

菲佣工作内容和要求细则

总共分以下几部分：

- A) Bi-monthly Household Chores家务(隔月)
- B) Weekly Household Chores 每星期工作
- c) Daily Routines – Households 日常工作指引 – 家务
- D) General Tidying 一般整理
- E) Cooking & Preparing Meals煮饭及准备膳食
- F) Laundry & Ironing/ 洗衣及熨衫
- G) Guest Reception 招待客人
- H) Others 其他
- I) FOR EMERGENCY SITUATIONS 紧急事故
- J) Look after the baby照顾小朋友
- K) Children's safety / 小孩安全
- L) Personal Hygiene & Dressing 个人卫生及衣着
- M) Manners 工作态度

- A) Bi-monthly Household Chores家务(隔月)
 - 1. Clean the roof top and walls using dry cloth when required 有需要时可用干布清洁天花板及牆身。
 - 2. Clean interior of all drawers, cabinets and wardrobes when required 有需要时清洁抽屉、柜及衣柜里面。
 - 3. Clean the exterior and interior of the refrigerator 清洁雪柜里面及外面。
 - 4. Clean the exterior and interior of the kitchen 清洁厨房
 - 5. Wash the window curtain 清洗窗帘

- B) Weekly Household Chores 每星期工作

- 1. Kitchen 厨房
 - Clean the wall tiles. 清洁墙砖
 - Clean the window and frames 清洁窗及窗框
 - Clean exhaust fans and smoke hoods 清洁抽气扇油
 - Clean the exterior and interior of the oven, microwave oven and garbage bin. 清洁焗炉
 - Clean the exterior of kitchen cabinets 清洁厨柜外面
 - Clean the kitchen rack 清洁厨房用的架
- 2. Bathroom / 浴室
 - Wash the wall tiles 清洗墙砖
 - Clean the door and door frames 清洁门口及门框
 - Clean the window and exhaust fan 清洁窗户及抽气扇
 - Clean the mirror 清洁镜子
 - Clean the exterior and interior of the bathroom cabinet and glass rack 清洁浴室柜内外及玻璃架。
 - Clean the exterior of the heater water 清洁热水炉之外面。
 - Wash the shower curtain 清洗浴帘

- Clean the exterior and interior of the washing machine, including the washing powder container 清洁洗衣机之内外，包括放洗衣粉储存格。
- 3. Sitting Room, Dinning Room and Bedrooms 客厅、饭厅及睡房
 - Clean all door, windows and frame 清洁所有门、窗及框
 - Wax clean the TV set, Hi-Fi, air-conditioner, fan, wardrobe, etc 抹干净电视、音响组合、冷气机、风扇及柜。
 - Change and laundry all bed sheets, pillow cases and quilt covers 更换及清洗床单、床笠及枕袋。
 - Laundry the cushion cover 清洗咕臣。
 - Clean the child's bed 清洁小孩所睡的床。

- 4. Others 其他/ Lain-Lain
 - Wash the baby's carriage and toys 清洁婴儿车及玩具
 - Clean hair combs and brush 清洁梳及刷子
 - Clean shoes 清洁鞋
 - Polish leather shoes 用鞋油刷亮皮革的鞋
 - Clean non-leather shoes with detergent or wet cloth 用清洁剂或湿布清洁非皮革的鞋

- C) Daily Routines – Households 日常工作指引 – 家务

- 1. Prepare breakfast if require 准备早餐
- 2 Daily general clean-up 日常清洁
 - Kitchen 厨房
 - Mop the kitchen floor. When it is greasy, clean it with detergent. 清洁厨房地板，如地面有油渍，需用清洁剂清洁
 - Wash dishes and cups 清洗碗碟
 - Clean the stove, sink, rice cooker, pan, pots and after cooking utensils after each meal 每次煮食后，必需清洁炉灶、洗手盆、电饭煲、锅、平底锅、煲及所有厨具。
 - Clean the kettle and water bottle when necessary. 有需要时清洁水壶及水樽
 - Bathroom 浴室
 - Clean the mirror 清洁镜
 - Clean the toilet bowls daily with cleansers 每日用清洁剂清洁坐厕
 - Mop the toilet floor daily and clean it with dry cloth it is wet 厕所地面需每天拖洗，如地面弄湿，必须用布抹干
 - Scrup and clean the bath tub and sink 要小心谨慎地清洁浴缸及洗手盆
 - Sitting Room, Dinning Room and Bedrooms 客廳、饭厅及睡房
 - Sweep the floor 扫地
 - Mop the floor with diluted bleach and rinse with water daily 每天用稀释的漂白水拖地及用清水抹干净
 - Make up beds every morning 每朝整理好床单
 - Dust all furniture and decorations 所有家俬及摆设均须扫尘
 - Wipe the sofa 擦净沙发
 - Wash the baby's changing mat with water and wipe dry with designated cloth 用清水洗净干净婴儿换尿片垫及用专用布抹干
- 3.Prepare lunch and dinner 准备午餐及晚餐
- 4.Prepare drinking water and always check if there is water in the hot pot and glass bottle. 准备饮用的水及经常检查是否有热沸水和冻沸水

- 5.Laundry and iron the clothes after laundry dry and mend the clothes if necessary. 洗衣后要熨衫及摺好衣服
- 6.Go to market 去街市买靚

- 7.Clean shoes, which were worn and that day with dry cloth 用干布抹干净雇主所穿的鞋
- 8.Watering the plants outside the window 盆栽/植物需浇水

- 9.Dispose all the garbage and close the window in the kitchen before you go to bed. 睡前必须清理所有垃圾及关上厨房的窗

- D) General Tidying 一般整理

- 1. Keep all doors and windows clean and free of dust. 经常保持门窗清洁及避免铺尘
- 2. Keep the kitchen clean, tidy and free from odor. 保持厨房清洁及整理，并避免产生异味
- 3. Keep the living room, dining room and bedrooms clean and tidy at all times. 要经常保持客厅、饭厅及睡房时常整洁。
- 4. Put back children's toys and belongings in their respective places. 将小孩玩完的玩具放回原处。
- 5.Use separate towels for different purposes, e.g. separate towels for wiping floor, cleaning furniture, cleaning dining table, washing cups, washing basin and washing toilets etc. 用不同的抹布予不同的用途，例如将不同抹布分别用于抹地、清洁家具、清洁饭桌、洗杯、洗手手盆及清洁厕所等。

- E) Cooking & Preparing Meals煮饭及准备膳食

- 1. Wash your hands thoroughly before preparing or serving food. 必须彻底清洁双手才准备食物。
- 2.All drinking water must be boiling point (after the water kettle has been beeping for at least one minutes) before serving. 所有饮用的水必需达到煲滚程度(当水壶至少发出“BeeBee”一分钟)才可供饮用。
- 3.Learn to prepare and cook meals. Do not hesitate to ask and learn to cook more dishes. 须要学习如何去预备及煮饭，要主动去学煮多些不同款式的饭菜。
- 4.Be able to provide the children with good meals in the absence of your employers, and make sure that they finished the meal. 当雇主不在家时，也要为小孩提供丰富有营养的食物，以及确保小孩吃饱。
- 5. Do not waste food. 不可浪费食物。

- 6. If you have to answer the telephone while cooking, wash your hands first. 如果你在煮饭时需要接听电话，必须先清洁双手。
- 7. Ensure that meals are prepared and served at the proper time. 要确保所预备的饭菜能准时预备妥当。
- 8. Always keep all dishes and cooking utensils clean. 要经常保持碗碟及厨具清洁。

- F) Laundry & Ironing/ 洗衣及熨衫

- 2.Wash clothes according to instructions as in label of detergent and label attached to clothes. Hand wash of delicate clothes when needed. 洗衣时应按照衣服上的洗衣标签而清洗衣服，当有需要时要用手洗名贵衣物。
- 3. When washing clothes, do not mix with those changing-color. Always check with your employer when you are in doubt. 当洗衣时，不可将容易 脱色的衣物其他衣物放在同一机洗。如有任何疑问，应问清楚雇主。

- 4.Wash adult's clothes by machine when there is a full load. Hand wash of baby's clothing immediately when they are soiled with milk, urine or feces. 当成人衣物储满一机时可以用洗衣机洗， 但婴儿的衣服沾满奶、
- 5. Check all pockets before washing. 先检查衣服的口袋里是否有东西要拿出来才清洗衣服。
- 6. Remove dirt with pre-wash before washing. 要先清洁顽固污渍才放入洗衣机内洗。
- 7. Ensure clothes are inside-out before washing. 要确认衣服是向外翻才放进机洗。

- 8.Ironing must be very good especially sir's shirts and business suits. Always ask for advice if you are not clear what temperature should be used for ironing some particularly clothes. 熨 先生之恤衫或西装时要特别小心和留意，如对于一些不清楚物料，便要问僱问清楚可用几高温温度去熨这些衣服。
- 9.Ironed clothes must be hung up properly in the wardrobe or kept in the respective shelves/ drawers 熨好的衣服必须挂在衣柜内或摺好分别放在有关之抽屉或柜内。

- 10.Tidy up the drawers and wardrobes from time to time. 要定期整理衣柜及抽屉内的衣物。
- 11.Repair works must be done when necessary, e.g. replaing loosened buttons, hemming, etc. 有需要时，必需做简单的缝补工夫如补衫钮及缝补。

- G) Guest Reception 招待客人

- 1.When there are guest for meals, clear their dishes and make sure drinks are topped up. 当有客人到访用膳，要替客人清洁干净碗碟及留意客人饮品需否增添。
- 2. When there are house guests, attend to their needs, e.g. serving drinks. 当客人到访，要随时留意她们的需要。例如准备饮品予客人。
- 3. After the guests have left, tidy up the place immediately. 当客人离开，要立即收拾整理地方。

- H) Others 其他 Lain-lain

- 1.Get up before 7:00 in the morning. 每天早上七时起床。
- 2.In case of illness, please notify your employer. 如有不适，要先通知雇主。尿液或粪便时便要实时洗手。
- 3.All breakable items must be handled with great care. If something is broken of damaged because of carelessness, it is agreed that the equivalent replacement costs of those items can be deducted from your salary according to the law. 易碎物件应小心轻放，如不小心打烂，雇主有权按劳工法例要求工人作出赔偿，并于工资内扣取相等价值。

- 4. Must report any mistakes or accidents immediately and ask for instruction. 如发生任何意外或做错事，应向雇主汇报及寻求指示。
- 5.Do not use your employer's belongings and articles. Do not eat snacks in front of children or give your food to them without their permission. 不可擅自使用雇主物品，不可在小孩面前吃零食，不可在没有雇主批准下给予你的食物予小朋友。

- 6.No contents of the house are allowed to be taken away or removed from the house without the prior approval from your employer. It will be reported to police immediately if any valuables are stolen. 不可未经雇主同意拿取屋内的任何物品离开，否则如有任何贵重物品遗失，雇主会立即报警。

- 7. Do not leave the house without your employer's prior permission. 不可未经雇主同意擅自离开屋企。
- 8.No friends or relatives are allowed to your employer's house or let them stay overnight. 雇主严禁你带朋友或亲属到雇主屋企或让她们过夜。

- 9.During working hours, you should refrain from making personal calls. If you need to make urgent phone calls, please limited them to no more than 5 minutes. 在工作时间内，你不应该谈私人电话，如你有紧急的电话要致电，也应限于五分钟内倾完。
- 10. Do not make long-distance telephone calls or receive collect calls at the house. 在家里不可用雇主电话打长途电话或翻阅电话记录。
- 11. Do not read book or write any letters during your workings days, so it on your holidays. 不可于工作时间内看书或写信，应该在你的假期内进行。

- 12.Follow your employers instruction on how to do the household work and take care of the baby. Please make sure that you understand your employer instructions clearly all the time by jotting down instructions if necessary or ask your employer to repeat it. 按照你的雇主指示如何处理家务及照顾小朋友，如有需要，可用笔记下重点或重复问清楚雇主以确保你能清晰明白雇主的吩咐。
- 13.Do not feel bad when being criticized. It may mean that you have not performed satisfactorily and timely comments may help you make improvements. 当你被雇主责备时，不可露出不悦之色，因为适当的责备能改善你的工作表现。
- 14.Never show disagreement when working and do not grumble. 不可在工作时埋怨，不可赌博。

- 15. Do not ask for advance salary from your employer. 不可向你的雇主预支工资。

- 16.Do not borrow money from your employer, friends or finance companies. You will be dismissed if it is found that you have an outside loan from finance companies. 不可向你的雇主、朋友及财务公司借钱，如雇主发现你向外面的财务公司借钱，雇主会实时与你终止合约。
- 17.Do not use your passport as a collateral to borrow money. Make copies on all documents, e.g. passport, visa contract, and HKID card and keep them in a separate and safe place. 不可用你的护照作为抵押去借钱，所有文件如护照、合约及身份证都应影印副本，并将你的正本文件分开及存放于安全的地方。

- 18.You are not allowed to use employer's address and telephone number for whatever purpose without your employer's permission. 在未获雇主同意下，你不可给予雇主的地址及电话予他人作任何目的。
- 19. Smoking is strictly prohibited. 严禁吸烟。

- 20.Do not take drugs and alcohol anywhere and anytime. 在任何情况，不可饮酒及吸毒。

- 21.Without employers permission, you are not allow to turn on the air conditioner, watch TV and listen to radio. 未经雇主同意，不可擅自开冷气、电视及收音机。
- 22.When you are at home alone (or with the baby), always lock the door, but DON'T shut the door, otherwise, your employer cannot come in. 当你独留在家(与婴儿)，大门要经常关上，但不可锁实大门，因为雇主不能进入。

- 23.Save water and energy and use less detergent for cleaning e.g 节约用水及能源，少用清洁剂
- 24. Machine wash clothing only when there is a full load. 当洗衣机载满一机衣服才开动。
- 25. Turn off light/ fan when it is not used. 电灯及风扇用后要记得关掉。

- 26.Only apply detergent on stubborn stains and dilute the detergent or use just water for day to day cleaning. 每日的清洁只需用水清洁，对于顽固的污渍才用清洁剂。
- I) FOR EMERGENCY SITUATIONS 紧急事故

- 1)Whenever an EMERGENCY occurs, be sure to call your employer IMMEDIATELY and ask for specific instructions. However, when FIRE breaks out, TAKE TOGETHER THE BABY/CHILDREN TO LEAVE THE FLAT FIRST and stay at a safe place, then call your employer for instruction. 当发生任何紧急事故，记得立即通知雇主寻求指示。但如发生火灾，应立即带婴儿离开屋企，留在安全的地方才致电给雇主再作安排。

- J) Look after the baby 照顾小朋友

- 1.Be patient to the child and pay attention to his needs at any time. 要对小孩有耐性及随时留意小孩需要
- 2.Take care of the child whenever he/she is awake. Play with the child, talk to him/her sing to him/her and read with him/her. 自小孩起床后，便要细心照料小孩，陪他/她们玩耍、说话、唱歌及阅读
- 3.Feed the child on time. Never use microwaves / boiling water to heat bottles of milk. Discard left-over milk. 准时喂小孩吃奶，不可用微波炉或用热水去煮热奶樽内的奶， 饮剩的奶掉弃。

- 4.After each meal, wet the child's towel with boiled water and clean his/her mouth & teeth, his/her face his/her hands and fingers. 每次喂奶后，要用沾湿沸水毛巾去抹小孩的嘴、牙齿、脸、手及手指
- daily before use. After feeding the baby, clean the feeding bottles and nipples with water and brush immediately. 每天用清洁剂清洁所有奶樽及奶嘴，在使用前必需消毒。喂奶后，要立即用清水清洁奶樽及奶嘴，并用刷子刷干净

- 6.Check regularly to see whether his/her diaper gets wet. If so, change it immediately and clean the child thoughly. If the changing mat is soiled with urine or faeces, clean it immediately. 定时检查小孩尿片是否已湿，如果已湿，必须立即替小孩更换尿片及彻底清洁屁股、或更换尿片垫给尿液及粪便弄污，需立即清洗。
- 7.Employer will provide you a log book, mark down the time for feeding the baby, how much milk he/her drink / congee he/her eat, time for changing his/her diapers and time for sleep. 雇主会给你一本记事簿，记下BB喂奶时间、需要饮多少奶、水及吃多少粥糊，并何时让小孩换尿片及睡觉。

- 8.Bathe child in the afternoon each day (twice per day in summer).(Only bathe the child before or at least an hour after feeding the baby). 每天下午替小孩沐浴(夏天每日两次)(沐浴必需为小孩进食前或进食后一小时进行)
- 9.Put the child dirty clothes in the laundry basket.hang up the towels and clean the child's bat-tub and toys immediately after bath. 将小孩脏衣服放进洗衣篮及挂好毛巾，沐浴后要立即清洁小孩之浴盆及玩具
- 10.The child will share the room with you, once he/she is crying, you must wake up immediately to look after him/her. 你会与小孩同房，如小孩哭，你必须起床照料

- 11.Before you hold the child, prepare food/milk for the him, sterilize feeding bottles and before and after changing diapers for him/her, you MUST clean your hand with soap thoroughly. 凡抱小孩、喂奶前或换尿片后，必需用视液彻底清洁双手。
- 12.After going outside, change clean clothes before taking care of the child. 出街后，必需更换干净衣服才照料小孩

- K)Children's safety/小孩安全

- 1.Never beat, shake or do any risky action to your employer's children and it will be reported to police immediately. 千万不可打、摇或做任何危害雇主的举动，因雇主会立即报警处理。
- 2.Never leave the children at home alone as it is very dangerous and illegal and you will be dismissed at once if it occurs. 不可让小孩独自逗留在家中，因为这是非常危险及不合法的，如出现这个情况，你会实时被解僱。

- 3.Never sleep with your employer's infant. 不可与雇主初生婴儿同睡

- 4.When doing the household chores, please ensure that your employer's children are placing in safety area (or bed) without any risk. 当你做家务时，必须确保雇主小孩安放在安全的地方(或床上)而没有任何危险。
- 5.Keep children out of kitchen and toilet 要避免小孩进入厨房及厕所等地方。
- 6.Be careful with hot boiling water and sharp objects. 当处理热水或利器时要特别小心。

- 7.Remember not to leave any personal belongings or anything that will harm the children in your employer's children's bed. 记着千万不可遗漏私人物品或任何物件在小孩的床上，因为很容易弄伤小孩。
- 8.During the nighttime, you may be required to attend to your employer's children. 在晚上时间，你可能需要留意小孩是否需要随时照料。

- 9.Wash hand before giving or preparing food to your employer's children. Don't give the unclear or unknown food or snacks to your employer's children anytime. 在准备食物及喂孩子进食时，必需清洁双手，在任何情况下都不可给予不洁净或自己不知道的食物或零食予雇主之小孩。
- 10.Never give the unknown pills to children without the consent of your employer. 在未得到雇主批准，不可给予任何不知名的药物予小孩服用。

- L)Personal Hygiene & Dressing 个人卫生及衣着

- 1.Pay attention to your personal hygiene. For instance: wash your hands every time before and after changing diapers, before preparing food and after finishing toilet, take bath daily, wash your face and brush your teeth immediately after waking up. 要注意你的个人卫生，例如：替小孩换尿片前后都要洗手，准备食物及如厕后都要洗手。每天起床后要洗澡、洗面及刷牙。
- 2.Keep your hair short, clean and tidy. Wash your hair frequently and brush your hair daily. 头发不可过长、要保持头发干净整齐。每天都要梳洗头发。

- 3.Keep your nails short and clean. Do not use any nail polish on fingers and toes. Do not put on make-up while you are on duty. 要保持指甲干净及不可留长指甲。不可涂指甲油于手指及脚指。不可于工作时间内化妆。
- 4.Change your clothes and underwear every day. 每天更换内衣裤。

- 5.Hand wash your underwear and socks everyday. 每天手洗你的内裤及袜子。

- 6.Unless you are allowed to wash your clothes together with those of your employer's family, it is advisable to hand wash your own clothes separately. 除非雇主容许你的衣服可以和雇主人的衣服一起洗，否则你应手洗你自己衣服。
- 7.Dispose the sanitary napkins properly by wrapping them up and put them in the garbage bags. 卫生巾要包好才掉进垃圾桶。

- 8.You will share the bedroom with the child. Keep the bedroom clean and fresh at all times. Keep the door open throughout the day. 你需要与小孩同房，故要经常保持睡房清洁及空气流通，房门要常开。
- 9.Place all your personal belongings in the drawers designated to you. Never occupy other space without the prior permission of your employer. 雇主会安排抽屉予你放私人物品，你不可未经雇主同意而占用其他地方或抽屉。

- M)Manners 工作态度

- 1.Be polite and greet the employer and the family, relatives and friends by saying "good morning/ good afternoon/ good evening/ good night". 要对雇主、家人、亲戚朋友有礼，并要向他们打招呼叫“早晨、午安、晚安”
- 2.Don't forget to say thank you for all favors given to you. 凡事都要说谢谢。

- 3.Speak to children pleasantly and pay attention to what they have to say. 对小朋友说话要亲切友善，并多留意小孩想要表达甚么及需要甚么。
- 4.Your attitude should be honest, obedience, polite, frank, initiative, hard working and should often retain your good emotion, pleasant and always keep a smile on your face. 你必须诚实、服从、有礼、坦诚、主动及勤奋。你应时常保持愉悦的心情及面露笑容。

- 5.It is advisable to eat after or at separate table with your employer. Ask for permission whenever you want to eat supper or snacks. 你应该与雇主分开进食或于雇主用饭后才进食。当你需要额外食物或零食，必须得到雇主的同意。
- 6.Welcome guests in a polite manner when they come to the house. Always serve the visitors with drinks in BOTH HANDS, and never hide away right after the visitors enter the house. 当有客人探访时，要有礼貌地接待，并用双手递上饮品及要主动招呼客人。

- 7.If you do not understand an instruction given to you, ask you employer to repeat by saying, "Pardon me,Sir /Madam". It is better to measure what is expected before performing your duties. 如你不明白雇主的指示，你应向雇主问清楚说“对不起，可否重覆讲多一次”。以确保你的表现能达到雇主的要求。
- 8.Answer telephone calls politely and take messages down especially when your employer or her family members are out. 接电话时要有礼貌，如雇主或雇主家人不在家，可以叫对方留下口讯。
- 9.You are not allowed to lean on the sofa and your employer's bed. 你不可躺在沙发或雇主的床上。

- 10.Always knock the door and wait for reply before entering your employer's bedroom. 要敲门及得到雇主的同意才可进入主人房。
- I am willing to abide by the terms stated and will discharge my duties according to my employer's instructions an rules. 我愿意遵守以上的条款及服从雇主的指示及吩咐。

Signed by 签署：