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## **I. Qualities of a good domestic helper and / or baby-sitter :**

1. Industrious
2. Competent
3. Honest
4. Tolerant
5. Kind / Gentle
6. Respectful
7. Patience
8. Dependable
9. Resourceful
10. Sincere
11. Creative
12. Sensible
13. Cheerful
14. Smiling
15. Pleasant
16. Thoughtful
17. Diligent
18. Co-operative
19. Punctual
20. Self-Initiative
21. Intelligent

## **II (A) What is expected (should do) from a maid :**

1. Follow the Employer 's instruction, attitude of order, system and discipline
2. Neat and tidy
3. Do extra work as requested by the employer
4. Do good quality work and keep up with the employer's standard of efficiency
5. Put on good behaviour and good manner
6. Take good care of a child or baby assigned to her.

8. Rice Cooker - Automatically steams the rice to the proper consistency and keeps it warm until ready to serve. Rice cookers comes in various capacities.
9. Cooking Chopsticks - Longer than ordinary eating chopsticks,

## **IV. CHINESE TABLE SETTING**

1. Individual Plate –  
A luncheon or medium size plate to accommodate individual serving of food.
2. Individual Rice Bowl –  
A bowl used initially for soup and then used to hold rice. Two separate bowls can also be used.
3. Small Plate -  
A dish used to hold soy sauce or dips.
4. Soup Spoon –  
Normally place beside the soup bowl.
5. Chopsticks - Bamboo, wood, or Ivory utensil used for picking up food for eating.
6. Tea Cup - A small porcelain cup send for serving tea at the end of meal.

## I. BASIC EQUIPMENT OF COOKING

1. Wok
2. Wok Cover
3. Draining rack - Semicircular wire rack attaches to the top of the wok. It is used in deep frying to drain the oil from the food before removing into a serving dish.
4. Wire Strainer- Made of wire with long wooden handle. The large holes allow the ingredient to be removed quickly from hot oil, leaving the crumbs or bits of batter behinds to be removed by a fine mesh strainer. It is also useful in removing large pieces of foods from soups or sauces.
5. Fine mesh strainer - Remove small particles of food thereby keeping the oil clean.
6. Steaming rack - Round rack, preferably made of metal, resembles a cake rack. It is used to elevate plates of food above the boiling water in a wok while steaming.
7. Cleaver - Basic Chinese knife.

## Communication :

1. Don't be shy to ask or speak
2. Speak clearly in English

### Maintain personal Image :

1. Be presentable in dress but no make up
2. Short nails and no nail varnish
3. Wear pyjamas in the night (If available)

### Maintain personal cleanliness :

1. Take bath everyday (If possible twice a day)
2. Wash hair thrice (at least) a week
3. Change bed sheets, pillow cases twice a week.

## II. (B) What is not expected (shouldn't do) from a maid

1. Stay overnight outside during her day-off
2. Using of the telephones (Telebabad)
3. Use radio and Hi-fi
4. Use curlers after washing hair
5. Drink Alcohol / Beer
6. Smoke
7. Speak Taglish (Tagalog halo ng English)
8. Give personal problems to her employer
9. Mix with bad accompany and under influence of them
10. Lazy and slow
11. Borrow or advance money from her employer, friends or any financial institution.
12. Work Part-time for other people during her day-off, statutory holidays (if any) or on annual leaves. (Work part-time is illegal and may lead to prosecution.) Open drawer in the house without the employer's permission

13. Open the employer's personal mail
14. Use or borrow the employer's belongings without the employer's permission
15. **Argue with her employer** (Especially having day-off on Sunday) Always has this thoughts in mind - that your Employer is sharing their **salary** with you
16. Go out from the house during working days without permission from the employer.

### III. Common Causes for Termination :

- Cannot communicate in English
- Bad performance
- Laziness
- No working experience
- No cooking experience
- Unfit for work
- Dishonest
- Misbehaviour
- Dirty (No personal hygiene)
- Behaving Stupid
- Argumentative (Always like to answer back or give excuses when did thing wrong)
- Homesick
- Impolite (rude)
- Steal / commit theft

All steamers operate according to the same basic principle. The efficient circulation of steam is of paramount importance. Bamboo steamers have several tiers in which many dishes can be steamed simultaneously. The tiers and cover are set on top of a wok containing boiling water. These are also metal steamers consisting of a pot to hold the water and usually two tiers and a cover.

For example, the bottom pot functions to cook soup stock while the two tiers are used to steam two other separate dishes. In this manner many dishes may be steamed at one time saving both time and energy.

#### Steps for effective steaming:

- Pour water in the wok or pot so that the water level stands one inch below the steaming rack or dish of food.
- Cover the wok and bring the water to a full boil
- Use heat proof dishes only for steaming
- Insert the dish of food on top of the steaming rack. Cover and bring to full boil (or full steam) again. Turn the temperature down to medium high and allow to steam for the specified time
- Check the water level when longer steaming times are necessary

### 3. Roasting, Baking or Broiling :

Meats or rolls may be roasted or baked in the oven. When roasting meats, use a broiling pan or place a rack on the bottom of a pan to support the meat. Add a small amount of water to the bottom of the pan making sure the meat is above the water level. The water will keep the meat moist and also keep the drippings from burning onto the broiling pan.

#### Steps for effective roasting, baking or broiling :

- ✂ Preheat the oven to the required temperature
- ✂ Place all foods in the centre of the oven to allow for even roasting
- ✂ Follow the instructions given in the recipe

### 4. Steaming :

Steaming is one of the most nutritious, not to mention convenient, methods of cooking foods, retaining natural juices of meats and vegetable which are delicious served over rice. There are many different types of steamers available. The wok with a cover serve as a good steamer. Multi-tiered bamboo steamer may be purchased. However, a large pot with a cover will suffice for the purpose of steaming food.

Steaming racks are required to support and elevate the plate or bowl which contain food to be steamed in a wok. A round cake rack will serve just as well as commercially available steaming racks. You may even improvise, using a water chestnut can with both ends removed as a substitute for a steaming rack. The rack should be sent in the centre of the pan or wok.

### IV. BABYCARE :

#### Feeding:

Feeding the baby should be a happy experience for both him and you. You should feed the baby when you are relaxed and rested because babies feel that way too. Whenever you are feeding the baby be sure that he is fully awake and dry, so that he won't get choke and comfortable. When baby is wet he feels very uncomfortable and most of the time crying.

#### Kind of feeding :

1. Breast feeding
2. Bottle feeding -

I) If you are bottle-feeding the baby, be sure to sterilise bottles, nipples each time you prepare his milk. If the mother do not have enough milk for the baby or the mother get sick and her milk is not fit for the baby or if the mother's nipples get infected, **bottles feeding** is necessary.

II) Points to remember in preparing formula:

- a) Feed the baby as instructed
- b) Always use boiled water
- c) Wash your hands then pour correct amount of water
- d) Add the right number of scoops of milk powder
- e) Put the cap and screw in the ring tightly then shake well until the powder dissolves
- f) Check the temperature of the milk by tapping a few drops on your arm

g) Burp (expel air swallowed) the baby properly after each feeding.

3. Mixed feeding -

When baby reaches his second or as directed

4 Demand feeding -

(I) Means feeding the baby as long as he / she needs (Not on a scheduled feeding)

(II) **Points to remember in feeding the baby:**

a. The best position for feeding baby is sitting up or lying down.

b. Burping the baby after each feeding to relieve him of the air he has sucked while feeding. Hold his chest against your shoulder and gently pat his back.

V) **BABY'S BATH :**

(A) Tub Bath:

Procedure -

a) Prepare everything before giving him a bath soap, wash cloth, basin, oil, shampoo, cotton and towel

b) Put warm water in a basin

c) Start with the face - clean the eyes first with cotton swabs wet previously with boiled water wiping gently out wards away from the nose

Actual stir -frying involves vigorous arm action in the constant stirring and tossing of the food. It is a loud and noisy operation when the food meets the pan and the stirring begins. Actual cooking time will seldom exceed several minutes.

### **Step for effective stir-frying**

- Heat the work until it barely gets hot and add oil (usually 2 – 4 teaspoons)
- Roll the oil around to cover the cooking surface of the When the oil begins to form a light haze, add the ingredients
- Follow the recipe and remember to adjust the temperature control for the proper stir-frying temperature.

### **2. Deep Frying :**

Deep frying requires a large amount of oil in the wok usually not more than 3 to 4 cups. A 14 inch wok is best suited for deep frying. As with stir frying, timing and temperature for deep frying will vary depending upon whether a gas or electric stove is used. Thus, the time given for most recipes is only approximate and adjustments should be made accordingly.

### **Steps for effective deep frying :**

- Heat 3 to 4 Cups oil in the wok until a light haze forms
- Drop in foods and deep fry foods until cooked

## I. SIMPLE CUTTING METHOD

### 1. Slice :

Refers to meats or vegetable cut into thin uniform strips usually 2 inches long by  $\frac{3}{4}$  to 1 inch wide and about  $\frac{1}{8}$  inch thick or as directed by the recipe

### 2. Sliver or Shred :

Refer to meats or Vegetables cut into 2 inches long by  $\frac{1}{8}$  inch wide be  $\frac{1}{8}$  inch thick to resemble match sticks or bean sprouts.

### 3. Dice :

To cut into  $\frac{1}{2}$  inch cubes

### 4. Chop or Mince :

To cut into small pieces as in ground beef

## II. SIMPLE COOKING METHODS

### 1. Stir-Frying

This method of cooking combines the elements of high heat and quick, constant tossing to seal in the flavour and juices of meats and vegetables.

- Stir-frying cooks protein foods thoroughly at the same time leaving them tender and juicy
- Vegetables stir-fried until barely tender retain their natural colour and crisp texture

- d) Soap his head gently . Be careful not to let soap or water get into his eyes and ears. Hold head over the basin and rinse.
- e) Then clean the body. Be sure to soap and rinse all the creases and folds.
- f) Support his head, shoulders and buttocks and put him in a basin with water and rinse.
- g) Wrap him in a soft towel and pat the body dry (**do not rub**)
- h) Apply lotion or oil then powder gently.

### (B) Sponge Bath:

Procedure -

- a) Get everything ready as for a tub bath with a basin of clean warm water on or close warm water on or close beside the table.
- b) Keep the baby wrapped in the blanket or large towel and uncover only the part that you are about to wash.
- c) Soap, rinse and dry that part before you go on to the next.

## VI **CLOTHES FOR BABY TO WEAR**

Clothes should be soft, light, durable like cotton. Avoid dressing him in clothes that have to be drawn over the head. Shirts that tie at the side are more convenient. Clothes should be loose to make the baby comfortable.

## VII. COMMON ILLNESSES OF BABIES AND WHAT TO DO:

The following symptoms to watch out for :

- (1) **Common cold -**  
Sneezing, difficulty in breathing, due to running or stuffy nose, cough, loss of appetite, flushed cheeks, slight fever and weakness.

**Management:**

Give him plenty of fluids especially. Fruits Juices; keep baby's room well ventilated; don't force him to eat; If it get worst, call a doctor.

- (2) **Colic (gas) -**  
Baby cries a lot , stomach is hard, hands may be cold and clammy and he does a lot of kicking.

**Management:**

Burp him and let him lie on his stomach; consult the doctor if symptoms persists.

- (3) **Prickly heat -**  
Groups of tiny red spots all over the baby especially on the forehead, neck and back; itchiness.

**Management:**

When weather is very warm, take off his clothing; apply corn starch over the affected parts.

## COOKING AND CUTTING METHOD

- Page 13** (I) Simple cutting method
- Page 13,14,15,16** (II) Simple cooking Methods
- Page 17, 18** (III) Basic Equipment of Cooking
- Page 18** (IV) Chinese Table Setting



**DAILY SUPPLEMENTARY FEEDING GUIDE FOR BABY AND TODDLER**

	0 - 1 Month	2 Month	3 Months	4 Months	5 - 6 Months	7 Months	8 Months	9 -12 Months
<b>Milk</b>	Breast Milk or Infants formula	Breast Milk or Infants formula	Breast Milk or Infants formula	Breast Milk or Infants formula	Breast Milk or Infants formula	Breast Milk or Infants formula	Breast Milk or Infants formula	Breast Milk or Infants formula
<b>Juice</b> Calamansi or Orange		1 tsp	5 tsp	6 tsp	6 tsp	8 tsp	8 tsp	8 tsp
<b>Cereals</b> Lugaw or Boiled rice or Cereals			3 tsp thin lugaw or 1tsp Cereals	5 tsp thin lugaw or 2-3 tsp Cereals	8 - 12 tsp thick lugaw or 2-3 tsp Cereals	14 tsp thick lugaw or 4 tsp Cereals	¼ cup soft cook rice or Cereals	1 cup family rice or 5-7 tsp Cereals
<b>Vegetables</b> Leafy Green Yellow			1 tsp broth	1 tsp strained	1-2 tsp pureed	3 tsp mashed	4 tsp mashed	4 tsp chopped
<b>Fruits</b> Banana, Papaya Mango, Avocado				2 tsp scraped or mashed	3-4 tsp mashed	5 tsp finely diced	5 tsp finely diced	6 tsp sliced or bite-size
<b>Egg</b> Hard-cooked				¼ yolk	½ yolk	1 whole yolk	1 whole yolk	1 whole egg
<b>Meat, Fish Poultry</b>				½ tsp boiled flaked fish	1 tsp flaked fish	2 tsp ground meat or flaked fish	2 tsp chopped meat or flaked fish	2-5 tsp thinly sliced meat or fish
<b>Dried Bean</b> Peanuts, Soybean				1 tsp strained	1 tsp strained or 2 tsp	3 tsp mashed	3 tsp mashed	4-5 tsp whole

**(7) Allergy -**

Appears when baby eats or come in contact with something to which he is sensitive.

**Symptoms:** red, swollen and watery eyes, sneezing and cough, rashes, asthma.

**Management:** Consult the doctor right away to determine the cause of allergy.

**VIII. COMMON INFECTIONS DISEASES**

1. Measles (Tigdas)
2. Diphtheria
3. Bronchitis
4. Chicken Pox (Bulutong Tubig)

**IX. ACCIDENT PREVENTION**

1. Never give babies things that may choke them. Keep all the medicines out of reach of the child. Place them in the Medicine cabinet. Never give infants objects with sharp edges.
2. Never leave infants alone to protect them from danger. If baby falls, pick him up and place him on the bed. Apply cold compress in the affected area to minimize the pain and swelling.
3. Don't let the child play in the streets especially, If it's a busy street.
4. Children should not be given matches or any lighted

objects. If a child is burned slightly, place the affected parts in running water, then wrap in a clean soft cloth, Never apply cream, butter or oil.

#### **X. WEANING :**

1. Weaning usually occur 1 - 1½ year old.
2. Weaning should be gradual, replacing only one bottle at a time a cup.

11. Please do not with your own initiative take any food or drinks from refrigerator. Take only when given by employer
12. Don't steal money or take things in your employer's house. Once they found out that there are things missing and you will be the first person that they will suspect. Upon convicted, you will be immediately send to the police. Therefore Always be honest.
13. Don't run-away ... running away will not solve your problem. Remember, you can always avail for the assistance of your Agent. In cases of emergency or any danger, you may call **999** (Police) for help.
14. Telephone ... Don't give the telephone numbers of your employer to your friends in Singapore. Don't make any call without the permission of your employers. All telephones in Singapore are computerized and high tech, your employers will be able to check whether you use it or not. The employer can check all the numbers you have called as well as all your in-coming calls.
15. Do not be influenced by your co-Filipina worker (other Filipina Friend) if any, they will teach you how to be nasty to your employer. Remember you are working here to support your family and your employer is the person closest to you when you are working in Singapore.
16. Don't be lazy ...Don't refuse any kind of job in Singapore because you come in to work as a Domestic Helper not a visitor or relative of your employer. You must have to work hard for a better performance. Do your best to work and communicate in a proper manner.
17. Do not argue with your employer regarding day-off Always remember that there's no fix day of your day-off. Especially to those of you who have just arrived, don't ask your employer about day-off. Once you have proven to your employer you are trustworthy they will be more than glad to oblige you.

# USEFUL TIPS FOR MAKING YOUR JOB EASIER / BETTER

## Care of baby / child

- Feeding Keeping baby clean
- Getting baby to sleep
- Getting older child ready for school
- Knowing school-bus pick-up and drop-off time

## Kitchen

- Cleaning and storage of fresh food and vegetable after marketing
- Thawing of food from fridge for the day's meals
- Preparation of breakfast /lunch/ dinner (optional).
- Use of stove, rice cooker, micro wave oven to prepare meals.
- Bear in mind safety precaution.
- Setting the table for meals

## Laundry

- Use of washing machine (amount of detergent / softener to use and where to put them)
- Sort out clothes to be hand washed / washed separately. Also which ones to hang / fold
- Wash kid school shoes
- Replace missing buttons and simple mending
- Use of iron (which dials for different fabrics)

## Housekeeping

- Cleaning of floors with vacuum cleaner, mop, etc.
- Dusting of furniture, table tops and shelves.
- Making beds / changing of sheets and pillow cases.
- Tidying kitchen shelves and cupboards
- Cleaning of window doors grilles
- Washing car
- Watering plants

## General

**Safety:** Not to let strangers into the house, If unsure, check with Employer

**Telephone calls:** Taking messages / time limit of the calls she makes or receives

**Emergencies:** What to do / whom to call

**To inform:** When stocks run low not out.

	USEFUL ☎ NUMBER	
1.	EMPLOYER (SIR)	☎
2.	EMPLOYER (MADAM)	☎
3.	FIRE / EMERGENCY	☎ 995
4.	POLICE	☎ 999
5.	POLICE HOTLINE	☎ 1800 225 0000
6.	AMBULANCE	☎ 1777
7.		☎
8.		☎
9.		☎
10.		☎

To ensure a comfortable, safe and pleasant working environment, we have some pointers that may be useful to you:

1. Polite ... Always greet Employer with Good morning Sir/Madam or whatever time it is.
2. Smile ... Chinese tradition – good luck.
3. When introduced to the employer – Stand up and say good afternoon to your employer.
4. Children are the most important thing in Singapore (try your best to have a good relationship with the children). Try your own way to approach the kids, for example: smile, play and sing with them. Don't hurt the children in Singapore, there's a law in Singapore that once you hit the child, you will be put in jail.
5. Must be humble ...If your employer asked something, you must response immediately with "Yes Ma'am" or "Yes Sir" If you do not understand what your employer instruction please say sorry or pardon Ma'am or Sir. Remember always answer your employer in a polite manner.
6. When you arrived to your employer's house, don't sit on the sofa immediately, seek employer permission before sitting down.
7. Towel ... When going out of the toilet or bathroom (comfort room), don't just use the towel to wrap your body, make sure that you are properly dressed before going out of the bathroom.
8. Don't switch on the air-con, T.V., hi-fi or any electronic equipment in your employer's house because they are able to find out whether you have been using or not through the electric bill.
9. Be careful when handling fragile house ware. In the event that you break or damage any of it you will have to pay for it and will be deducted from your salary.
10. Don't keep the food inside the room. Why? Because of hygiene and the food will invite insects like cockroach/ipis.