay.

# Checklists

## Daily Chores Checklist

| DAILY                                                                                                                                                                                                                                                                                                                                                                                                                              | WEEKLY                                                                                                                                                                                                                                                                                                                                                                                                                 | MONTHLY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Kitchen</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Wash dishes</li> <li><input type="checkbox"/> Clear and wipe table</li> <li><input type="checkbox"/> Clear countertops and stove</li> <li><input type="checkbox"/> Wipe the sink</li> <li><input type="checkbox"/> Sweep and mop</li> <li><input type="checkbox"/> Take out trash</li> <li><input type="checkbox"/> Notes:</li> </ul>               | <b>Kitchen</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Wipe up spills in fridge</li> <li><input type="checkbox"/> Throw out old food</li> <li><input type="checkbox"/> Clean outside of appliances</li> <li><input type="checkbox"/> Scrub and shine sink</li> <li><input type="checkbox"/> Shake (Clean) of vacuum rugs</li> <li><input type="checkbox"/> _____</li> </ul>                    | <b>Kitchen</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Dust blinds and wipe down curtains</li> <li><input type="checkbox"/> Wash windows</li> <li><input type="checkbox"/> Wipe cupboard doors</li> <li><input type="checkbox"/> Clean fridge</li> <li><input type="checkbox"/> Clean oven and oven hood</li> <li><input type="checkbox"/> Clean small appliances</li> <li><input type="checkbox"/> Wash trash can</li> <li><input type="checkbox"/> _____</li> </ul> |
| <b>Bathrooms</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clean shower/tub</li> <li><input type="checkbox"/> Clean mirror</li> <li><input type="checkbox"/> Wipe the sink and counter</li> <li><input type="checkbox"/> Clean the toilet bowl</li> <li><input type="checkbox"/> Wipe toilet seat and rim</li> <li><input type="checkbox"/> Sweep and mop</li> <li><input type="checkbox"/> _____</li> </ul> | <b>Bathrooms</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clean sink/countertop</li> <li><input type="checkbox"/> Wipe door/knobs</li> <li><input type="checkbox"/> Clean tub</li> <li><input type="checkbox"/> Clean outside of toilet</li> <li><input type="checkbox"/> Empty trash</li> <li><input type="checkbox"/> Shake or vacuum rugs</li> <li><input type="checkbox"/> _____</li> </ul> | <b>Bathrooms</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clean showerhead</li> <li><input type="checkbox"/> Wash windows</li> <li><input type="checkbox"/> Wash rugs</li> <li><input type="checkbox"/> Wash trash can</li> <li><input type="checkbox"/> _____</li> </ul>                                                                                                                                                                                              |
| <b>Bedrooms</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Make bed</li> <li><input type="checkbox"/> Straighten nightstand</li> <li><input type="checkbox"/> Fold and put away clothes</li> <li><input type="checkbox"/> Sweep and mop</li> <li><input type="checkbox"/> _____</li> </ul>                                                                                                                    | <b>Bedrooms</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Change and wash sheets</li> <li><input type="checkbox"/> Dust</li> <li><input type="checkbox"/> Vacuum</li> <li><input type="checkbox"/> _____</li> </ul>                                                                                                                                                                              | <b>Bedrooms</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Straighten shoes</li> <li><input type="checkbox"/> Straighten drawers</li> <li><input type="checkbox"/> Dust blinds/wipe curtains</li> <li><input type="checkbox"/> Wash windows</li> <li><input type="checkbox"/> Vacuum couch</li> <li><input type="checkbox"/> Vacuum around the edges of rooms</li> <li><input type="checkbox"/> _____</li> </ul>                                                         |

| DAILY                                                                                                                                                                                                                                             | WEEKLY                                                                                                                                                        | MONTHLY                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Living/ Family Rooms                                                                                                                                                                                                                              | Living/ Family Rooms                                                                                                                                          | Living/ Family Rooms                                                                                                             |
| <input type="checkbox"/> Clean up the clutter<br><input type="checkbox"/> Straighten pillows/ couch cushions<br><input type="checkbox"/> Straighten coffee/end tables<br><input type="checkbox"/> Sweep and mop<br><input type="checkbox"/> _____ | <input type="checkbox"/> Dust<br><input type="checkbox"/> Vacuum<br><input type="checkbox"/> Straighten books, Shelves etc.<br><input type="checkbox"/> _____ | <input type="checkbox"/> Wash windows<br><input type="checkbox"/> Wash handrails and doors<br><input type="checkbox"/> _____     |
| Entryway/Porch/Balcony                                                                                                                                                                                                                            | Entryway/Porch/Balcony                                                                                                                                        | Entryway/Porch/Balcony                                                                                                           |
| <input type="checkbox"/> Pick up clutter<br><input type="checkbox"/> Sweep and mop entry and steps<br><input type="checkbox"/> _____                                                                                                              | <input type="checkbox"/> _____                                                                                                                                | <input type="checkbox"/> Wash windows<br><input type="checkbox"/> Wash handrails and doorknobs<br><input type="checkbox"/> _____ |

*Note: This checklist can be customized to suit the specific needs and preferences of the employer and their household.*



In today's fast-paced world, managing a household can be a daunting task. ***Guiding Hands: How to Train a Domestic Worker, the Basics E-book*** is your essential guide to transforming your home into a well-oiled machine, where every member of your household staff plays a vital role in creating a harmonious and functional living environment.

This comprehensive e-book delves into the art of training domestic workers, offering a roadmap to foster a professional, efficient, and respectful relationship between employers and employees. Written by household management experts with years of experience, "Guiding Hands" provides valuable insights, practical tips, and proven strategies to ensure a seamless integration of domestic staff into your home.

