MATCHING MADE EASY

Interviewing with a host family
DEAR FUTURE AU PAIR!

Here comes the most exciting part of your application process: matching with a host family! Finding the right host family might be one of the most challenging parts of your preparation for the au pair program. But don’t worry, we are here to help you!

Over the next pages, you’ll learn how to set yourself up for a successful interview and how to recognize what it feels like to click with a host family. Our guide is full of first-hand tips and exercises that will help you work on the skills needed for a successful interview, as well as answers to frequently asked questions about the matching process.

Being nervous at this point is totally fine, it just means that you might be anxious to speak with the first host family and want to make a good first impression during the phone interview.

Read on, do these exercises and you’ll certainly start to feel more prepared and more relaxed about it.

LET’S START >>

CONTENTS

PART 1: PREPARING FOR YOUR INTERVIEWS __________________ 3
» 10 tips to help you find a host family
» Interview topic list
» Interview questions & answers
» Improving your self-awareness

PART 2: COMMUNICATING WITH HOST FAMILIES ____________ 13
» Driving communication
» Keeping the conversations going

PART 3: FREQUENTLY ASKED QUESTIONS _________________ 16
PART 1: PREPARING FOR YOUR INTERVIEWS

10 TIPS TO HELP YOU FIND A HOST FAMILY

01 TAKE RESPONSIBILITY FOR THE MATCHING PROCESS
When you receive a connection request, please review the host family’s profile and decide whether to accept or decline their connection request within 24 hours. The sooner you accept a connection request that you are interested in, the sooner you can start getting to know the family – and see if it’s a match!

If you are not sure about a host family who requested to connect with you, it’s ok to decline. This will allow other families to send you a connection request.

02 BE ACCESSIBLE AND RESPONSIVE
You need to check your connection requests daily – to do so, just log in to your Au Pair Online Account and go to the “Me & My Host Family” tab located in the navigation bar, then to “My Host Family Network” in the drop-down menu.

Don’t be afraid to take the first step: be proactive and send the host family a short message as soon as you see the connection. Let them know that you are interested and when they can reach you.

03 BE PATIENT
Depending on your skills, background and timing of travel, the matching process can take only a few weeks or several months.

04 BE OPEN-MINDED
The more flexible you are, the better your chances of finding a host family, so remain open with regards to the host family’s lifestyle and interests. Don’t miss out on a great match!

Before you start with your interviews, watch this video to help you understand how to navigate the platform.

05 SKYPE WITH THE WHOLE FAMILY
Many families are more comfortable chatting over Skype. A video call will give you the opportunity to get to know the family and get a tour of your future home. If your potential host kids can join too, it’s a great opportunity to learn more about them! Remember to ask them age-appropriate questions. If you’ll be living with two host parents, make sure you interview with both of them. After your second or third interview, it may be appropriate to request to speak with a family’s current or previous au pair, although some families might not feel comfortable giving you their details.

06 REVIEW YOUR VIRTUAL LIFE
If you’re active online, understand that host families may be able to see the content you put on Facebook, Twitter, your blog or other websites. As you review your virtual life, consider how the content you put out there can impact your chances to find a host family.

07 HAVE YOUR AU PAIR VIDEO READY
A video is such a great way for you to introduce yourself. Families also tell us that they love videos and find them one of the most valuable ways to select au pairs.

08 TRY TO BE YOURSELF
It is ok to be nervous, but try to relax and enjoy the conversation. It is important for you to be an active participant in the interview and come across as enthusiastic and motivated. Smile even if your host family cannot see you.

09 AVOID MISUNDERSTANDINGS
Don’t worry if you have problems understanding everything; ask your host family politely to repeat, to speak more slowly/more clearly. They might ask the same of you!

10 GIVE FEEDBACK
If you are excited about a family, let them know. If you have concerns, address them. And let Cultural Care know how your interview went, too. We love to hear from you!

“When I first reached out to Izzy, I could tell by her response that she had all of the qualities I was looking for in a caregiver. I skyped with her soon after and my impressions were confirmed. I could tell that she was a genuinely exceptional person with a big heart. I matched with Izzy soon after our 2-hour long Skype conversation. Before she even arrived she had impressed us.”

The Welch family of Massachusetts, about Isabela from Brazil
The interview is for your own benefit, so it’s important that you are an active part of the interview process. This is your chance to make sure that all of your questions are answered.

You are going to live and work with this family - under one roof, so make sure to find out everything you need to know so you’ll feel ready for this one- to two-year commitment!

Some au pairs are unsure what is ok to ask and what is not during the interview. The list below will help you to remember all of the important topics to talk about during the course of your interview process.

### INTERVIEW TOPIC LIST

#### CHILDCARE AND RESPONSIBILITIES
- Children’s hobbies, interests and favorite activities
- What are the children like in school? How do they bond with other au pairs or babysitters?
- Au pair working schedule (expected to work weekends?)
- Parenting style and disciplining techniques (for example: How does your child react to rules and schedules? Or how does your child behave when he/she does not get his/her own way?)
- Household duties (cleaning, cooking, laundry, grocery shopping, etc.)
- Driving on duty (restrictions where au pair can bring kids?)

#### FAMILY LIFESTYLE
- Parents’ job/schedule
- Family routines (for example: What does a really bad/difficult day look like in your home?)
- Family lifestyle (active or relaxed?)
- Meal (does family sit down together for meals?)
- Relationship with extended family (family members living in the house or involved in bringing up children?)
- Host parents’ hobbies and interests, personality type and communication style
- Pets
- Religion

#### YOUR PLACE IN THE HOME
- Fitting into the household
- Being a family member (what this means to the host family)
- Family activities (when is au pair included, when not?)
- Host family’s experience with former au pairs

#### HOUSE RULES
- On- and off-duty car usage (it’s a privilege, not a right)
- Phone/computer/TV use
- Curfew
- Play dates, overnight guests/visitors (during working hours)
- Other household rules

#### HOME, COMMUNITY AND LEISURE TIME
- Home (how organized, structured cleaning?)
- Au pair’s bedroom (note: it is common for American homes to have living areas or bedrooms in the basement)
- Area host family lives in/nearby amenities
- Public transportation
- Things to do with the kids
- Other au pairs in the area
- College options
- LCC meetings
- Host family vacation plans (note: try to get a sense of their calendar, does the host family have vacation planned for the first few weeks or months?)

#### HEALTH OR SPECIAL CIRCUMSTANCES
- Special needs children
- Medication/allergies
- Dietary restrictions/issues around food
- Behavioral challenges
- Stay-at-home mom or dad
- Parents going through divorce/single parents/shared custody
- Multiples (twins/triplets etc.)
Use the space for each category below to write two questions you would like to ask the family. If there is anything in the family’s application that you would like to know more about, be sure to prepare some meaningful questions so you can get more details.

**CHILDRENCARE AND RESPONSIBILITIES**

1. 
   
   
   

2. 
   
   
   

**FAMILY LIFESTYLE**

1. 
   
   
   

2. 
   
   
   

**YOUR PLACE IN THE HOME**

1. 
   
   
   

2. 
   
   
   

**HOUSE RULES**

1. 
   
   
   

2. 
   
   
   

**HOME, COMMUNITY AND LEISURE TIME**

1. 
   
   
   

2. 
   
   
   

**HEALTH OR SPECIAL CIRCUMSTANCES**

1. 
   
   
   

2. 
   
   
   

**TIP** | *Take the opportunity to meet with all of the family - they will all have different personalities and different questions for you. Meet them all so you can get a good idea and impression of everyone.*
Obviously, not all of your questions will be related to living with the family and childcare, you will also have questions about what to expect of your leisure and free time, your social life and your studies.

Having complete conversations about personality, lifestyle and expectations in the beginning helps everyone. Don’t just assume you and the host family have the same idea of something you talk about. This could create misunderstandings in the future. Ask questions and if you don’t understand something, an important question to ask is, “What do you mean?”

I expect to spend a lot of time with my host family at weekends and have dinner together during the week.

She will make a great addition to our family, but I am sure she will also want some alone time.

“Being part of the family is very important.”

TO UNDERSTAND WHAT THE HOST FAMILY WAS THINKING, THE AU PAIR COULD HAVE ASKED MORE MEANINGFUL QUESTIONS TO GET MORE INFORMATION, FOR EXAMPLE:

- I’d like to know some more about your family’s evenings at home. Do you sit together for dinner?
- What are your weekends like? Do you do activities together or does everyone have their own schedule?
- What activities or trips have you done with your previous au pairs?
- I like to be around people a lot, would it be ok if I regularly join in with your weekend plans?

Remember, hosting an au pair might be a new experience for the host family as well, so don’t rely on them to figure out whether you are a match. You share that responsibility.
I am active, I like to keep busy. I also like to plan ahead and know what my schedule looks like for the next month.

Our household is very busy and our schedules constantly change but we have a system that works for us and need an au pair that goes with the flow.

What do you mean?

“A busy home is a happy home.”

THE AU PAIR COULD HAVE ASKED MORE MEANINGFUL QUESTIONS, FOR EXAMPLE:

- Can you tell me more about the children’s schedules? Which days are busiest for them?
- Could you explain more about how often your schedules change?
- Are your weekends busy too or are they more relaxed?
- Usually, I like to know what is happening a few weeks in advance – is that realistic with your family’s schedule?

LOOK AT THE HOST FAMILY STATEMENTS BELOW. WHAT COULD YOU ASK NEXT TO GET MORE INFORMATION?

IF THE HOST FAMILY SAYS: “We expect our au pair to help with household routines.”

What do you think they mean?

IF THE HOST FAMILY SAYS: “We need a good driver who likes to drive a lot.”

What do you think they mean?

IF THE HOST FAMILY SAYS: “We are looking for an independent au pair.”

What do you think they mean?
ASKING POLITE AND NON-DIRECT QUESTIONS

You might want to ask the family questions about important topics, some of which might be more sensitive than others, for example religion, behavior management, living circumstances, children’s special needs or health issues.

» You can pay attention to the language you use in your questions to make the questions more polite and respectful.
» You should avoid using direct questions (short categorical questions that start with a question word, such as How? What? Where? When? Who? Why?)
» Instead of asking direct questions, try using indirect questions, which will make the question longer.

DIRECT

Why are you a single dad?

Do I have to go to church with you?

What is wrong with your son?

INDIRECT

Could you tell me more about the children’s mom please?

Can you tell me more about how you practise your religion please?

Would you mind telling me more about your son’s special needs and how I can support him?

HELPFUL PHRASES FOR INDIRECT QUESTIONS:

Do you know what/why/how/where/if ...?
Can you/could you tell me why/what/how/where/when/...?
Would you mind telling me what/if/how/where/when/why ...?
I would like to know/ask about....
What do you think about....?
Could you tell me more about....?
PLANNING YOUR ANSWERS

When a family interviews you, they will ask lots of questions to get a really strong sense of who you are. It would be impossible to prepare for every potential question a host family could ask because all families are unique and will have their own way of interviewing au pairs. However, a good idea is to review the host family application and think about possible questions.

SITUATIONAL QUESTIONS

» Lots of families pose situational questions about their kids’ ages, personalities or challenges they have had in the past.

» The questions they ask are usually real situations that they need an au pair to help with. They want to know how you would behave in this situation and how would deal with it.

» Avoid giving a general answer like, “I deal with behavior problems all the time and have learned to stay calm.”

Think about how you would answer this question from a host family:

“Looking after three children can be challenging. What would you do in this situation, and how would you prioritize? Imagine if the one-year-old is crying for a new diaper, the three-year-old is pulling at you to watch a TV show with them, and the five-year-old wants you to go and read to them in another room.”

BEHAVIORAL QUESTIONS

» These questions ask how you’ve handled specific situations in the past – and your answer will say a lot about how you will behave in the future.

» For this type of question, it might be better to think of a story you can tell. Think about similar situations you have had in the past.

» Try to think about what would be interesting and useful for the family to know in order to help them get to know and understand you!

Think about how you would answer this question from a host family:

Describe a situation where you had to request help or assistance with a child in your care.
**FAMILY LIFESTYLE**
How would you react if I had to stay in the office longer and call you to ask if you could stay with the kids for another 2 hours after your regular hours?

**HOUSE RULES**
We expect our au pair to help with household routines. Can you tell me about your current household duties? Are you the one tidying up after others or do other people tidy up after you?

**YOUR PLACE IN THE HOME**
We’re a super busy family. Everyone has a full schedule and it can be a bit crazy, especially in the evenings! Can you tell us about a hectic environment you have lived or worked in before? How did you find it?

**HEALTH OR SPECIAL CIRCUMSTANCES**
Our four year old girl has asthma. Can you tell us about any childcare experience you have had in the past with children who have health problems?

**HOME, COMMUNITY AND LEISURE TIME**
You meet a new local person on a night out with your friends. You get on well and this person invites you to the movies the next night. He is asking for your address to come and pick you up. How do you react?

**USEFUL PHRASES FOR YOUR ANSWERS:**
- I would...
- I could...
- I would try to
- I think I would...
- I would love to...
- I remember one (funny/great/scary/stressful/boring) time when...
- When I worked at/worked with...
- Usually, I/Normally I/Sometimes I...
IMPROVING YOUR SELF-AWARENESS

Understanding yourself better will improve your chances of finding a family that is a great fit. This will help the family to get to know you and understand you more quickly so that they can make a decision about you as soon as possible.

UNDERSTANDING YOUR DISC TEST RESULTS

It is not always easy to talk about what type of person you are. Luckily, the results from the online DISC test that you took as part of the application process will help.

» The DISC test analyses your personality and behavior and the results of the test indicate your strengths and possible areas for self-development.

Re-read your DISC results. You should have received a link to the results in an email. (Check your inbox and your junk mail.)

WHAT ARE YOUR PRIMARY STRENGTHS?

WHAT DO YOU THINK YOUR STRENGTHS ARE GOOD FOR AN AU PAIR TO HAVE?

WHAT ARE TWO SUGGESTIONS FOR YOUR SELF-IMPROVEMENT IN YOUR REPORT?

Certain personalities work well together and certain personalities don’t work so well together. This is totally normal.

Sometimes au pairs and host families part ways because they don’t get along well with each other. Often, the main reason why they are unhappy is their different personalities. It’s good to be aware of this before your interviews so you can decide if you click with the family or not.

Now ask a family member or close friend to read your DISC results. First, ask them to pick two points from the results that they strongly agree with.

Then, ask the same person to think of one advantage and one challenge for you if you join a family as their au pair.

One advantage

One challenge
STAYING OPEN-MINDED

Being open-minded during the matching process will help you to meet different families and find the best host family for you. The more flexible you are, the better your chances of finding a host family, so remain open with regard to the host family’s lifestyle and interests. Always speak with a host family first and then form an opinion.

The US is a huge country and a massive melting pot of people with different nationalities, races, religions, values and lifestyles.

» The au pair program is a cultural exchange program and whatever family you live with, you will have a true cultural experience.

» You might have ideas about the type of American families you want to match with but you should be prepared to meet a wide range of families during matching.

“Do not ever choose a family because of the area where they live. Most of the time you might miss the perfect family match if you let the desire of being in a ‘cool area’ take over.”

Camilla, au pair in Virginia & California

Some of our families live in parts of the US that you might not know so well. This is an advantage because it means that you can discover something brand new and really learn what life is like there.

Choose one of these US states highlighted in the map and research it online. You can use Google to get information or click on the Cultural Care blogs to read why our au pairs love their US states.

Find a town or city in that State that you have never heard of before. Write it below.

Find a cool café there. What is it called? Why would you like to go there?

Find an unusual restaurant there. What is it called? Why would you like to go there?

Find a fun activity there. What is it? Why would you like to do it?
When a host family is interested in your profile, they may email, call, Skype or WhatsApp you once you have accepted their connection request. Typically, an email will come first, setting up a time to speak, but some host families might just pick up the phone, so be prepared for spontaneous calls from the US too.

Every host family is different. Some include a lot of information in their application, others keep it rather short and might not provide a clear picture of what living with them would be like. However, this host family could still be a great match, so don’t miss out. Every family deserves a chance.

REACHING OUT TO A HOST FAMILY

Make the first step, be proactive and send the host family a short message as soon as you see the connection request.
» Tell them that you have read their profile and are interested in connecting with them
» Tell them what you like about their profile
» Mention something you have in common with the family or with their profile
» Let them know how/when they can best reach you

When you receive an email from a family you are connected with, be sure to reply in a timely manner. This helps the host family to understand if you are interested or not. It is also your first opportunity to show that you are dedicated and reliable.

ANSWERING AN EMAIL

Read the message below and then draft a response to the family. Answer their questions and be sure to ask them new questions too.

Hello Laura,

We’re the Nelson family (Jo, Brett, Lizzy and Jane!) We saw your profile and we’re writing to introduce ourselves!

We live in Bethesda, Maryland. It’s a great town and close to a big forest- we love the outdoors so that’s good for us!

We saw in your profile that you babysit for two girls similar ages to Lizzy and Jane and that you played in sports teams at school. Do you still play a lot of sport? I guess you’re busy with your job too?

It would be good to have a Skype call so we can meet you and hear more about you.

Let us know and we can try to find a good time soon!

The Nelsons 😊
If you did not click with a family during the interview, that is ok too.

» If you don’t think this connection is right for you, you can decline a host family connection from your online account.

» If you have been in touch before, it is best to decline the connection and send a nice email to the host family, letting them know why you would like to continue connecting with other families.

**SAYING NO TO A FAMILY**

You have skyped with the Nelson family but don’t think they are a good match for you. Draft an email to let the Nelson family know that you would like to continue matching with other families and explain why.

**KEEPING THE CONVERSATIONS GOING**

Each interview you have will be different because each family you speak to will be different!

» After the interview, you will probably have lots of opinions and impressions of the family and lots of thoughts and ideas about what it would be like to be their au pair.

» Before you make any rushed decisions, sit down and try to imagine the advantages and challenges of living with them and being their au pair.

You can make some lists of pros and cons and then ask yourself these questions to help you decide if you are a good fit.

» What did you like about the family?  
» What was the best part of the interview?

» What did you dislike about the family?  
» What was the most difficult part of the interview?
CALL YOUR OFFICE
Let us know how the interview went. Your local office will love to hear from you. If you have questions or concerns about the family, they will be able to help and give you some perspective.

SLEEP ON IT
After having interviewed with a family, and gotten answers to any follow-up questions you may have had, it’s always a good idea to sleep on it before making your final decision. The next day, your thoughts will probably feel clearer and more organized.

FIND YOUR MATCH
When you have made your decision, you can send the family a request to match through your online account, or, if they have already sent you a request to match, you can accept their request in your account, under the "My Match Requests" tab.

When you are requesting to match with a family, you are selecting this family, which means that you are committing to them, their home and their lifestyle. This is a real family, not an invitation to the USA allowing you to change families when you arrive.

KEEP IN TOUCH
Stay in contact with your host family before you arrive in the USA. Send them a postcard, write them an email or give them a call to let them know how you are doing, how your preparations are coming along and that you are looking forward to meeting them. Getting to know them better in this way will make the adjustment to your new home easier.

FOLLOWING UP
If you are not sure or not comfortable about asking some questions during a call or Skype meeting, you can always message the family with follow-up questions after the interview. Don’t be afraid to ask questions or raise concerns. Keep the conversation going until you are comfortable with your decision.

DRAFT A QUICK FOLLOW-UP MESSAGE
Imagine you have had a good first interview with a family. You have written your pros and cons and reflected on the interview. You have decided that you would like to continue speaking with them.

» Thank them for their time
» Share your positive feedback
» Share more information about yourself
» Ask more questions

"Stam amazed us during the interview process. After each session on Skype, Stam sent us follow-up emails with her insights from the interview and usually several questions about our children and about us. Each message showed us that Stam is very smart, caring and proactive. When Stam met our children over Skype, she was immediately able to connect with them by doing a Hello Kitty puppet show with Daisy and talking about Spongebob with Dominic."

The Skaar family of California, about Kornudsra (Stam) from Thailand
PART 3: FREQUENTLY ASKED QUESTIONS

1. CAN I SEE MORE THAN ONE FAMILY AT A TIME?
Yes, you can expect to be connected with up to 10 families at a time.

You can receive connection requests from host families at any time, so make sure that you log in daily to check for them. When you get a connection request from a host family, you can learn more about the family and choose whether to accept or decline their request. Please make sure to respond to connection requests within 24 hours.

Once you accept a connection request, you can see the host family’s contact details. This means that you can now communicate with the family. If you are not sure about a family, it’s ok to decline them. This will allow you to receive new connections and the family to move forward to find another au pair.

2. HOW LONG DOES IT TAKE TO FIND A HOST FAMILY?
Finding the right host family will take some time. Depending on your skills, background and timing of travel, the matching process can take only a few weeks or several months. To help the process move as smoothly and quickly as possible, it is important to make your application as complete as possible from the beginning so that your profile will stand out and attract attention from host families – your video will help here too!

3. HOW LONG SHOULD I WAIT FOR A HOST FAMILY TO CONTACT ME OR TO REPLY TO MY MESSAGE?
We know that you are excited and that it can be difficult to be patient when you are waiting to hear from a host family. Please remember that many host families are busy people trying to juggle work, childcare and many other activities, which might mean some delay in their replying. Always keep the time difference in mind too. However, if you don’t hear from a family for more than three days, contact your local office and they will follow up.

4. CAN I LOOK FOR A HOST FAMILY MYSELF?
No, there is no online search tool for au pairs. All matching happens through Cultural Care. This is why it is super important to make your application as complete as possible, and as confident and honest as possible so that it stands out and attracts attention from the kinds of families that you want to match with!

5. WHAT IF I DON’T LIKE A HOST FAMILY? HOW DO I TELL THEM?
When a host family connection is in your online account, we urge you to be as open-minded as possible and consider talking to them over the phone to get to know them better. If you don’t think this host family is right for you, you can decline the connection. If you want to decline a connection in your online account, you will be asked to provide a reason for this.

You can do that by selecting one of the predefined reasons. If you don’t click with a family during the interview, that is ok too. Again, you can decline the host family in your online account. We also suggest that you send a nice email to the host family to let them know why you would like to continue matching with other families.

6. WHAT DOES THE FAMILY SEE WHEN I ACCEPT OR DECLINE THEIR CONNECTION REQUEST?
The family can see if you have accepted or declined their connection. If you decline their connection, they can see the declining reason that you picked from the drop-down menu.

7. CAN I BE IN TOUCH WITH A FAMILY THAT I HAVE DECLINED?
We understand that you might want to be able to compare and speak with several families before making a final decision. Please remember though that when you decline a host family, they will probably start speaking to other au pair candidates and continue to move forward. If you want to speak with them again and they are still available, you are welcome to accept their connection again. Under “Connections I have declined”, you will find the families that you’ve decided are not a good fit for you. If you’d like to speak with them again, click “Accept”. However, if the family has already matched with another au pair, they will appear as “unavailable” and you won’t be able to connect with them again.

8. I AM CONNECTING WITH ANOTHER FAMILY AND THEIR APPLICATION IS INCOMPLETE. WHAT SHOULD I DO?
Chances are that this host family is new to the program and that they have just started the application process. It’s very likely that they will be adding more details and a description soon but that shouldn’t prevent you from speaking with them. A call will provide you with more information and give you the opportunity to ask all of your questions.
9. I HAVE RECEIVED AN EMAIL FROM A HOST FAMILY BUT THEY WEREN’T ONE OF MY CONNECTION REQUESTS. HOW CAN THIS HAPPEN?

If you receive an email from a family that is not a current connection, it is possible that a Local Childcare Consultant working with the family provided them with your contact details. Should this happen, please reach out to your local office so that they can collect further details and alert US staff in order for you to be properly connected with the family. It is important that all connections take place through our website to ensure that both parties are suitable for one another (childcare requirements, pets, etc.).

10. CAN HOST FAMILIES SEE MY IDEAL DEPARTURE DATE? I AM BEING CONTACTED BY FAMILIES WHO WANT ME TO ARRIVE EARLIER THAN THE DATE I MENTIONED ON MY APPLICATION.

Yes, families can see your ideal departure date. However, their requirements might have changed or they might be more flexible on the date. If you like the family, you should still connect with them and discuss your dates to see if you can reach a compromise.

11. I AM BUSY WITH SCHOOL SO IT IS HARD FOR ME TO SPEAK TO ALL MY CONNECTIONS AT THE SAME TIME. WHAT SHOULD I DO?

You should aim at taking a few minutes every day to log in and look at the connection requests that you have, and decline those that you are absolutely not interested in. You should also send a short note to the ones that you are interested in to let them know about your schedule and find a good time for you to speak with them.

If you need to take a break from logging in daily because it is impossible for you to do so, please reach out to your local office. They can make your profile temporarily invisible so that you don’t get new connection requests from host families.

12. WHAT DO I DO IF I WANT TO MATCH WITH A FAMILY?

If you have been talking to a family and feel that this is the right one for you, you can send them a request to match through your online account. By sending this request you are committing to them, their home and their lifestyle.

A family can also send you a match request that you will find in the “My Match Requests” tab. If you feel that this is the right family for you, accept their match request!

13. IF I SEND A FAMILY A MATCH REQUEST BUT AM WAITING TO GET AN ANSWER, IS MY PROFILE STILL VISIBLE TO HOST FAMILIES?

If you send a match request and are awaiting a response from the family, you will remain visible to other host families and may receive new connections during this time. Please be mindful with these new requests; if you are committed to moving forward with the other family, it is best to decline them.

14. HOW DO I DECIDE BETWEEN TWO FAMILIES THAT I LIKE?

If you are unsure which family to choose, we recommend you to call your local office and ask for advice.

15. I CAN’T SEE MY PROFILE WHEN I CHECK THE AU PAIR PROFILES ONLINE. IS THAT NORMAL?

Our public online search tool is designed to give host families a general understanding of our au pair candidates but does not include every candidate – it is only a small sample snapshot. Once a family logs in to their online account or registers, they can see all au pair candidates.

WE WISH YOU THE BEST OF LUCK FINDING A GREAT HOST FAMILY!

AND REMEMBER, WE ARE ALWAYS HERE TO HELP!