

Dear Madam,
Dear Sir

We kindly thank you for your call. We are pleased that you are inquiring *Bonne ménagère* for the search of your housekeeping requirements.

We would be glad to help you find an employee that is tailored to your needs. To achieve this goal we ask of you to fill out the Application form / Client profile which is enclosed and return this along with a signed copy of the general business conditions.

Upon receipt we will contact you and discuss any possible remaining questions and hopefully already send files for potential candidates.

The base fee will only be charged if and when we are able to send you a first dossier of one of our candidates.

Feel free to visit our Homepage at www.bonnemenagere.ch.

For any questions that may arise, please do contact us at any time during our working hours from Monday to Friday from 09.00 to 17.00 o'clock.

Thanking you in advance

Kind regards

Bonne ménagère[®]

Application form / Client profile

You are looking for:

<input type="checkbox"/>	Home / Estate manager	<input type="checkbox"/>	Governess	<input type="checkbox"/>	Chauffeur
<input type="checkbox"/>	Housekeeper	<input type="checkbox"/>	Nanny / nurse	<input type="checkbox"/>	Personal security / bodyguard
<input type="checkbox"/>	Housekeeper / nanny	<input type="checkbox"/>	Elderly care	<input type="checkbox"/>	Handyman/allrounder
<input type="checkbox"/>	Housekeeper/Personal companion	<input type="checkbox"/>	Butler- / housekeeping couple	<input type="checkbox"/>	Gardener
<input type="checkbox"/>	Maid / valet	<input type="checkbox"/>	Care taker couple	<input type="checkbox"/>	Cook / chef
<input type="checkbox"/>	Cleaning lady (charwoman)	<input type="checkbox"/>	Butler	<input type="checkbox"/>	Personal assistant / secretary
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	

Personal data

Surname	
First name(s)	
Address	
Home phone	
Work phone	
Portable	
Fax	
Em@il	<input type="checkbox"/>

How many people live in your household?		
Of which are children ?		
Gender and age of your children:	gender	age
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Are both parents currently working ?	yes <input type="checkbox"/>	no <input type="checkbox"/>

How many elderly / disabled people are currently living in your household?			
Gender and age of elderly / disabled person	gender		age
	<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>
Does the elderly / disabled person have any specific infirmities?			

Does a family member suffer from any illnesses ?	yes <input type="checkbox"/>	no <input type="checkbox"/>
If yes, please elaborate		

Do you have any pets ?	yes <input type="checkbox"/>	no <input type="checkbox"/>
If yes, what kinds?		

If you travel with your employees: What are your primary destinations and how long are your travel durations? <small>approx.</small>	
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Will the employee often be alone ?	yes <input type="checkbox"/>	no <input type="checkbox"/>
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What is your current dwelling situation?	house <input type="checkbox"/>	apartment <input type="checkbox"/>
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How many bedrooms?	<input type="text"/>	<input type="text"/>
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Will the employee be living on the property ?	yes <input type="checkbox"/>	would be possible <input type="checkbox"/>	no <input type="checkbox"/>
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If yes , what are the living accommodations at the employee's disposal?	separate apartment <input type="checkbox"/>	furnished <input type="checkbox"/>	how many bedrooms <input type="text"/>	with separate entrance <input type="checkbox"/>
	or	separate bedroom <input type="checkbox"/>	furnished <input type="checkbox"/>	with separate bathroom <input type="checkbox"/>

	separate bedroom <input type="checkbox"/>	furnished <input type="checkbox"/>	with separate bathroom <input type="checkbox"/>	with separate entrance <input type="checkbox"/>
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Do you live	near/in a village / town? <input type="checkbox"/>	secluded? <input type="checkbox"/>
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Is your dwelling close to public transportation ?	yes <input type="checkbox"/>	no <input type="checkbox"/>
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Using public transportation (bus, tram) how far is it to get to the nearest train (s-bahn) station ?	bus/tram-line nr. <input type="text"/>	<input type="text"/> minutes to drive
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What is the walking distance to the closest public transportation station (bus, tram, train)?	<input type="text"/> minutes of walking distance to closest station <input type="text"/>
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Terms of employment:

What will be the main task(s) of your employee?	housekeeping <input type="checkbox"/>	childcare <input type="checkbox"/>
	nursing / elderly care <input type="checkbox"/>	butler duties <input type="checkbox"/>
	pet care <input type="checkbox"/>	others <input type="checkbox"/> <input style="width: 100%; height: 20px;" type="text"/>
Preferred starting date ?	<input style="width: 100%; height: 20px;" type="text"/>	
What are the working hours on a weekly basis ? Evtl. pensum in %	<input style="width: 100%; height: 20px;" type="text"/>	
Preferred time and days of the week	<input style="width: 100%; height: 20px;" type="text"/>	
Gross salary CHF	approximately CHF per hour	approximately CHF per month
	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Will you reimburse traveling costs to and from the workplace?(Train-/tram-/bus- or kilometer compensation if travelling by car)?	yes <input type="checkbox"/>	no <input type="checkbox"/>

Employee details / requirements:

Gender:	female <input type="checkbox"/>	male <input type="checkbox"/>	insignificant <input type="checkbox"/>
Age (from-to)	<input style="width: 100%; height: 20px;" type="text"/>		
Do you have preferences regarding country of origin ?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
If yes, please state the country(ies)	<input style="width: 100%; height: 20px;" type="text"/>		
What language(s) should the employee be able to speak?	German <input type="checkbox"/>	French <input type="checkbox"/>	Italian <input type="checkbox"/>
	Portuguese <input type="checkbox"/>	Spanish <input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/> <input type="checkbox"/>
Is a driving license required?	absolutely <input type="checkbox"/>	would be nice but not a necessity <input type="checkbox"/>	no <input type="checkbox"/>
Do you provide a service car ?	yes <input type="checkbox"/>		no <input type="checkbox"/>
Is the use of a privately owned vehicle a pre-requisite? (With kilometer compensation)	yes <input type="checkbox"/>		no <input type="checkbox"/>
Does the employee have to be able to swim ?	yes <input type="checkbox"/>		no <input type="checkbox"/>
Do you care if the employee smokes during breaks of free time?	yes <input type="checkbox"/>		no <input type="checkbox"/>

Household

Experience required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
Professional training required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
If yes, what experiences / skills are important to you?	very important	important	unimportant
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting the table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping/purchasing of groceries and cleaning products for the household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewing by hand (buttons, hems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewing using a machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing clothes/ironing / laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing/ironing of very fine textiles (silk, cashmere, laces)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining silver (cutlery, silver objects)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic servicing and maintenance/pool service/raking of leaves/manual activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Janitor works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pet care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking care of antiques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking care of valuable possessions (art)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ironing systems (Mangel, Laura Star etc.)	<input type="text"/>		
Remarks, other requirements	<input type="text"/>		

Child care

Experience required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
Professional training required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
What will the main duties entail?	very important	important	unimportant
Hygiene/washing/dressing/laundry/cleaning of nursery and/or bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stimulating the child's physical, intellectual, emotional and social growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Musical education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping with homework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accompaniment to outdoor activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparation of meals and feeding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Babysitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks, other requirements	<input type="text"/>		

Elderly or disabled care

Experience required?	yes <input type="checkbox"/>	no <input type="checkbox"/>
Professional training required?	yes <input type="checkbox"/>	no <input type="checkbox"/>
If yes, what experiences / skills are important to you ?		

Representative duties

Experience required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
Professional training required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
If yes, which ones?	very important	important	unimportant
Butler duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional waiting of the table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional cooking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping of company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chauffeur	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security / bodyguard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks, other requirements			

Management and administration

Experience required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
Professional training required?	yes <input type="checkbox"/>	no <input type="checkbox"/>	
If yes, which ones?	very important	important	unimportant
Home management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration / personal assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks, other requirements			

Other desired experiences / remarks

The regular working contract for home economic employees (Nr. 821.12) can be obtained at the chancellery, 8090 in Zurich

General business conditions for placement of personnel (original for *Bonne ménagère*)

1. Services

Bonne ménagère will assume the careful recruitment and selection of home personnel upon receiving a search request, based on success. By means of our extensive database, our personal networking channels, the use of selected media outlets and by publishing your vacancy on our much visited website we will put together a comprehensive search for potential candidates. Upon request, individual advertisements which are formulated and published in agreement with the client, may be placed in media. After the publication, *Bonne ménagère* will keep the client informed by means of an acquisitions list, in regards to all contacts received. All the presented candidates are met for a personal and extensive interview. Their file is then comprised of the most important information in regards to their occupational history and previous experiences, a shortly formulated impression we received from the candidate in the interview, as well as telephone references and the most important letters of reference and documents. Upon a work agreement, *Bonne ménagère* can assist by putting together a work contract, preparing an approximate net-salary statement and be of support with questions regarding working permits and insurances.

2. Search request

To initiate a mandate, we first like to discuss the position with our client personally. This, along with the application form will help gain detailed insight in regards to the needs and the profile of qualifications of the sought after candidate.

3. Fee/ Cost

The client is compelled to inform *Bonne ménagère* upon a written or an oral agreement with a candidate and send a copy of the contract once signed.

The fee (plus value added tax / MwSt.) will be adopted from the subsequent price list and billed upon an agreement (written or oral). It is payable within 10 days.

The fee will also be owed if a work contract is formed at any future date with a candidate that was presented to a client by *Bonne ménagère*.

The fee is also owed if the client forwards information from a candidate to a third party or provides the candidate with information of a potential employer, which results in an employment.

Fees for services rendered on the part of any third parties (e.g. individual advertisements, translations or graphologic opinion) will be billed in addition at the original costs.

4. Guarantees / Refund

Due to the constant higher demand than availability of qualified personnel, *Bonne ménagère* can not commit to a guaranteed replacement of a specific requirement profile, following an early work termination. Such a "potentially unrealistic promise" would not conform to our ethical and moral values. *Bonne ménagère* will however, comply in the following manner should such scenario arise:

Should the contract be terminated within the time period, as stated below, from the client or candidate because the candidate does not have the necessary expertise, the following will apply:

Should the termination date occur between the agreement of the contract and the first three weeks of employment, 80% of the fee will be reimbursed. For the assignment of a replacement with the same requirement profile within a 6 months period, a guarantee of 20% reduction will be given on the new invoice.

With a work termination between the 4th and 8th week of employment, 50% of the fee will be reimbursed. For the assignment of a replacement with the same requirement profile within a 6 months period, a guarantee of 20% reduction will be given on the new invoice.

Significant to both options is the actual and definite last working day, which has to be communicated to us by the client.

If the work contract is terminated due to special client circumstances (incl. financial reasons, severance charge, relocation, personal changes etc.) there will be no refund entitlement.

5. Insurance / License

The client will be liable to take care of the necessary work/residence permits and register with the insurance.

Bonne ménagère is happy to assist with any such queries.

6. Protection Provision

The client is bound to secrecy in regards to personal or professional matters from candidates that are introduced during the interviewing process. The candidate's file is under no circumstance to be forwarded (data protection).

To protect a candidate's privacy, direct reference checks with past and present employers are only permitted after consulting with *Bonne ménagère* or the candidate. Documents of candidates that will not to be considered for a position are to be destroyed or deleted (e-mail).

7. Due Diligence / Confidentiality

Bonne ménagère will execute the mandate in the best of their knowledge and conscience. All information received from clients will be kept confidential by *Bonne ménagère* and not passed on without explicit authorization.

8. Liability

Bonne ménagère will not be liable for any damages or disputes that arise from the employment. Nor will it take responsibility for the accuracy of documents presented to us by the candidates (diplomas, public records, letters of reference etc.). With the conclusion of an agreement between the client and our candidate, the client will take over the full responsibility for their choice.

9. Applicable Law and Court of Jurisdiction

All associations between the client and *Bonne ménagère* are bound to the Swiss rule of law. The court of jurisdiction for any disputes in association with these business conditions is in **8702, Zollikon**.

The general business conditions on hand will become effective as soon as the client chooses to contact a candidate whom was introduced to them by *Bonne ménagère*.

Price list Valid as of 1st November 2011

Base Fee

For new clients there is a non-recurring base fee of **CHF 500.00** (plus value added tax / MwSt.). This will be billed as soon as a first file is sent to the client or a personal advertisement is placed.

Placement of a permanent employee

Non-recurring placement fee: **16% of the yearly gross salary** (plus value added tax / MwSt.)

gross salary = net salary plus the employer portion of compulsory social deductions plus possible board and lodging, commuting costs, vehicle compensation and bonuses)

Minimal Fee (per placement of a permanent employee) CHF 2,000.00 (plus value added tax / MwSt.)

Placement of a temporary employee

A repeated commitment by the same candidate will be subject to a fee.

Cleaning ladies/housekeepers/nannies

Workload up to 12 hours/week CHF 100.00 (plus value added tax / MwSt.) for every commenced week

Workload from 13 to 25 hours/week CHF 150.00 (plus value added tax / MwSt.) for every commenced week

Workload from 26 hours/week to full time CHF 200.00 (plus value added tax / MwSt.) for every commenced week

No minimal fee

Cooks/Butlers/Chauffeurs/Personal Assistants/All-rounder

16% of the paid gross salary for the temporary contract

Minimal fee CHF 300.00 (plus value added tax / MwSt.)

Fee for Mandates with advertisements

For mandates that require advertising in 1 or 2 media outlets there will be a fee of CHF 1,000.00 (plus value added tax / MwSt.) as an expense contribution.

With mandates that require advertising in 3 or more media outlets a fee of CHF 2'500.00 (plus value added tax / MwSt.) will be charged.

With a successful placement within 6 month, these costs will be fully refunded in the final invoice.

I have understood the general business conditions as well as the price list and hereby agree with such:

Date:

Signature: (Print name:)

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