



Döhle Yacht Crew

Guide to Careers on Superyachts Interior Positions

Steward/Stewardess

Experience:

Work in the leisure industry such as restaurants, chalets or hotels is useful, occasionally some positions require you to have silver service. You need to have a positive, 'service with a smile' attitude and a willingness to provide top quality service 24 hours a day. Sometimes the role requires other skills such as beautician or masseuse. There are also roles for Nurses/Nannies when the owner has a small child on-board.

Responsibilities:

The job of a Steward or Stewardess on a superyacht is to ensure the guests have the best possible experience on board and that the yacht is kept immaculate.

Duties can include:

- Cabin preparation
- Polishing/cleaning
- Correct maintenance of vessel interior, fine finishes & equipment
- Housekeeping (bed-making and cleaning)
- Laundry
- Party theme planning
- Flower arranging
- Wine selection, cocktail mixology and service
- Service of all meals and table setting
- Obtaining local currency (If there is no Purser)
- Arranging transport and trips ashore (A current driving licence is advisable)
- Generally assisting the guests and making sure they have an enjoyable stay on the yacht
- On some occasions you may be required to assist the deck crew

You will be required to be discrete and treat everything that you hear in the strictest confidence.

The day-to-day duties will be different on a sailing yacht to a motor yacht – you might be required to help on deck when under way on a sailing yacht - so bear this in mind.

Qualifications

Compulsory

Even though the Steward/ess are "interior crew" they are still required to have taken the STCW course and have an ENG1.

Optional/Recommended

There are many courses which you can take which will help you in your application, such as:

Courses include:

- Food Service
- Kitchen to Galley
- Guest Hospitality
- Wines and Cocktails
- Purser and Accounting

Knowledge of languages other than your own will be a distinct asset.

Where Next?

Your next step up the ladder will be to Chief Steward/ess or, possibly, to Purser.

Chief Steward/Stewardess

Experience

This is a step up from Steward/ess. The job is suitable for those who want to take on more responsibility and are seeking a management role. It is normally only the larger yachts which require this position.

As well as managing the junior staff the Chief Steward/ess will probably, in conjunction with the Captain, be responsible for the recruitment of junior staff.

Responsibilities

Similar to a steward/ess, but with more responsibility. The role can also encompass that of a Purser undertaken on larger vessels.

Qualifications

Similar to a Steward/ess, but it is advisable to take more courses to complement your experience.

Where Next?

Larger yachts can employ a Purser – see following section. Or you could choose to use your experience on cruise liners or to work ashore in such areas as hotel and resort management.

Many wealthy owners require a large staff to handle their land based assets, such as homes, estates and valuable collections.

Purser

Experience

This is a role that is normally required on the larger yachts.

Required experience includes; accountancy skills, administration, personnel management, and crew payroll.

Previous experience as a steward/ess or a similar role in a compatible industry, such as cruise liners or hotels is recommended

Responsibilities

The Purser on a superyacht is in charge of the other Steward/ess and must oversee their work, ensuring the guest experience is the best possible.

- Arrange for the provisioning the yacht with all necessary beverages, cleaning supplies and uniforms etc.
- Oversee the housekeeping and service work of the Steward/ess
- Good knowledge and experience in Silver Service, wines and cocktails
- Work with the Chef on the menus and wine/food pairing
- Paperwork procedures including: budgeting, accounting/bookkeeping, purchasing, scheduling, human resources/crew management, business relations (with Management Companies, Accountants, and/or Owner's office, etc.)
- Maintain guest relations and ensure they are happy with their experience on the yacht and arranging onshore activities – knowledge of facilities at ports of call recommended, e.g. restaurants
- Should the vessel be required to undertake a refit/build management of the interior, the role of the Purser may require some extra specialist skills, such as service space organizing and planning, purchasing of interior goods, etc.
- Familiarity with ISM and ISPS protocols

There may be a separate Purser on large vessels but on smaller ones the Chief Steward/ess often fills the role.

Qualifications

Similar to Steward/ess but with additional skills, such as accounting.

A typical Pursers course can cover:

- The Role of The Purser
- Maritime Organisation
- Accounting and Database Software
- Crew Management
- Port Clearances
- Chartering
- Destination Management
- Muster Duties and Yacht Operations

Where Next?

Similar routes to a Chief Steward/ess, but as you will have more experience and qualifications there will be more opportunities open to you.

Additional career options onshore are working with a yacht management company or crew recruitment agency. Should you wish to leave the yachting industry options include school/college bursars, hotels and leisure resorts.

Chef

Experience

Most Chefs who work on superyachts will have previous experience in working in restaurants, hotels, chalets, cruise liners or as a private household Chef.

The role of the Chef on the vessel is very important. The owner and guests will expect the food to be of the highest possible standard and every meal to be a memorable experience. Presentation and creativity are important skills.

On smaller yachts the role may be filled by a Steward/ess doubling up as the Chef – a “Cook/Stew”. The Chef may also be expected to help with deck and watch-keeping duties.

On larger yachts a second, or Sous Chef, may be required.

On some yachts the Chef will be expected to cook for crewmembers.

Responsibilities

In addition to food preparation and cooking the chef will be expected to arrange for the selection and purchase of all provisions. As well as set meal times the chef has to be prepared to prepare and serve meals at any time and, quite often, at short notice at any hour of the day or night and capable of working under pressure.

A typical work day can be very long, not only does this job entail purchasing stores and cooking, but it also involves enormous amounts of preparation and clean-up to ensure that the galley is kept in perfect condition.

A great Chef has enormous breadth to his/her cooking repertoire. From the basic to the exotic, you must be able to create inventive and balanced menus with sometimes scarce supplies.

Special menus and extraordinary dietary requests are not uncommon. (Remember, some of the guests may come from some extraordinary and exotic countries too!)

Typically the Chef will be required to do the following:

- Provisioning - ordering, purchasing and storage of food items
- Knowledge of local and seasonal produce – and prepared to prepare menus with limited availability
- Knowledge of wines and food pairings
- Budgeting, inventory and storage
- Keeping the galley in pristine condition and food hygiene paramount
- Liaising with the guests to plan the menu for the trip

Qualifications

Compulsory

- Food Hygiene Course

Optional

The following should be considered:

- A culinary degree
- Level 3 Diploma in Professional Cookery (City and Guilds) – or international equivalent

Where next?

You could choose to use your experience on cruise liners or to work ashore in such areas as hotels, resorts and restaurants.

Many wealthy owners have land based assets, such as homes and estates This could be an area worth pursuing, especially if you have established a good working relationship with the owner.

Second Chef/Sous Chef

Experience

On larger yachts there is often a second chef, sometimes referred to as a Sous Chef.

Responsibilities

Assisting the Chef in all his/her duties. As well as cooking for guests the Second Chef could well be expected to cook for the crew.

This could also be a “Cook/Stew” role.

Qualifications

Similar to the Head Chef.

Where Next?

Move up to Head Chef



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