

Quick Reference



Print this, keep it with your babysitting forms and supplies, and take it to every appointment. This document answers some of the most frequent questions that we get from sitters. It will also help you avoid expensive mistakes. **This "quick reference" is not a substitute for reading, knowing and following all of the information in Guidelines for Independent Contractor Sitters ("Guidelines")** that was sent to you by email and is always available at the Sitter Page, <http://resortsitters.com/sitter.htm>. For example, you must know all of the "do nots" listed in Guidelines. Failure to meet the basic qualifications and performance standards set out in Guidelines will endanger your status as a Resort Sitters independent contractor.

1. These are things you MUST DO BEFORE EVERY appointment:

- Be sure you can do an appointment **before** you accept it. If you accept an appointment, don't cancel unless it is truly unavoidable due to illness or emergency.
- Confirm that you received the job details email when you receive it.
- Contact the client by the deadline in the job details email. Try every number and email for the client. Leave messages. Let us know if they don't respond.
- Confirm with the client all information in the job details and discuss a child care plan for the appointment. Make sure you know how to get there and where to park.

2. These are things you MUST TAKE TO EVERY appointment:

- Your photo id to present to the client when you arrive.
- Age-appropriate activities for the children.
- Your charged cell phone. Keep your phone and the lodging key on your person at all times.
- A printed copy of the job details email, which gives you the client's address, contact information and the names and ages of all children on the appointment.
- Take blank copies of the Service Agreement and Limitation of Liability form with you to all appointments in case any child is added to the appointment from a family not included in the job details email. **Remember that you can only sit for unexpected children if you are sure you can handle the entire group safely and a parent of each new child signs the Service Agreement and Limitation of Liability before the appointment begins. No parent signature, no sitting – NO EXCEPTIONS.** Let us know about the additional kids right away and send us the signed agreement within 3 days.

3. Payment

- Detailed billing and payment information is in Guidelines. Remember the applicable billing minimum. Time is rounded by the quarter-hour and billed by the half-hour. You must know how to round time, adjust the rate for number of children present, and calculate the correct balance due from the client.
- It is in your best interest to properly complete the Payment Worksheet, get the client's signature, sign it yourself and give the client the tear-off receipt. You are responsible for getting correctly paid by the client.

4. Changes

- If the client wants to change an appointment start time by no more than 30 minutes, and you can accommodate the change, go ahead and do so. If the client wants to extend the appointment, and you can accommodate the change, go ahead and do so.
- If the client wants to make any other changes (dates, times, locations, kids, etc.) ask the client to call the RS office. **You must also call us** to let us know about the requested change.

5. Additional appointments

- Any additional appointments **must** be scheduled, in advance, through the RS office. If the client wants an additional appointment, ask them to call the RS office as soon as possible. **You must also call us** to let us know about the requested additional appointment. **You may not schedule** additional appointments on your own with Resort Sitters clients.

6. Client no-shows

- If the client is not at the appointment location at the scheduled time, call the RS office. **You must continue to try to reach the client** through all means available to you (all phone numbers and emails in job details, property front desk if available, etc.) for at least 30 minutes.
- Make a note of what you do during that 30 minutes to try to reach the client. If the client does not respond within 30 minutes, the no-show counts as a cancellation. Call the RS office again before leaving.

7. Cancellations

- RS cancellation policies are in Guidelines and on www.resortsitters.com. Know them. If a client tells you that they definitely (or even possibly) want to cancel an appointment **YOU MUST ASK THE CLIENT TO CALL THE RS OFFICE RIGHT AWAY** (anytime, night or day). **You must also call us** right away to let us know.
- A client **may not** cancel an appointment by telling the sitter. **A client may cancel an appointment only by calling the RS office and speaking with us or leaving a detailed message.** If the client questions you about the RS cancellation policy, ask them to call the RS office. You may also refer them to their email confirmation.
- **DO NOT** make any other statement to the client about RS cancellation policies or fees. **THIS IS THE MOST COMMON ERROR MADE BY SITTERS!** If you tell the client anything contrary to RS policy, you are financially responsible for the error. Don't make that mistake. Just ask the client to call the RS office.

The bold and capitalized words are not meant to read like we are yelling at you. We want you to be aware of and avoid common mistakes. If you are on an appointment and are uncertain how to handle a situation, **CALL US!**

Rob & Tracy