

The **5 Day Basic** or **11 Day Advanced** Superyacht Hospitality Steward/ess courses are an entry level into the world of superyachts. Successful completion of these courses will allow you to work as an interior crew yacht steward/ess on Superyachts of any size anywhere in the world. The 5 Day Basic Course is ideally suited for people who have limited time to complete a basic Superyacht Hospitality course. We recommend training in our 11 Day Advanced Professional Superyacht Hospitality Steward/ess course if you are new to the Superyacht Industry and wish to expand your knowledge and skills base required for Superyacht Hospitality.

The Superyacht Steward/ess courses place great emphasis on the essentials of good service as well as giving you the theoretical and practical skills necessary to be an effective crew member onboard a Superyacht and will provide you with multiple skills and a professional knowledge of your role onboard as a Superyacht Stewardess or Steward. Successful graduates can confidently accept any Steward/ess assignment on Superyachts anywhere in the world.

**Superyacht Steward/ess training = EXCELLENCE**

An excellent steward/ess is polite, well-groomed and energetic. The skills needed to perform a stewardess job are not difficult to learn but the attitude and art of good service is something that takes training and practice. A steward/ess requires a blend of responsibility, maturity and self-discipline along with a great sense of humour and pride of exceptional performance with meticulous attention to detail both in assigned duties and in personal presentation.

Some of the skills and knowledge necessary to be a steward/ess are:

- Security, confidentiality and privacy concerns
- Professional etiquette in communication, personal hygiene, appearance and attitude
- International protocol and correct forms of address
- All styles of food service and entertainment planning
- Provisioning and product inventories
- Service, Decanting, Purchasing and storage of fine wines
- Housekeeping and impeccable care of exotic furnishings, finishes and fabrics
- Total laundry procedures from A to Z
- Floral Arrangement fundamentals
- Guest care and valet services

In addition to learning essential skills for achieving excellence as an interior crew member, it is wise to learn the basic rules for working aboard a Superyacht and obtain an IYT Small Power Boat & RIB certification and instruction on operating VHF radios. Most captains (especially on smaller yachts) require all members of their crew to be able to drive the Superyacht tender, to use a VHF radio and to know the basic rules that govern life aboard a ship. The 10 Day Advanced course includes Small Power Boat & RIB certification as part of the course and makes certain you will stand out from other newcomers to the industry when you start job hunting.

**COURSE DESCRIPTION:**

<b>5 Day Basic Training</b>	<b>11 Day Advanced Training</b>
<p><b>Superyacht industry knowledge</b> – life onboard, employment expectations, professional behaviour, crew agents, Personal appearance.</p> <p><b>Interior Care skills</b> - familiarity with cleaning standards and supplies and products, laundry equipment on a Superyacht, laundry products and stain removal, Interior and exterior detailing, cabin cleaning and prep, bed-making and turn-down, general Housekeeping, work mode with and without guests onboard.</p>	<p><b>Superyacht industry knowledge</b> – yacht tour, meet the Captain, life onboard, employment expectations, professional behaviour, Resumes, Advanced Interviewing Techniques and listening skills, crew agreements, crew agents, Personal appearance, Interior management</p> <p><b>Interior Care skills</b> - familiarity with cleaning standards and supplies and products, laundry equipment on a Superyacht, laundry products and stain removal, Interior and exterior detailing, cabin cleaning and prep, bed-making and turn-down, general Housekeeping, work mode with and without guests onboard, Valet services,</p>

<p><b>Service skills</b> - Silver Service (French and Russian), British, American and Chinese, Table settings, Napkin folding, Food and beverage matching, Serving order, meal sequence and clearing order, Plated and other types of Service, Dietary requirements: vegetarian, Kosher, Muslim and others, Cheese tasting,</p> <p>Bar service, advice on Australian and Imported wines, Decanting, purchasing, service and storage of fine wines, advice on beers, spirits and liqueurs, Cocktail making</p> <p>Barista Training, use and maintenance of machine, Roasting and origin, Extraction of coffee, Milk texturizing, Pouring techniques, Coffee art, Cleaning and maintenance of machine,</p> <p>Fruit basket presentation, Food safety and hygiene, Identification glassware, cutlery and service utensils, Care and storage of fine china, silverware, stemware,</p> <p><b>Floral Arrangements</b> - Flower appreciation and caring for flowers, Hints on floral arrangements and vases.</p>	<p>Impeccable care of exotic furnishings, finishes and fabrics, Provisioning and product inventories.</p> <p><b>Service skills</b> - Silver Service (French and Russian), British, American and Chinese, Table settings, Napkin folding, Food and beverage matching, Serving order, meal sequence and clearing order, Plated and other types of Service, Dietary requirements: vegetarian, Kosher, Muslim and others, Cheese tasting, Buffet setups, Parties, Picnics, Afternoon tea service, Caviar Service: Russian and French, Cheese tasting,</p> <p>Bar service, advice on Australian and Imported wines, Decanting, purchasing, service and storage of fine wines, wine tasting and advanced knowledge, advice on beers, spirits and liqueurs, Bartending, Advanced cocktail making, Cocktail garnishing techniques</p> <p>Barista Training, use and maintenance of machine, Roasting and origin, Extraction of coffee, Milk texturizing, Pouring techniques, Coffee art, Cleaning and maintenance of machine,</p> <p>Fruit basket presentation, Food safety and hygiene, Identification glassware, cutlery and service utensils, Care and storage of fine china, silverware, stemware,</p> <p><b>Floral Arrangements</b> - Flower appreciation and caring for flowers, Hints on floral arrangements and vases.</p> <p><b>Tender driving</b> – in a Rigid Inflatable Boat (RIB): General seamanship, Line throwing techniques, Ropes, knots and splicing, fendering and tying up correctly, Pre-launch/pre-departure checks, Refuelling procedures, RIB handling techniques under power, Coming Alongside vessels and wharves, MOB procedures, Engine checks, VHF radio practical, Dinghy launching and recovery, Bridge equipment, Conducting safety briefing, Theory Assessments: RIB Safety, Lights/sound signals, Vessel handling theory, Anchors and anchoring, Weather, Nautical terminology, Emergency procedures, Bridge equipment, VHF/HF radio operation, Phonetic alphabet.</p>
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These courses are run by our training partners in Newport (north of Sydney) who certify under the “International Yacht Training” (IYT) banner. Your certificate will carry the IYT logo which has recognition with 25 governments across the globe. The RIB tender certificate is approved by the Maritime Coastguard Agency (MCA).

You will graduate with two internationally recognised certificates:

- IYT Worldwide certificate for Professional Superyacht Hospitality
- IYT Worldwide certificate for Small Powerboat and RIB Master (MCA Approved) (11 Advanced Course only)

In addition, the training provider is an Australian Nationally Recognised Registered Training Organisation. When you complete the STCW95 training with this provider you will also qualify for a ‘Statement of Attainment’ known as the Shipboard Safety Skill Set. This certificate will allow you to work on Australian commercial vessels.

Superyacht Crew recruitment agencies all acknowledge the IYT Professional Superyacht Interior Crew certification.

**WORK EXPERIENCE CAN BE ORGANISED FOR YOU BEFORE YOU HEAD OVERSEAS.** Immediately after the training course, deckhands and steward/esses will have the opportunity to gain work experience face-to-face with guests.

This is a great way to put your new skills into play cruising Sydney Harbour and it will be a real bonus for your resume to have your guest service and a reference from the Captain.

**PREREQUISITES:** This is the entry level course for Superyacht crew and anyone with a reasonable command of the English language, who is over 18 years old and in good health can sign up for the course.

Either before or after you start your Steward/ess training you will need to have completed an STCW 95 Basic Safety Course (which stands for Standards of Training Certification and Watch keeping for Seafarers), that is compulsory for all crew on Superyachts. \*You also need an 'ENG1' medical fitness certificate and we will tell you where and how to get this during your training course. It is an extended physical examination and takes about 45 minutes.

The STCW95+10 gives you the minimum standard of qualification required to work on vessels of any size and equips you with a detailed understanding of what to do in the event of marine emergencies.

Consider doing the STCW95+10 (Basic Safety Training) course in Sydney during which you will study safety and sea survival, first aid and CPR, fire-fighting including use of breathing apparatus and Personal and Social Responsibilities and Maritime Security Awareness. The STCW95+10 can be packaged with the Steward/ess course which entitles you to a discount to the stand-alone price.

**WHERE DO THE COURSES TAKE PLACE?** All theoretical and practical training is conducted at a training facility in Newport, about 45mins North of Sydney's CBD. We recommend accommodation nearby as it can be difficult to commute to the location.

**HOW MUCH DOES THE COURSE COST?** AUD\$1,895 for the 5 Day Basic Course and AUD\$2,895 for the 11 Day Advanced Course.

**SPECIAL STEWARD/ESS and STCW 95+10 PACKAGE OFFER!!**

Save **\$200** by booking the STCW 95+10 course at the same time you book the **5 Day** Basic Superyacht Stewardess course. Package price **\$3,945**

Save **\$250** by booking the STCW 95+10 course at the same time you book the **11 Day** Advanced Superyacht Stewardess course. Package price **\$4,895**

\*STCW 95+10 is compulsory for all crew on Superyachts.

\*\* Steward/ess courses should be!! They do set you apart from your competition so it's the best choice.

2019 Course dates:

**STCW95+10**                      **5 Day Basic**                      **11 Day Advanced**

6 – 11 May	20 – 24 May	13 – 24 May
3 – 8 June	17 – 21 June	10 – 21 June
8 – 13 July	22-26 July	15 – 20 & 22-26 July
12 – 17 Aug	26-30 Aug	19 – 24 & 26-30 Aug
16 – 21 Sept	30 Sept – 4 Oct	23 – 28 & 30 Sept – 4 Oct
21 – 26 Oct	4 – 8 Nov	28 Oct - 2 Nov & 4 - 8 Nov
25 – 30 Nov	2 – 6 Dec	

**YOUR BONUS for booking through SUPERYACHT CREW INTERNATIONAL as your training advisor:**  
**Professional CV evaluation and enhancement (worth \$200) – FREE.**  
Then → join our crew recruitment database.

Email us at [Crew@SuperyachtCrew.com.au](mailto:Crew@SuperyachtCrew.com.au) for further information and/or to confirm you booking.

Please note that all students must agree to the T&Cs that follow:

# TERMS AND CONDITIONS AND DISCLAIMER

## AGREEMENT FOR GENERAL BOOKINGS

When a confirmed booking is made and accepted by SCI. (hereafter referred to as the 'Company' a binding contract shall be deemed to subsist between both parties. No liability shall accrue to either the Company or student if either is prevented from fulfilling any of their contractual obligations by any incidence of force majeure including acts of God, strikes, or any other event which can reasonably be beyond the control of either party. In the event of any dispute arising out of the terms of this contract, it shall be referred to a mutually acceptable arbiter whose decision shall be binding to both parties. It is understood that the student will indemnify the Company or Training Partner company for any non-insurable claims that may be made against it for damage or loss caused by the student or by members of their party whether wilful or through negligence.

## BOOKING CANCELLATION OR RESCHEDULING

CANCELLATION OR RESCHEDULING a booking inside 30 days must be made verbally AND in writing by the person who completed the booking and be sent to the Company at their address and is deemed to take effect on receipt.

Cancellations or rescheduling made between 30 and 15 days will incur a loss of deposit. Balance of payment is to be no later than 15 days prior to commencement of the course.

There will be no REFUNDS given for cancellations made inside 15 days. If a student leaves the yacht and/or abandons a course or mile-builder trip before the scheduled termination date and time for whatever reason NO REFUNDS will be given.

When the deposit to secure a place in a course has been made and if the student then cancels or reschedules outside 30 days, an administration/service fee of \$150 will BE CHARGED.

Any course material that has been issued to the student, MUST be returned to the Company or Training Partner company before the remainder of the deposit is refunded.

INSURANCE: It is advisable to be covered by an insurance policy for the adventure sailing trips to safeguard yourself in the case of cancellation. A copy of the policy is to be forwarded to the Company.

## WEATHER CONDITIONS

Whilst every effort will be made by the Instructor to give the students maximum time on the sea, weather conditions may be such that, in the opinion of the Instructor, the yacht or crew may be in danger and in such circumstances the vessel will remain in a place of safety. If the weather conditions are such that a prevention of the start or curtailment of a course or sailing trip occurs, then no refunds will be given but alternative dates will be offered.

## TRANSFER/CANCELLATION

The Company or Training Partner company reserves the right at its discretion to transfer the course or sailing trip from one yacht to another and this action will in no way waive the terms and conditions stated herein. In the event of the Company or Training Partner company having to cancel a course or sailing trip, without offering any acceptable alternative then the student shall be entitled to a full refund of monies paid and no further liability shall be incurred by the Company or Training Partner company.

**MEDICAL:** The student agrees to advise the Company or Training Partner company in writing of any medical disability or illness which may adversely affect the ability to participate in the course or sailing trip that they have chosen. It shall be at the discretion of the Company or Training Partner company to refuse to accept a booking of a student where there is an unacceptable risk to the party and the Company or Training Partner company in doing so.

**PRICING:** Prices are in Australian Dollars.

**DISCLAIMER:** The Company or Training Partner company shall not be held liable for death, personal injury, loss or damage to property howsoever arising and therefore by signing this booking form, you hereby release, to the full extent permitted by state, law and equity, The Company or Training Partner company, its employees and agents from all actual and contingent liability in respect of such personal injury, death, loss or damage.