



## NANNY NIGERIA INTEGRATED

Thank you for your interest in our Agency. Nanny Nigeria is committed to providing you with the level of service that has established us as the leading household staffing agency in the Country. We look forward to offering you the experience and wealth of knowledge gained from over twenty years in the business:

- **A range of choices.** Our network of candidates includes Nannies, Baby Sitters, Baby Nurses, Family Assistants, Mother's Helpers, Housekeepers, Personal Assistants, Professional Caregivers, Chefs and Estate Professionals. We offer a full continuum of staffing solutions including Full-time, Part-time, Permanent and on-call placements as well as a full complement of support services for clients who find candidates on their own.
- **The best candidates.** We are proud to represent the highest caliber of childcare, household and estate professionals including many with whom we have enjoyed a long history. Our continuing success in placing candidates and working with many of them repeatedly throughout their careers attracts a wonderful group of professionals to our Agency. We can quickly refer to you to thoroughly screened and experienced candidates.
- **Peace of mind.** We believe security is worth paying for when it comes to your family's well-being. We pride ourselves in having the most rigorous agency screening and background check process in Nigeria.
- **Fast, convenient service.** Hiring an employee to work in your home is a more complex process than many people realize. Our experienced Placement Counselors will advise you on a variety of matters, including interviewing techniques, the development of a work agreement and legal guidelines for employers. Our goal is to help you establish a mutually rewarding, long-lasting relationship.
- **A successful track record.** Over 75% of our clients come from personal referrals and repeat business. Just ask us for references – we are happy to put you in touch with clients who have used our staffing services.

Enclosed you will find information to answer some of your initial questions as well our Client Application and our Referral Agreement. Please complete these forms, sign where indicated and mail or send them back to us at the office. We will be in touch to get started with your search just as soon as we receive your Referral Agreement.

If you have any questions or are interested in setting up a private meeting in one of our offices, please give us a call. We are eager to partner with you on this important search and appreciate you giving us this opportunity to find a special candidate for your home.

Sincerely,

Nanny Nigeria Ltd.

## **Answers to Questions Frequently Asked By Our Clients**

### **How Does Nanny Nigeria Find Qualified Candidates?**

We have been successfully placing experienced candidates in caring homes throughout the Country. We are proud to work with candidates who have completed long-term assignments through us and have returned to us for further placement. We also recruit from our website, colleges across the country and partner with professional recruiters to conduct nationwide searches for qualified candidates.

### **How Does Nanny Nigeria Screen Candidates?**

The candidates you meet through us will have completed a ten-page application as well as a detailed interview with our Placement Counselors. We speak to each reference at length and write up a detailed summary for your review. (We encourage you to speak with these references as well.) In addition to verifying education and recent work experience, we conduct background checks including a Criminal Record Check for the candidate's primary area of residence. We also offer additional background checks for an additional fee.

Due to the high demand for experienced household staff in Nigeria and because our goal is to give you the opportunity to meet as many qualified candidates as possible, you may interview candidates who are at various stages of our due diligence process. Your placement Counselor will be able to tell you exactly where each candidate is in our research process.

### **What is the Agency's Fee?**

There is a ₦10,000 Registration Fee that will allow you yearly access to our qualified candidate pool. This Registration Fee is processed upon receipt of your Referral Agreement. A Referral Fee is due when you hire a candidate we have referred to you. The terms of the fee depend on the profile of your job. If you hire a Nanny, Housecleaner or a Professional Caregiver, our Referral Fee is equivalent to 10% of the candidate's gross annual compensation. If you hire an Executive Housekeeper, Personal Assistant, Household/Estate Manager, Butler, Chef, or require a unique Nanny search, our Referral Fee is equivalent to 15% of the candidate's gross annual compensation. Our Referral Agreement provides a detailed outline of all of our terms.

### **What is the Next Step?**

Please fill out the enclosed Application and Referral Agreement and return them to us by mail or in person. We are available to meet with you personally; please call to schedule a convenient time with one of our Placement Counselors. As soon as we receive your completed paperwork, we will call you to discuss your requirements in more detail. We look forward to assisting you in this very important search.

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## **7 Suggestions for a Successful Search**

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1. If possible, meet with us in person to discuss your search in detail.
  2. Please complete our Client Application in as much detail as possible. The more information we have about your specific job, the better we are able to serve you.
  3. Stay in close contact with us throughout the search. Let us know of any changes in the job description immediately. Give us honest feedback on candidates, it helps us determine the right fit for your needs.
  4. Write out a Work Agreement (we will provide you with samples) and go over each detail with the candidate you hire. This will be a valuable resource for both of you throughout your relationship.
  5. Nanny Nigeria's thorough screening process includes a Criminal Record Check for the candidate's primary area of residence. We do recommend that you consider requesting extra background checks (at an additional fee) on a candidate you are seriously considering hiring.
  6. Continue with clear, open communication. After the end of the first and second week, have a brief discussion about what went well for both parties and what should be changed. We also recommend that you conduct a written performance review (we can provide you with a form) at the employee's six month or one year anniversary date.
  7. Nanny Nigeria is here as a resource for you before and after you hire a candidate. We encourage you to call us with any question you may have.
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# Application for Clients: Estate Position

## GENERAL CLIENT INFORMATION

Primary contact name:

Partner's name:

Nationality:

State of origin:

Religion:

Primary residence address:

City:

State:

State code:

Street:

Home phone:

Mobile phone:

E-mail:

Occupation:

Employer:

Office phone:

Office fax:

Partner's occupation:

Partner's employer:

Partner's phone:

Partner's email:

Are there children in the household?  Yes  
 No

*If yes, please list:*

Names:

Gender:

Age:

Date of birth:

Are there other adults in the household?  Yes (If yes, please explain)  
 No

Do either you or your partner work from a home office?  Yes (if yes, how often?)  
 No

Are there any special directions to find your home? (e.g. hidden drive, landmarks, security gate)

## JOB DESCRIPTION

Is this a confidential search?  Yes  
 No

Type of household professional:  Executive Housekeeper  Houseman Professional Caregiver  
(Check all that apply)  Housekeeper  Laundress Other: \_\_\_\_\_

Live-in

Ful-time (35 or more hrs /wk)  Long-term (1 year or longer)

Live-out

Part-time (under 35 hrs/wk)  Temporary: \_\_\_\_\_  
Please specify

Start date:

The employee will be managed by:

Would you consider an out-of-area candidate?  Yes  
 No

Days needed: (Check all that apply)  Mon.

Tues.

Wed.

Thurs.

Fri.

Sat.

Sun

Number of hours required each day:

Start time:

Finish time:

Comments:

Are they required to work evenings?  Yes (If yes, how often?)  
 No

Are they required to work weekends?  Yes (If yes, how often?)  
 No

Are they required to work holidays?  Yes (if yes, please specify dates)  
 No

Is a uniform required?  Yes  
 No

Preferred dress code?  Yes (If yes, please describe)  
 No

Is there anyone currently employed in the position?  Yes (If yes, please describe the situation)  
 No

### ESTATE RESPONSIBILITIES

What tasks will the employee be

Expected to perform?  
(Check all that apply)

Answering phones

Boat/yacht

Budgeting for estate & homes

Creating home manual/policies

Errands

Event planning

Hiring/firing household staff

Household bookkeeping

Manage construction project

Manage grounds/gardening

Payroll

Personal Shopping

Personal/home security

Private plane arrangements

Scheduling appointments/calendar

Social correspondence

Supervising household staff

Training household staff

Travel arrangement

Typing

Others: \_\_\_\_\_

Check the computer platform(s) used in your home  PC desk top  
 Laptop

Computer knowledge preferred:

Accounting

Database

Data entry

Desktop publishing

Email

Internet searches

Photographs editing/maintenance

Spreadsheets

Troubleshooting

Web development

Word processing

Other: \_\_\_\_\_

Please list any specific software Program they will be required to use:

For event and parties the employee Will be responsible for:

Create/purchase invitations

Event coordination

Floral arrangement

Guest care/concierge

Hiring entertainment

Manage RSVP list

Table service

Table setting

Other: \_\_\_\_\_

Describe a typical day for the employee:

Please describe your ideal candidate (e.g. level of experience, education, personality)

### SECONDARY RESPONSIBILITIES

In addition to their specific job responsibilities, please check secondary duties:  
(check all that apply)

Cooking

Frequency:

Typical number of people

for whom:

Duties includes:  Basic food prep

Grocery shopping

Serving

Setting the table

Washing dishes

Other: \_\_\_\_\_

Are there any specialized diets or allergies in the household?

Yes (if yes, please specify)

No

Driving

Duties include:  Automobile care

Carpool

Chauffeuering

Driving children

Errands

Other: \_\_\_\_\_

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Pet Care Please describe kind and number of pets.

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Duties:  Feed  Groom  Take to the veterinarian  
 Walk  Clean-up after  Other: \_\_\_\_\_

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Childcare Frequency:

### HOUSEHOLD ENVIRONMENT

Is this position for your primary residence?  Yes *(If no, please explain)*  
 No

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Will the employee manager other properties?  Yes *(If yes, please list location, frequency and type of use.)*  
 No

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Please describe your home: *(e.g. formal, casual, house, apt)*

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Do you have a pool?  Yes *If yes will the candidate be required to swim?*  Yes  
 No  No

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Will the employee be required to travel?  Yes *If yes, will they travel:*  With the family  
 No  Without the family

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*(If yes, please list frequency, destinations & responsibilities while traveling.)*

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Do you object to smoking?  Yes Do any family members smoke  Yes  
 No  No

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Do you employ other domestic help?  Yes *(If yes, please list titles, responsibilities and schedule)*  
 No

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Is there a household manual for Your staff?  Yes  
 No

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Our you particular about religious background (please state)

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If live-in, please describe quarters:  Detached boys quarter  Room & bath with separate entrance  
 Room in house with private bath  Room in house with shared bath

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What day & times are best to schedule interviews for you with potential candidates?

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Meeting with us in-person can help us understand the requirements for your position  Yes  
Are you interested in scheduling an in-office visit with a Nanny Nigeria Placement Counselor?  No

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How did you hear about us?  I am a previous client  Advertisement: \_\_\_\_\_  Internet  
 Friend: \_\_\_\_\_  Newspaper  Other  
*Please specify*

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# **REFERRALS AGREEMENT**

**1. Referral Agreement.** This Referral Agreement confirms the terms and conditions whereby the undersigned (“Client”) seeks to utilize the services of Nanny Nigeria Integrated Limited (“Agency”) to assist in a search for one or more “Candidates” for household employment to provide in-home, family or domestic services. The Agency will refer Candidates to the Client, based on evaluation of apparent suitability, against criteria previously specified by the Client.

**2. Registration Fee.** Upon receipt by the Agency of this Agreement, authorized by the Client, a one-time, non-refundable Registration Fee of ₦10,000 will be charged to the Client’s VISA, or MasterCard. The Agency will then commence its search activities and endeavor to make Candidate referrals to the Client. Acceptance of this non-refundable fee by the Agency does not guarantee any Candidates will be referred to the Client, or that the Client will be satisfied with any Candidates so referred. The Registration Fee is separate and in addition to all other fees.

**Referral Fee.** The decision to employ a Candidate will rest solely with the Client. When a Client employs a referred Candidate, following a search, or at any unspecified future date, a Referral Fee will be charged to the Agency. The amount of this fee will depend on the nature and duration of the employment arrangement. A Referral Fee is due for each and every Candidate the Client elects to employ. The Agency does not discount the Referral Fee if the Client employs two or more Candidates. The Referral Fee due to the Agency will be determined according to the schedule:

- All Permanent Full-Time Nanny, Housekeeper & Caregiver Candidates: 10% of Gross Annual Compensation
- All Permanent Part-Time Nanny, Housekeeper & Caregiver Candidates: 10% of Gross Annual Compensation
- All Baby Nurse Candidates: 25% of Total Gross Compensation
- All Temporary Candidates: 35% of Total Gross Compensation
- All Permanent Specialized Search Candidates:\* 15% of Gross Annual Compensation

*Specialized Search Candidates include Executive Housekeepers, Personal & Executive Assistants, Household & Estate Managers, Butlers, Housemen, Chefs, Coupes and some uniquely qualified Nannies.)*

**4. Full-Time, Part-Time and Temporary.** We define “Full-Time” to mean average employment of more than 35 hours per week; “Part-Time” means 35 hours per week or less; “Gross Annual Compensation” means weekly compensation multiplied by 52 or monthly compensation multiplied by 12 plus the annualized value of all other benefits; temporary and Baby Nurse fees are due at the time the candidate is confirmed and the fee is based on the anticipated Total Gross Compensation for a period of employment, supplement fees will be due if the employment period is extended; Temporary and Baby Nurse fees may NOT later be applied toward a Permanent fee under any circumstances. If the Temporary or Baby Nurse assignment is changed or canceled after a candidate is confirmed but before the start of the assignment, the full temporary referral is due.

**5. Background Checks.** The Referral Fee includes background checks in the area of primary residence, and background check on referees. Nanny Nigeria does not warrant the results of any checks or tests performed by third parties. Additional fees may be due if the client requests additional background checks on a specific candidate.

**6. Payment.** The Client understands that the Referral Fee will be due and payable immediately following oral or written acceptance of an oral or written employment offer to a Candidate. The Client understands that VISA, MasterCard and evidence of payment in any of our designated banks are the only forms of payment acceptable to the Agency. We do not accept cash under any circumstances.

**7. Credit Policy.** In the event of a separation in the employment relationship between a Permanent Candidate and the Client, for any reason: (i) within 60 days of the start of paid employment, a credit of 25% of the Referral Fee will apply toward a new search, (ii) between 61-120 days, a 20% credit, (iii) between 121-180 days, a 15% credit, (iv) between 181-270 days, a 10% credit, or (v) between 271-365 days, a 5% credit. All credits will be valid towards a new Permanent search. The Client acknowledges and understands that the Agency does not refund fees under any circumstances.

**8. Confidentiality Policy.** The Client agrees to keep in confidence the identity of all Candidates referred by the Agency and the contents of any files or documents forwarded for Client’s review. The Client further agrees that all files and their contents, upon request, will be returned promptly to the Agency. If the Client discloses information about a Candidate to a third party, who, acting on that information subsequently employs the Candidate, the Client undertakes to pay to the Agency the Referral Fee that would have been payable for that Candidate.

**9. Referrals.** The Agency will use its best endeavors to refer qualified Candidates to the Client; however, it does not guarantee the credentials or performance of, or Client satisfaction with, any Candidate. If the Client is dissatisfied, for any reason, recourse to the Agency will be limited to a credit toward a future search, as specified in paragraph 7. The Client agrees to indemnify the Agency and hold it and all its employees and representatives harmless from any costs of expenses arising out of any claim against the Agency, relating in any way to a Candidate's employment. The Client agrees that any claim arising out of or relating to this Agreement, or breaches thereof, shall be settled by arbitration, administered by, and in accordance with, the rules of the Nigerian Arbitration, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

**10. Party to Contract.** The Agreement is between the Client and the Agency only. No Candidates are a party to this Agreement, nor will the Agency be a party to any agreement, that may be made by and between the Client and a Candidate. The Agreement constitutes the entire agreement and understanding concerning this matter, and supersedes all previous agreements, whether oral or written, and can only be modified in writing, signed by both parties. The laws of the Federal Republic of Nigeria shall govern it.

Nanny Nigeria Integrations Ltd. by: Enitan Oloto, Co-President      Mojisola Eteng, Co-President      Plot 4, Omorinre Johnson Street,  
Lekki, Phase1, Lagos, Lagos State

**CLIENT'S SIGNATURE CONFIRMS THAT CLIENT HAS READ THIS AGREEMENT THOROUGHLY, HAS HAD SUFFICIENT OPPORTUNITY TO SEEK LEGAL COUNSEL, IF DESIRED, AND THEREFORE CLEARLY UNDERSTANDS AND AGREES TO ALL THE TERMS AND CONDITIONS.**

\_\_\_\_\_

State

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Today's Date

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Print Full Name