



## **Introduction to the yacht interior equipping and crew services**

My professional background as Senior Chief stewardess comprises vast experience working primarily on private and charter Superyachts and mega yachts (worldwide) ranging from 35 to 150m, managing interior teams of 4 to 12 stewardesses in service and housekeeping departments.

In 2021, I opened the Super Star Academy, registered in Croatia, to extend my experience and vast knowledge to those who want to learn ‘ what it takes to be a good stewardess ‘ and to the owners who want best crew on their yacht and how a stewardess can climb up the ladder slowly but steadily to become a Chief Stewardess on a Superyacht experiencing a new chapter in their lives.

The Academy offers Interior yacht courses related to the housekeeping and interior service departments.

The courses can be done on the spot / on the yacht, as an “In house” program or in one of our appointed venues in Istanbul, Malta, Italy, France, Croatia, Slovenia or Montenegro.

### **1. The interior crew courses offered are as follows:**

#### **\*\*Housekeeping: \*\***

This course covers daily maintenance procedures for housekeeping during the season and off-season (referred to as “Boss On”/“Boss Off” or “On Charter”/“Off Charter”). It includes training on inventories, stock monitoring, provisions, and maintenance schedules (daily, weekly, and

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monthly). We will also discuss Stewardess rotation schedules, the Stewardess Bible with Standard Operating Procedures (SOPs), log books, and accounting (for example, differentiating between boat accounts and APA accounts). Additionally, basic spa and beauty courses will be provided, including massage, facials, manicure, and pedicure.

**\*\*Service: \*\***

This curriculum focuses on silver service, barista skills, food and wine pairing, mixology, table and “mise en place” setups, as well as cigar, wine, shisha, and tea service. The in-house courses can be specially tailored to meet the needs of the Interior crew and typically last from 2 to 4 days, with sessions usually running for 4 hours each day, mainly in the afternoon.

## **2. Equipping the “Newbuild” yachts professionally:**

During the handover stage of a newly built yacht, we provide services to equip the yacht with all necessary items for the interior services and the housekeeping department.

These include bed linens, guest and crew cabin and bathroom accessories, interior and exterior towels, bathrobes, electrical appliances (e.g., hoovers, irons), special cleaning and furniture maintenance products, interior and exterior blankets, baskets, cupboard organizers, hangers, crew uniforms, crew bed linens, interior and exterior trash bins, and many more items that are all essential on a superyacht.



The service department includes getting electrical appliances for the stewardess pantries and the crew mess, such as kettles, toasters, coffee machines, juicers, cocktail sets, ice buckets, and ice holders.

In relation to the guest areas we can help the owners to choose and get onboard all of the necessary premium glassware, cutlery, crockery, plates, silverware, serving platters and tongs, table protectors and table cloths, placemats, napkins, napkin rings and other table decorations by offering the best solution in finding the best areas and spaces where to store all the service items for the guests by securing them with plexiglass.

At the end of the equipping stage the interior, we offer crewing services to fulfill the complete mission.

### **3. Consulting/guidance services to the owners, management companies, captains and to the Interior crew department especially to the heads of the interior department:**

We offer a problem-solving solution in any critical situation within all aspects of the interior department, at all times. Especially when it comes to dealing with the Interior department difficulties in the charter season.