

BRITISH AMERICAN

HOUSEHOLD STAFFING



15 Greene Street, Ground Floor | New York, NY 10013 | 212-966-2248

7083 Hollywood Blvd | Los Angeles, CA 90028 | 310-592-7183



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Thank you for coming to interview
with us!

British American Household Staffing is a luxury staffing agency for formal and discrete families. Our priority is to match these families with exceptional applicants for both temporary and permanent positions.

British American has a very rigorous screening process. This ensures all applicants we send to our families are qualified, experienced, and thoroughly vetted.

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WHAT TO EXPECT

Now that you've come to meet with us, your resume, interview notes, and application will be reviewed to determine your membership with our agency. Upon being selected to join the BAHS team, you will be subject to reference and background checks. Applicants who cannot provide reference contact information for past employers will be immediately removed from the BAHS roster.

Once you have cleared our screening process, we start sending your resume to positions we feel would be a good match for you based on experience, salary requirements, references, and more.

Please keep in mind that we cannot guarantee placement for any individual applicant, and that the placement process can take time. There are many factors that will affect the number of positions that you qualify for, including scheduling restrictions, salary requirements, experience, required skills, and fluency in other languages.

Each family's availability and time frame is different; some searches can last a week, while others will take months. **Please be patient with us, as we are often waiting on the family to provide us feedback on resumes, interviews, or trials.** Repeatedly calling or emailing our team will not speed up the process – be assured that if a family would like to meet with you, we will reach out right away!

For any specific questions, please contact us via email at candidates@bahs.com.

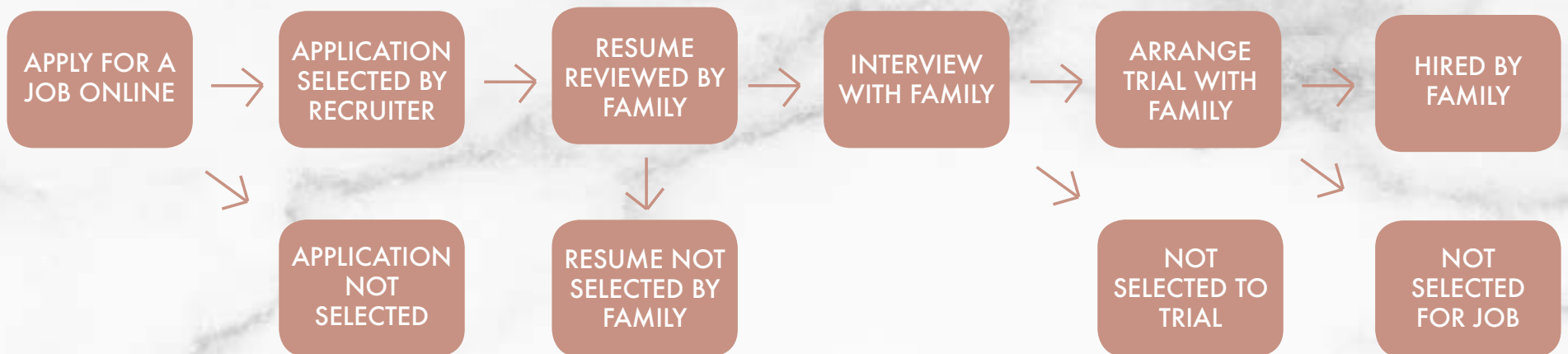
HOW IT WORKS

The majority of our currently available positions can be found on our website, www.jobs-bahs.icims.com.

Please read job descriptions and qualifications carefully and only apply to positions that you meet all of the requirements for. Please also keep in mind that although a job may still be open online, it's possible the family is in the process of moving forward with another applicant, and no longer considering new resumes.

Feel free to call in with a job reference code, in order to receive the most up-to-date status of a listed position.

The chart below outlines how the BAHS process works:



INTERVIEW TIPS

- Bring a hard copy of your resume and reference letters
- Dress appropriately for your position (business casual, business formal)
- Map out your route to get there and a backup in case of train delays/traffic
- Plan to arrive 5-10 minutes ahead of time
- Speak about your best qualities and qualifications but don't forget to ask the client questions as well
- Ensure your phone is on silent for the interview, do not bring it out or have it on the table during your chat

LEAVING A POSITION

If you plan to leave a current position obtained through BAHS, please reach out to us! Send a brief email to candidates@bahs.com with an updated resume and your reason for leaving. We'll make sure that our team takes your feedback into consideration when helping you on your new job search.

If you were recently placed in a position by BAHS, and are unhappy with the way things are going, **please reach out to the recruiter who matched you with the role** and let them know why. They may be able to help ease your transition, and help resolve any miscommunication with the principal before you commence a new search.

As a representative of the BAHS team, we ask that you always demonstrate respectful conduct, even during an adjustment period, or exit process. We encourage you to reach out to us if you're in need of counsel or instruction at any point in your new position. Our job is to facilitate fulfilling, long-lasting placements, ensuring that both the family and applicant are satisfied with our service.

“BAHS were so wonderful when I was searching for the job I have (and love) today. The recruiter coached me through the whole interview process, and made sure that my needs were well represented in the negotiation process so the final agreement met and even exceeded my expectations. I'm so grateful for the leg up BAHS gave me in my job search, and I recommend anyone looking for a household position to work with them.” – A.L.

FREQUENTLY ASKED QUESTIONS

1. How does this process work now that I have been interviewed?

Please reference flow-chart on page 3.

2. How long will it take for you to find me a position?

This varies from applicant to applicant. British American firmly believes in its process to find the best fit without rushing through the process.

Please be assured that we are doing everything we can to help you find the right family based on your experience and qualifications. The process can take anywhere from a week to several months.

We recommend that you go on our website regularly to check what positions we have available. If there is anything that matches your qualifications, please apply.

3. Is it guaranteed that I will find a position through your agency?

Unfortunately, we cannot guarantee that we will match you with a family. We will do everything we can to find you a position that suits your needs. However, it is always up to the family who they choose to interview with, and to hire.

4. Do we owe you a fee or does the client pay?

No, using our service is free of charge for our applicants.

5. What if I do not hear from BAHS for sometime and fear that I have been overlooked?

Although we do our best to provide each applicant our feedback, we are unable to respond to everyone. In most cases, the main reason you have not heard from us is because of any one, or a combination of

- You may be applying for positions that require more experience than you currently have.
- You may be applying for various roles that are outside of your normal realm of experience.
- You may be applying for positions that require a specific qualification such as a CPR certificate, valid drivers license, a doula certification, etc. that you currently do not possess.
- Your resume does not support or prove that you are qualified for the positions for which you have applied.
- You are not being active in applying to our positions.

Continued on next page

6. Do you have any resume suggestions?

It is essential that your language is clear and concise, that you specify your experience with each family, whether the position was full-time or part-time, and where the family was located. If you are a nanny, be sure to include the age of the children when you started, how many children were in the home and the length of employment with the family. You will find a housekeeper and nanny resume template in this package as a guide to help you create your own.

7. How do I apply for positions online?

Go to www.bahs.com “apply for a job” section, and click on “returning candidate?” log back in. You log in with your username and the password you created when you set up your profile. Once you are logged in you can see the positions we have available and apply directly.

We have a PDF walkthrough we can provide you if you are having difficulties. Please contact candidates@bahs.com for this document.

8. What is a JRC?

JRC stands for **Job Reference Code**. Each position available through BAHS has a JRC associated with it. This code consists of two letters and three numbers. When contacting a recruiter about a specific position, please make sure to have this code ready, as it is the only way we can identify the job in our system.

9. What if I want to apply to a job I saw on a different site (Estate Jobs, Indeed, etc.)?

Our website has the most up-to-date information on all of our available positions. If you see a job listed on another site, please first go to www.bahs.com and search for the job description. If the position is still available, you can apply to it directly through our online portal.

10. How do I create a new password?

If you do not remember your password, please click the “forgot password” tab, and enter your email address. You will receive a password reset link which will allow you to create a new password of your choice.

If this does not work, please reach out to candidates@bahs.com.

“BAHS introduced the job of a lifetime. A job I wasn’t even able to imagine!” – Thomas S.