



TERESA LEIGH
HOME + FAMILY OFFICE

MELISSA CASE STUDY



CLIENT'S REASON FOR CONTACTING US:

A referral from a good friend

AREAS OF EXPERTISE & SERVICES UTILIZED:

- Advisory counseling
- Hiring professional staff
- Payroll support
- Human resources
- On-going advisory

As Melissa hung up after her call, she could feel the blood draining from her body. How could this be happening—again? The fourth nanny/housekeeper in as many months just told her she was not returning to her job.

Reeling from the utter shock of this news, Melissa stood looking into her living room where a heap of dirty toys, blankets, snacks, strollers, trash, and laundry were scattered. How could this be happening on such an important day? Melissa and her husband were successful entrepreneurs who recently raised over 200 million for a new start-up, and today was the launch!

Thinking through her options, she realized she had used up all the family love credits for impromptu childcare months ago. She couldn't dare ask local moms to nanny share either. That ship had sailed.

The smell of an ugly diaper pail made its way down the hallway and snapped her back to reality. She had no childcare for one of the biggest days of her career.

Melissa made her way through the chaos to the boys' bedroom. Hoping the universe might take pity, she screamed, "How can I be so f**king successful when I can't find someone to work in my house?"

Feeling she was out options, the thought of packing and carrying her two-year old twin boys to a long corporate meeting made her cringe, but it might have to do for today.



FOUNDED IN 2005, **TERESA LEIGH HOME + FAMILY OFFICE** IS A NATIONALLY RECOGNIZED, AWARD-WINNING FIRM PROVIDING HOME AND FAMILY OFFICE EXPERTISE TO AFFLUENT CLIENTS NATIONWIDE.

WHAT WAS OUR APPROACH?

RESULTS

- **From frustration:**

Our first advisory call with Melissa was short. She was focused on only one housekeeper, low compensation, and no benefits. She felt certain she could achieve her goal. After seven months of unsuccessful hires, Melissa reached out to us again for support and suggestions for success.

- **Through insight:**

What did we “hear” in our conversations with Melissa that she did not want to acknowledge, but was critically important to the success of her project? The household was large, untidy, and disorganized. The family had two unruly toddlers and one on the way. From previous experience we knew the home required an seasoned, professional child-friendly housekeeper, in addition to a gentle, kind nanny, with a history caring for free-roaming twins and a willingness to work overnights and weekends.

- **To caring:**

Our goal at Teresa Leigh Home and Family Office is to help our clients with all aspects of hiring new staff: day-to-day management, setting boundaries, payroll and HR documentation. Thinking through the small details we added staff credit care assignments and guidelines, and rules for using the house car to run local errands. Our solutions took the pressure off of the client so Melissa and her family could enjoy success both at home and in the office.

- **To a path forward:**

We hired a fabulous housekeeper and nanny committed to staying with the family long term and directed the new team to create systems to keep the household clean and well-organized. Melissa was overjoyed by our level of service and care and forwarded our company information to several of her professional colleagues and family.

CONCLUSION

A HAPPY CLIENT
WITH NEW STAFF THAT PROVIDES A
CALM, CLEAN, AND WELL-ORGANIZED
HOME

