

April 1, 2017

To Ms. Tsang, Friends of Family Hong Kong and parents looking for a nanny,

This is somewhat of a long letter, but if you're considering Ms. Tsang to be your nanny, it is worth the read.

My name is Chris Shen, and along with my wife Amy Wei, are the proud parents of happy, chirpy and very fun little girl, Annebella, who is now a little over 4 months old. We reside in Mid-Levels and are both fulltime working parents that are required to travel for work. Because we are American Taiwan waishengren (外省人) and grew up in the United States, we do not speak much Cantonese (only English and Mandarin) and do not have family living in Hong Kong. As such, when we became new parents, we were frantically looking for help one day after our live-in helper suddenly quit on us. Without the option to bring our parents over from the United States, we explored several Western and local options but those did not make sense, as the nannies referred to us were spoke only Cantonese, were too focused on older children or underqualified to take care of children in general (yes, very scary), or the agencies were too slow to find a match. Eventually we found Friends of the Family Social Enterprise (HK) and Felix Choi, who was very responsive on WhatsApp and email. We made the request on a Friday and he was able to find us a nanny over that weekend to start the following Monday. We thank Friends of the Family and are most grateful for Felix's prompt assistance!

With that introduction aside, the purpose of this letter is to let everyone know that the nanny that Felix referred to us, Ms. Tsang, is an incredible nanny and a wonderful person. Ms. Tsang is from China but has spent a large part of her life in Hong Kong and is married with two daughters of her own. She speaks Cantonese, Mandarin and English. So that everyone knows: this letter is completely voluntary and was only suggested by Felix towards the end of Ms. Tsang's tenure. Truth be told, I had already thought of what I was going to write about a week or two into Ms. Tsang's help. She's that good.

We would unconditionally, unequivocally and enthusiastically recommend her to any parent who needs daytime help and wants the best for their child. Ms. Tsang comes early every weekday morning (before her 8am start time) and immediately helps us with Annebella as we are beginning our daily routine. Among many tasks, she plays with her and holds her (no easy task as our daughter now weighs 8kg at just 4 months); talks to her in Cantonese and Mandarin (maybe Annebella will know more Cantonese than her parents!); helps Annebella move around to develop her motor and sensory skills (very important); and is able to calm her down when she is fussy as she waits for a bottle, when she bathes or when she tries to get in a comfortable position to sleep (likely the most difficult task), as well as a thousand other little things that make us feel like Ms. Tsang is not a nanny but a devoted relative who genuinely cares for and loves being around our daughter. The way they talk and play – it is almost as they are old friends who knew each other from before – never fails to make me, my wife or Ms. Tsang laugh!

But seriously and perhaps most importantly, Ms. Tsang is loving, kind and gentle to our daughter, and we as first-time parents simply could not ask for more. If you're a parent, you'll understand – you'll see "it" and Ms. Tsang has "it" when it comes to caring for children. There are horror stories about nannies – whether in Hong Kong or elsewhere – about neglect, abuse, violence, etc., and obviously as new parents when you hear these types of stories, you are naturally concerned. We debated whether to work from home, to find a daycare or playgroup, or to substitute a temporary helper. This experience has us feeling more comfortable with hired help, particularly with the caliber of help that Ms. Tsang represents, but we also know we are not likely to find someone like her in the future. All in all, we find ourselves indebted to Ms. Tsang for her commitment, patience and help; for the things she has taught us; and again, most important, for the way she adores and cares for our daughter.

You're probably asking whether we have any complaints. We do – just one and it is significant. Very significant! Because she is a career nanny, Ms. Tsang does not work for one family and will not be staying with us. We only wished Ms. Tsang could work for us permanently. I'm certain Annebella would like to spend more time with her. However, our "loss" is everyone else's gain, and we hope that your child will be fortunate enough to have Ms. Tsang in his or her life, even if it is just a few weeks.

Finally, if you're reading this Ms. Tsang – thank you for everything and all the best in the future. If you change your mind, you know where to find us. Annebella (and her parents) misses her favorite person quite a bit!

To those reading this, if you have any questions for us, please do not hesitate to contact me at [REDACTED]
@ gmail.com. All the best in your search for a nanny!

With love,

Chris + Amy + Annebella