

Chief stewardess, Luxury Villa & Resort Manager

Certified Purser & Butler: ANAMARIJA BOROSAK



Maritime Certificates / Qualifications:

- ENG-1
- BASIC TRAINING /STCW 95
- SECURITY AWARENESS & SECURITY, DESIGNATED DUTIES (Proficiency level)
- FOOD SAFETY AND HYGIENE (Level 2)
- SILVER SERVICE
- BARISTA
- MIXOLOGY
- WINE & FOOD PAIRING
- PURSER (The Crew Academy, FR)
- BUTLER & HOUSEHOLD MANAGER (Superstar Academy, CRO/FR)

Visas: US (B1/B2)

DOB: 22/01/1980

Spoken languages:

Croatian, Slovenian, English, French, Spanish, Italian

*Education and training:

Financial Broker (specialized in Forex trading) license – pending, expected in 2025.

International Public Supply & Procurement: Obtained in May, 2015, Zagreb, Croatia

EU projects & Funds specialist: Obtained in April, 2015, Zagreb, Croatia

National (State) exam: Control and management of Municipality's Government and their Business affairs, obtained in March, 2014, Zagreb, Croatia

University diploma (Bachelor of Science), Area of Study: **Hotel and Resort management,** at **RIT - Rochester Institute of Technology, Rochester, New York.** Degree obtained in 2002, Dubrovnik, Croatia

High school diploma (Area of Study: Hospitality industry and tour operator's services management, Zagreb Croatia, degree was obtained in 1998.

*Yachting Experience & career goals:

With nearly two decades of experience in the yachting industry & at luxury villas and resorts, I am a strong Interior Manager specialized in luxury yachting and estate industry. Passionate about delivering exceptional service and fostering a positive team environment, I am now seeking the position where I can continue to utilize my extensive knowledge and dedication to the industry. Alongside my role on board the yachts & at luxury villas and resorts, I have also established a successful business providing high-quality trainings, in luxury hospitality industry reflecting my commitment to nurturing talent and promoting excellence. I am a firm believer in the power of teamwork and creating optimal conditions for everyone in my team, ensuring the best possible professional growth experience and success.

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Current positions from June 2024:

Working as a worldwide **free lance Field manager & Butler** for the **LVH Global (Luxury Villas and Hotels)** <https://lvhglobal.com>

Villa Tenuta Sirignano, Amalfi, Villa Claire Monaco, Villa Cview St. Jean Cap Ferrat, French Riviera, Villa Azzura, Eze, French Riviera

August, 2023 – May, 2025 **Chief Stewardess** **MY Vega, Amels,** **55 m**
Private motor yacht, with 13 crew members (4 interior stews in total), owned by an UHNWI family, that was run by Ocean Independence management company.
Running the interior department, teaching/training interior crew HSKP and Service routine. Ordering/topping up various items for interior (HSKP/Service department, laundry, guest and crew, handling crew and owner's/guests' provisions.
Accounting; preparation of weekly/monthly accounts (receipts) for the interior department in Voly (accounting app).
The job tasks also included daily maintenance of HSKP department, crew and the guests' areas, laundry, organizing storages updating the inventory lists, preparing and handling orders for the service & housekeeping items, crew and guest toiletries and updating the inventory and allocation lists. Gathering quotations for the winter interior refit, uniforms top up, etc. Cruising area: MED. Permanent position.

May – July, 2023 **Chief Stewardess** **MY Queen Mavia, Oceanco,** **63 m**
Private motor yacht, owned by an UHNW family from Abu Dhabi. There was 12 crew members (3 interior stews in total).
Preparing the order lists/files for interior setup of the yacht for the upcoming MED summer season, inventory files, storage allocations.
Running the interior department, teaching/training interior crew HSKP and Silver Service basics. Allocating received interior items for the crew and the owners/guests, creating crew boss off and boss on schedules, preparing Rota spreadsheets, checklists and Stewardess bible.
Planning daily, weekly, and monthly interior maintenance plans/schedules and work tasks.
The job tasks also included daily maintenance of HSKP department + laundry, while helping in all interior departments.
Organizing storages, preparing and handling provisions for the crew and the guests and accounting. Temporary position.

May, 2023 **Butler & Field manager** **LVH Group**
This free lance position was held in multiple villas in French Riviera and Amalfi Coast in a villa for various UHNW families who rented certain villa for a week or two. The main tasks were including serving breakfast, lunch, dinner (Silver service mostly) and preparing cocktails, mocktails, frapes, healthy shoots during the day. Preparing provision lists, updating inventories, coordinating with the chefs and housekeepers: liaising with the guests and property manager, planning and organizing thematic dinners and activities for the guests, such as "Treasure hunt", football, sports games.
The position also included governess services.
Freelance / temporary position for the MED season period.

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January – April, 2023

Chief Stewardess

MY GO, Feadship, 43 m

Commercial motor yacht, with 9 crew members (3 interior stews in total), owned by a Russian family, that was managed by the “Dawson” yacht management company. I was preparing the interior of the yacht for the upcoming MED summer season.

Running the interior department, teaching/training interior crew HSKP and Service routine. Ordering/topping up various items for interior (HSKP/Service department, laundry, guest and crew, handling crew and owner’s/guests’ provisions.

Accounting; preparation of weekly/monthly accounts (receipts) for the interior department in “Voly” (accounting app).

Job tasks also included daily maintenance of HSKP department, crew and the guests’ areas, laundry, organizing storages updating the inventory lists, preparing and handling orders for the service & housekeeping items, crew and guest toiletries and updating the inventory and allocation lists. Temporary position (winter MED shipyard period in Malta).

August – November, 2022

Chief Stewardess

MY Luna, Benetti, 43 m

Private yacht, with 8 crew members (3 interior stews in total), owned by a Russian family, that was managed by the “Fraser” yacht management company.

Running the interior department, teaching interior crew HSKP and Service routine training. Ordering various items for interior (HSKP/Service departments, laundry, guest and crew areas, along with the crew and owner’s/guests’ provisions.

Accounting; preparation of weekly/monthly accounts (receipts) for the interior department.

The job tasks also included a daily management & maintenance of HSKP department, crew and the guests’ areas, laundry, organizing storages updating the inventory lists, preparing the order lists for the service & housekeeping items crew and guest toiletries.

Preparing /closing the interior items of the yacht for the winter shipyard maintenance. Seasonal position.

June – August, 2022

Chief Stewardess/purser

MY Scorpion, Sanlorenzo, 46 m

Private & charter yacht, with 10 crew members (3-4 interior stews), that is owned by a Russian family, that was managed by the “Ocean Independence” yacht management company.

Running the interior department with another stewardess in the shipyard period, at the Ferretti Shipyard in Ancona, Italy. Liaising and coordinating with the shipyard/management company/captain and their interior contractors (plexiglass installments, runners and interior furniture (cover) protectors, ordering various items for interior (HSKP/Service departments, laundry, guest and crew areas, along with the crew and owner’s/guests’ provisions. Crew uniform orders.

Accounting; preparation of weekly/monthly accounts (receipts) for the interior department.

The job tasks also included a daily management & maintenance of HSKP department, crew and the guests’ areas, laundry, organizing storages updating the inventory lists, preparing the order lists for the service & housekeeping items crew and guest toiletries and crew uniforms. Temporary position.

November – February 2021

Chief Stewardess/purser

MY Maria Theresa, Custom Line, 35m

Private & charter yacht, with 6 crew members, that was managed by the “BYS” yacht management company from Brazil.

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The Winter season was done in Caribbean Sea. Uniform orders, “top up” of the service items and guests’ toiletries, slippers, towels, etc.

Running the interior department with another stewardess. Monitoring storages/updating inventories ordering buying various items (HSKP/Service departments)

Accounting; handling and organizing weekly/monthly receipts (Boat and APA) for all the departments (“Voly”).

The job tasks also included planning and preparing rotational schedules for interior team, between HSKP/Laundry & CM /service schedules, handling orders/purchases, coordinating and executing with the interior team our interior maintenance plans on a daily weekly and monthly basis. Temporary position.

June – August, 2021 **Chief Stewardess/purser** **MY Nomad, Custom Line, 35m**

Private yacht, with 6 crew members, that is owned by a royal family from Saudi Arabia, that was managed by the “YACHTZOO” yacht management company from Monaco.

Running the interior department with another stewardess in the shipyard period, at the Ferretti Shipyard in Ancona, Italy. Liaising and coordinating with the shipyard/management company/captain and their interior contractors (plexiglass installments, runners and interior furniture (cover) protectors, ordering various items for interior (HSKP/Service departments, laundry, guest and crew areas, along with the crew and owner’s provisions.

Accounting; preparation of weekly/monthly accounts (receipts) for all the departments (“DEXT”).

The job tasks also included a daily management & maintenance of HSKP department, crew and the guests’ areas, laundry, organizing storages updating the inventory lists, preparing the order lists for the service & housekeeping items crew and guest toiletries and crew uniforms. Temporary position.

July – December, 2020 **Chief Stewardess/Purser** **MY Apostrophe, Hakvoort, 40m**

Busy Private and Charter yacht with 10 crew / 12 guests. I was running the interior of 3 stewardesses, all interior departments (HSKP & SERVICE, including Purser duties), supply and stock monitoring, updating inventories, provisioning, purser tasks such as – accounting (APA vs. Owner) budget planning/executing. Seasonal position.

April – July, 2019 and April – July, 2020 **Chief Stewardess** **MY Ladyship, Heesen, 41m**

Busy Private and Charter yacht with 11 crew / 12 guests. I was running the interior of 3 stewardesses, all interior departments, supply and stock monitoring, updating inventories, provisioning, purser tasks such as – accounting (APA vs. Owner) budget planning/executing. Seasonal position

February – April, 2020 **Relief Chief Stewardess** **MY Sevanna, Benetti, 44 m**

Private yacht, with 8 crew members, that is based in Limassol, Cyprus most of the year.

Running the interior department with another stewardess in the winter time (shipyard period), at the Benetti Shipyard in Livorno, Italy. Liaising and coordinating with the shipyard and their interior contractors.

The job tasks included provisioning, managing & maintaining HSKP department; the crew and the guests’ areas, laundry, organizing storages updating the inventory lists, preparing the order lists for the service & housekeeping items guest toiletries, along with the crew uniforms (top up for the season). Temporary position.

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July – October, 2017 & February – September, 2018 Chief Stewardess MY CAPRI I, Lürssen, 60m

Busy Private and Charter yacht with 14 crew / 12 guests. Running the interior of 5 stewardesses, all interior departments, stock monitoring, updating inventories, provisioning, Purser tasks such as – accounting (APA vs. Owner's) budget planning/executing, employment process, organizing interior shipyard operations, contractors, contracts, payments of invoices. Preparing periodical interior maintenance work plans and schedules for service and HSKP departments. Seasonal position (2 seasons).

March – June, 2017 Relief Chief Stewardess MY JoyMe, Zepter Yachts, 50m

Temporary position on a busy, private and charter yacht, with 11 crew/12 guests. Running the interior of 3 stewardesses.

Running the interior (HSKP & Service) departments, stock monitoring, updating inventories, provisioning, accounting, budget planning & executing. Temporary position.

June – October, 2016 Chief Stewardess MY 2Ladies, Rossinavi, 48m

Extremely busy private and charter yacht 10 crew / 12 guests. Running interior of 3 stewardesses. Provisioning tasks, stock/storage monitoring, updating inventories, accounting, budget planning & executing. Preparing weekly, monthly HSKP and service maintenance work plans and schedules. Organizing the winter period interior refit & preparing the order lists for all interior departments. Seasonal position.

October, 2015 – February, 2016 2nd HSKP/ Relief Senior Stew MY YAS, 141m

Private yacht owned by an Arabian Royal family). I was in charge of interior (service and housekeeping departments). Coordinating the job duties among 14 stewardesses (7 HSKP dept. /7 service dpt.) There was 50 crew in total, up to 40 guests. I was responsible for Housekeeping and Service while Chief stew was on her rotational leave), administration; handling purchase orders, responsible for the flower arrangements, helping in the laundry and HSKP when needed. I was doing provisioning for the crew and the guest's toiletries, and other interior necessities, Boss on and Boss off uniforms, shoes, airport drop -off/ pick-ups. Areas cruised; Barcelona (refit), Africa, Rabat, Casablanca, Morocco. (1 contract)

July – September, 2015 Senior Stewardess MY A, 137m

Private yacht; where I was replacing permanent 2nd stewardess (vacation period). The responsibilities were related to housekeeping department, for the boss on trip, such as helping the laundry, provisioning, stock management, and issuance of the crew uniforms (47 crew members), preparing the schedules for the housekeeping department (6 stewardesses + 2 laundry personnel) daily, weekly and monthly duties, scheduling their shifts. Areas cruised: Adriatic and Mediterranean coast. (1 contract)

June – July, 2015 Temporary 2nd Stewardess MY Libra, Codecasa, 42m

September to November, 2010 Chief Stewardess MY Golden Eagle, Picchiotti, 43m

May, 2005 – April, 2006 Chief Stewardess 2 catamarans, Privilege 65ft

June – November, 2002 Chief Stewardess SY Runaway, Valletta, 46m

*Other relevant (non-yachting) working experience:

- LVH Global Ltd, Luxury villa private butler/steward (freelance position, since 15.01.2022.)

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- **Municipality of Kumrovec, Croatia, Head of the department** (15.01.2012 – 30.03.2015.)
- **Hotel “Hilton”, Dubrovnik, Croatia, Housekeeping manager** (17.10.2010 – 31. 12.2011.)
- **“IPP & Partners” & „Cirenenergy” Ltd.**, (Naphta and Oil / imports & exports), **Office & Brand Manager**, Zagreb, Croatia – London, UK, (15.10.2009. – 15.10. 2010.)
- **“Stanic” Ltd.** (Imports of the frozen food products), **Brand manager**, Zagreb, Croatia (01.03.2008. – 30.09.2009.)
- **“Emmezeta, Conforama Group”,** (Chain of the European supermarkets), **Assistant to the Vice President/Chairman**, Zagreb, Croatia (01.12.2007. – 30.02.2008.)
- **Monaco Marine Group**, Ft. Lauderdale, USA, **Office manager & Junior Charter broker** (March, 2004. – April, 2005.)
- **Stardust Platinum/Sunsail; Fleet Manager of 2 catamarans, & Crew placement manager, Caribbean islands** (bases in Antigua, St. Maarten, Martinique (July, 2003- April, 2004.)

*Skills:

Planning, organizing, coordinating, directing, analytical thinking, accounting, data analysis, computer literacy, interior design/decoration, administrative, leadership, teamwork, budgeting, communication, negotiation, people management and hiring, conveying information (verbally or written) from one person to another, food & wine pairing, along with the barista and mixology skills.

*Hobbies and interests:

Running, fitness, hiking, swimming, painting, playing piano, reading, Forex trading, traveling

*References:

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