



COMPANY PROFILE 2013

Giving Our Clients Peace of Mind



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Who we are

Maid 4U is professional domestic service recruitment and training agency, offering placement solutions that provide structure to a highly personalised and often informal service, where the workplace is the employer's home. Maid 4U's services include the recruitment, placement and training of housekeepers, child minders, care givers, nannies and baby sitters. We assist employers that are seeking full time or part time, live-in or live-out workers. We also cater for emergency call outs and temporary workers.

In addition to providing domestic services we offer a range of cleaning services, including after-party cleaners, window cleaners, new development cleaners, moving-house cleaners, holiday cleaners, as well as cleaning for the elderly, disabled and injured people.



Maid 4U prides itself in providing a safe and secure environment where employers can source reliable, screened and well groomed staff.

We also assist employers of domestic workers who are looking to access the following range of services:

- Training of their current employee on any of the courses that we offer;
- Registration of their employee(s) for all the legal requirements as per the Sectorial Determination 7. *(These include UIF, provident fund, medical aid and, where applicable, compensation and Injury fund.)*
- Providing an outsourcing service with salary administration, disciplinary codes, employment contract preparation, performance assessments and other related compliance and HR matters.

What We Do

Recruitment

Our recruitment services include sourcing and attracting, interviewing, screening and reference checking, selecting and matching and on-boarding workers with clients. Although recruitment services are typically offered for qualified candidates, our domestic service recruitment agency plays the important role of an intermediary between the worker and the employer. This is because the work relationship between the employer/employee is often based on unwritten agreements and expectations. Our approach therefore provides implementable solutions designed to replace the oral and informal nature of contracts that are heavily dependent on personal relationships.

Every parent, owner of a house or anyone who requires a domestic service needs the comfort of knowing that their assets and children are safe. For complete peace of mind, we run a background checks on all of potential employees. This includes obtaining a reference from previous employers (where possible), credit check, criminal record (police clearance) and authentication of qualification(s).

The following strategies are implemented to ensure the achievement of the above:

- Run security check on all potential employees;
- Obtain written confirmation that potential employees do not have criminal record;
- Scrutinise potential employees behavioural patterns;
- Provide unaccredited free training on soft and vocational skills on a regular basis; and
- Offer SETA accredited domestic service training at an affordable fee.

Social Protection Services

UIF

All employers who have employees working 24 or more hours a month are required to register them for UIF. All employees must contribute 1% of their salaries to the UIF. In addition to this, the employer also contributes 1% in respect of each worker in his/her employ. The total contribution paid is therefore 2%. Maid 4U assists clients with registering their employees for UIF and processing the monthly contributions.

Medical Aid

Maid 4U offers employees access to affordable occupational and private primary healthcare. This is achieved through a partnership with a professional medical management company. The benefits offered are standard and include GP consultations, medicines, X-rays and blood tests but exclude chronic medication and hospitalisation.

Provident Fund

Maid 4 U offers workers access to a provident fund that provides retirement and withdrawal benefits with associated separate group schemes. These offer death, disability and funeral benefits. The fund comprises several plans, each offering unique benefits at affordable monthly contributions.

Training

Maid 4U provides extended services to jobseekers. We aim to equip them with the necessary skills for managing a household. These include soft and vocational training, such as literacy classes, training on basic hygiene, cooking of basic foods, handling of household appliances, and attending to calls. In addition, we offer training through SETA accredited courses on a regular basis. These are also designed to equip workers with the relevant skills in the efficient performance of their duties.



Clients

We aim to be an institution that offers the best service, peace of mind and security to our clients. Before we place an employee, we get a detailed description from the client in order to ensure that we have a clear understanding of their needs.

Clients are given an opportunity to interview three potential candidates before making a decision. Once an employee is placed we bring them to your home, and provide them with uniform, if applicable.

We understand that our clients also need confidence in knowing that if the employee goes on leave, leaves quits their job unexpectedly, falls ill or does not perform to their expectation, they won't be left stranded. To smooth out this often difficult transitional period, we source a stand in to assist on a temporary basis within a specified period, until the employee returns or the matter is resolved.



Contact Us

073 011 5462

063 174 8798

072 083 3104

info@maid4u.co.za

www.maid4u.co.za