



SOPHIA'S HOUSEKEEPER NIGHTMARE

Sophia was not surprised when her devoted housekeeper of 18 years wanted to leave her employment to care for her elderly mother. Given Sophia's experience managing two residences and a vacation home while raising three children, she did not stress about replacing the housekeeper.

Sophia employed a local staffing company, as she had done before, to send her candidates, and she immediately chose Tiyana whose work history stated she had been employed for five years in a large home with fine furnishings and frequent guests. Tiyana was hired but fired shortly thereafter after a screaming match with her boyfriend and his family in Sophia's pool house. Even though she had been terminated with cause, Tiyana filed for workers compensation claiming she had fallen in the kitchen and had been let go without being paid.

To make matters worse, Sophia was overwhelmed with an upcoming party and four overnight guests. She contacted

the staffing agency who sent over Binta. Sophia was quite impressed by Binta's resume showing experience with several prominent families in the area. In addition, she had cooking and sewing skills. Binta insisted upon \$35.00 per hour, refusing Sophia's lower offer. Feeling the pressure of the approaching festivities, Sophia agreed.

Unfortunately for Sophia, during the few weeks she was employed, an intoxicated Binta had an accident in the family car, spent most of her time on her cell phone, and was caught sneaking alcohol from the pool house liquor cabinet into her own vehicle. When Sophia told Binta she was dismissed, Binta snapped that she didn't care because she had been injured in the car accident and, claiming a work-related injury, was now no longer able to work.

Sophia was furious with the staffing agency. How dare they send such terrible job candidates! Moreover, the agency was charging their placement fee of \$15,600.00.

Believing she was making a positive change, Sophia hired a new household employee staffing agency. The agency sent her Gloria.



Gloria did not have the highest level of household experience or possess fine housekeeping skills, and she displayed a minimal command of the English language; however, Gloria won Sophia over with her warm smile, her upbeat energy, and the hug she gave Sophia after the interview. Gloria was hired the next day. From the very start, Gloria was willing to stay each day for as long as Sophia needed her, often on weekends and late into the night. What a blessing, Sophia thought, to finally have someone who would work the hours needed!

But over time, Sophia began to sense that Gloria seemed a bit “off.” Maybe it was because she didn’t completely understand the language. Maybe she was working too many hours. In any case, Sophia soon discovered that Gloria was a serial kleptomaniac. Gloria had taken clothing, shoes, and handbags. Sophia’s expensive jewelry was discovered in Gloria’s overturned shopping bag that she kept in the laundry room.

After being dismissed, Gloria brazenly contacted Sophia, demanding wages for additional overtime hours she believed were owed to her. Not wanting her friends to know that she had hired a crazy thief, Sophia agreed to pay Gloria’s overtime

in return for her two pairs of diamond earrings.

Sophia had suffered for over eight months and had spent in excess of \$100,000.00 on salaries and agency fees employing three dishonest housekeepers. Additionally, Sophia had the responsibility of paying for two “injured” employees, her severely damaged Lexus, and damages to a motorcyclist struck by an intoxicated housekeeper. The police had been called to Sophia’s home twice by a hysterical housekeeper screaming to be paid. Sophia’s expensive clothing, shoes, and handbags were still missing.

Where did Sophia go wrong?

How could a woman who had employed a wonderful housekeeper for so many years exercise such poor judgement when hiring new employees?

What were all the areas of risk faced by Sophia?

To learn more on how Sophia spent over 100k on poor hires. Click link: [Sophia-excel-page-3-final.pdf](#)

Sophia was referred to our firm.

We listened carefully to her expectations for a new housekeeper. We asked all the right questions and quickly created a plan for a New Hire Project. We managed the project from beginning to end, and found for Sophia the very best of refined and experienced housekeepers. Sophia was grateful for the referral and for the level of service and expertise she received from our firm.

“I never realized I knew so little about hiring housekeepers. I am truly happy to be enlightened and to be graced with excellent service.”

In addition to securing the perfect new hire for Sophia, we continue to provide her with expert support and guidance in the following areas:

- Creative benefits for long-term employees
- Household policies, e.g., credit cards, non-disclosures, accident reporting, cell phone use, and property use.
- Performance evaluations
- Open communication with employees

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