



MEGASEA Employment Agency Limited



僱傭中心有限公司

Unit 502, 168 Sai Yeung Choi street, MongKok, Kowloon, Hong Kong.

Tel: 2393 6886 Fax: 2380 9886

Room 1905, Hang Lung Centre, 2-20 Paterson Street, Causeway Bay, Hong Kong.

Tel: 2882 6660 Fax: 2882 1160

Unit A019, 1/F, Nan Fung Centre, Tsuen Wan.

Tel: 2411 6696 Fax: 2411 6690

Guidelines for Domestic Helpers 外傭工作及操守指引 **Petunjuk Buat Nakerwan**

Important Matters 言行篇：

Hal yang penting:

- Bad habits like smoking, drinking or gambling are not allowed.
- Dilarang merokok, minum bir atau berjudi
- 不可以有不良行爲, 如:抽煙, 喝酒, 賭博...等。

- Ask your employer immediately once you cannot understand his command.
- Harus tanya majikanmu bila kamu tidak mengerti apa yang dia perintahkan.
- 對於工作內容不清楚時要馬上請教僱主。

- Must not take any family's money and properties.
- Jangan ambil/mencuri uang atau barang majikan.
- 不可拿取僱主及家人的金錢和財物。

- No chatting to others during work.
- Jangan berbincang dengan nakerwan lain pada saat jam kerja.
- 不應在工作的時候聊天。

- Cannot leave the house without permission.
- Jangan keluar rumah majikan tanpa permisi.
- 未經僱主批准, 不可擅自離開住所。

- Do not talk to other maids, security guards and strangers about our home affairs.
- Jangan kasih tahu tkw lain atau orang yang tak dikenal mengenai keadaan di rumah majikan.
- 不可向護衛和陌生人透露僱主的家事。

- Cannot give employers' mobile phone number, address to anybody.
- Jangan kasih orang lain telepon atau alamat majikan.
- 不可向任何人透露僱主的電話號碼和住址。

- Have proper clothing and avoid clothes that are too sexy.
- Pakai baju yang sopan dan jangan pakai baju yang seksi.
- 穿著不要太暴露, 要合宜, 並且保守。

- Must not do anything to harm the baby and family members.



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- Jangan marah atau menyiksa bayi dan anggota keluarga majikan.
- 不可作任何傷害嬰兒和雇主家庭成員的事。
- Must be honest, obedient, polite and respectful to whole family.
- Harus jujur, penurut, sopan dan memberi tanggapan kepada semua anggota majikan.
- 一定要對雇主及家庭成員服從, 有禮, 尊重。
- Must work hard, be initiative without prompting.
- Harus kerja keras dan punya inisiatif untuk kerja.
- 一定要勤力和主動做事。
- Must tell your employer immediately when you start feeling sick or not well.
- Harus kasih tahu majikan bila kamu sakit.
- 當感覺不適時, 要立即通知雇主。
- Be polite in answering phone calls and carefully take down all messages.
- Harus sopan bila menerima telepon dan tanya pesannya.
- 接聽電話時要有禮貌, 並要小心地記錄所有信息。
- Keep all receipts and mark in the spending record book after marketing.
- Minta dan simpan resi perbelanjaan.
- 在買餸或購物時, 要把所有單據保留給予雇主。
- Come home immediately after marketing.
- Segera pulang bila dari pasar.
- 在買餸或購物後, 要盡快回家。

Polite Matters 禮貌篇 :

Kesopanan:

- Always wear a smile.
- Harus selalu senyum.
- 常常保持笑容。
- Don't open employer's letters.
- Jangan buka surat majikan.
- 不可私自拆開雇主信件。
- Don't argue with employer.
- Jangan bertengkar atau kasih alasan yang banyak kepada majikan.
- 不可以和雇主頂嘴。



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- Answer immediately after they called you.
- Jawab bila mjiakan panggilan kamu.
- 僱主叫你的時候, 要馬上回答。

- Respect your employer and family and be polite.
- Harus kasih tanggapan yang sopan pada majikan dan keluarga.
- 和僱主相處須出於至誠, 尊敬及衷心。

- Make it a habit of greeting employers in appropriate time.
- Harus selalu kasih ucapan selamat kepada majikan.
- 主動與僱主打招呼與問候。

- Try to respect Chinese customs and traditions.
- Harus menghormati kebiasaan dan tradisi orang Cina.
- 尊重中國人的傳統, 風俗, 習慣。

- Be honest to admit your own mistake if you really did something wrong. Don't argue with employer.
- Harus jujur menerima kesalahan ,jangan melawan majikan.
- 犯錯時要坦誠接受僱主對你的指責, 不要爭辯。

Health & Hygiene 衛生篇:

Kesehatan dan kebersihan:

- Wear medical mask when you are ill.
- Pakai masker billa kamu sakit.
- 生病時要帶口罩。

- Clean your teeth & wash face every morning & every night.
- Harus selalu cuci muka dan gosok gigi pagi dan malam hari .
- 早晚都必須要刷牙, 洗面。

- Must take shower every night.
- Harus mandi di malam hari.
- 每天晚上必須要洗澡。

- Your clothing and belongings must be clean & tidy all the time.
- Jaga kebersihan barang dan pakaianmu.
- 所有衣物和用品都必須要保持清潔和整齊。

- Tidy short hair.



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- Rapikan rambutmu dan gunting pendek.
- 保持整潔的短髮。
- After cleaning waste products be sure to wash your hands with soap.
- Kalau sudah siap kerja harus cuci tangan pakai sabun.
- 清洗排泄物, 一定要丟棄且事後用肥皂洗手。

Must wash hands thoroughly (at least 15 seconds) :-

Cuci tangan pakai sabun sekitar 15 detik.

在以下的情況, 記緊要洗手 (最少 15 秒)

- Before & after cooking;
- sebelum dan sesudah memasak.
- 煮飯前和後;
- Before & after eating;
- sebelum dan setelah makan.
- 進食前和後;
- Before & after doing house works;
- sebelum dan sesudah kerja.
- 做家務前和後;
- Before and after taking care of baby;
- sebelum dan sesudah jaga anak.
- 照顧嬰兒前和後;
- Before & after preparing milk & food;
- Sebelum dan sesudah menyiapkan susu buat bayi.
- 準備牛奶和食物前和後;
- After toilet;
- Sesudah dari toilet
- 如廁後;
- After going out;
- Sesudah dari luar.
- 外出後;
- After marketing;
- Sesudah dari belanja



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- 買餸或購物後;
- After discarding rubbish...etc
- Sesudah buang sampah
- 拋棄垃圾後;

Baby Caring 育嬰篇: **Penjagaan bayi;**

- Must be very nice to baby. Cannot be emotional or lost temper.
- Harus sayang bayi dan jangan marah atau hilang kesabaran.
- 對待嬰兒一定要親切有善, 不可有壞情緒和脾氣
- Never leave baby alone at any time or place.
- Jangan tinggalkan bayi sendirian.
- 在任何時候和地方都不可讓嬰兒獨處。
- Take note of weather changes, must assist baby whether to add or lessen their clothing.
- Perhatikan keadaan cuaca, urus baju bayi yang akan dipakai.
- 注意天氣變化替小孩增減衣服, 小孩的飲食和生活習慣儘量遵照雇主的意思。
- Don't leave the baby alone when feeding milk, let baby sit or lie on a pillow (head on an upper position).
- Jangan tinggalkan bayi sendirian saat kasih minum susu atau duduk sendirian dekat bantal,
- 餵奶時不可離開嬰兒, 最佳餵奶姿態為坐著。
- Assist ion caring of baby according to the instructions of the family.
- Menjage bayi sesuai dgn petunjuk majikan.
- 協助照顧嬰兒時要依照雇主的指示。

Child Caring 托兒篇: **Penjagaan bayi;**

- Must have care and loving heart toward you employer's children. Let them feel that you are a member of the family.
- Sayangi dan cintai anak seperti anak kamu sendiri .Perhatikan seperti anggota keluarga sendiri
- 悉心愛護雇主的小孩, 將他視為你的親人一般。



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- Before meal, put on the bib for children: after meal, help them wash their face and assist in brushing their teeth.
- Sebelum kasih makan anak pakaikan celemek; sesudah makan bantu dia untuk lap muka dan cuci gigi.
- 飯前幫小孩戴圍裙, 飯後幫他們洗臉刷牙。
- Be quick when bathing the baby to avoid getting sick or catching cold.
- Cepat-cepat sewaktu kasih mandia anak karena takut mereka kedinginan.
- 幫小朋友洗澡時, 速度要快一點, 避免小孩感冒。
- Don't take the children or infant near grill or window to prevent children/infant from slipping.
- Jangan kasih anak berdiri atau bermain dekat jendela, karena takut tergelincir.
- 不要帶小孩近靠沒有欄杆或幕簾保護的窗戶, 避免他們滑落。
- If the children have done a mistake, should relay to the employer immediately. Don't punish children by your decision
- Kalau anak bikin kesalahan jangan hukum mereaka, kamu bisa kasih tahu majikan.
- 小孩行為不當, 馬上阻止而不可處罰, 須告知雇主。

Care of Elderly 護老篇:

Penjagaan orang tua;

- Massage the aged regularly for better blood circulator.
- Bantu meraka untuk pijat orang jompo.
- 須幫老人輕巧地按摩身體, 使老人血液循環暢通。
- Be aware of patient or ages time of taking medicine, dosage, and way of feeding.
- Hati-hati dan atur waktu dan dosis sewaktu kasih makan obat untuk orang jompo.
- 必須慎重注意餵老人吃藥的時間, 藥量, 方法。
- Feed the aged/patient light foods that can be chewed and swallowed easily like jelly, fruits and fresh milk.
- Hati-hati bila kasih makan orang jompo
- 餵食水果凍類和較鬆軟食物, 使老人較易吞食, 偶爾讓老人吃些水果與喝些牛奶。

Cooking 烹飪篇:

Memasak;

- Prepare & store cooked and uncooked food separately by using different kitchenware.



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- Gunakan dan pisahkan barang dapur untuk makan yang sudah madak dan yang belum masak
- 當準備和儲存生和煮的食物時, 要分開煮食用具。
- After using the kitchen always remember to close the switch of gas.
- Sesudah masak harus ingat matikan kompor gas.
- 當你暫時離開廚房時, 要確實熄火, 並確認煮食爐是否關閉。
- Wash the chopping board after each use and always keep dry.
- Cuci tampelan sesudah dipakai dan lap kering.
- 砧板洗後要晾乾。
- Use separate knife for cutting meat & fruits.
- Gunakan pisau yang terpisah untuk memotong daging dan buah.
- 切肉, 切水果的刀, 砧板要分開使用。
- When cooking, do not put too much salt or oil, it's not good for the children to eat salty & oily food.
- Kalau masak jangan terlalu banyak garam dan minyak karena tidak baik untuk anak dan kesehatan.
- 烹調三餐不要太鹹, 太油, 不要餵小孩太多油炸的食物。
- Concentrate yourself when employer is teaching you how to cook, so that you can do it by yourself after teaching you for the second time.
- Perhatikan bila majikan mengajari kamu supaya kamu bisa kerjakan sendiri di lain hari.
- 雇主教你做菜時要用心去學, 而且教第二次就可以自己煮菜。

Home Caring 家事篇:

Penjagaan rumah;

- After meal wash all the used dishes and kitchen utensils.
- Sesudah makan cuci piring dan besihkan alat dapur.
- 飯後清洗餐具。
- Remember to wear gloves when using bleaching agent.
- Kalau pakai bleach/pemutih kamu harus pakai sarung tangan.
- 使用漂白劑時, 一定要用手套。
- Separate the cloth & brushes for cleaning. Use different colour to differentiate.
- Pisahkan kain atau berus untuk membersihkan sesuatu. pisahkan menurut warna.



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- 抹布要分開使用, 最好用不同的顏色, 以免混淆(海綿, 刷子如是)。
- Small pieces of food remains should be thrown in the garbage can, don't flush it through sinkhole.
- Jangan buang sisa makanan di tempat cuci piring, buang di tempat sampah.
- 菜渣要在垃圾桶, 不要倒進水管裡。
- Washing or arranging kitchen utensils. Be careful in handling and do not let drop and cause damage or broken situation.
- Cuci dan atur alat masak .Hati-hati jangan sampai jatuh atau rusak.
- 洗滌或收拾器皿時, 小心不要讓器皿掉落, 造成破損的情形發生。

Money Matters 金錢篇:

Masalah keuangan;

- No borrowing money / loan from anyone.
- Jangan pinjam uang dari orang lain .
- 不可向任何人借錢或貸款。
- No accepting money from anyone.
- Janga terima uang dari orang lain
- 不可接受任何人的金錢, 僱主除外。