



## WELCOME TO THE SUPERYACHT STEWARDESS COURSE

### What to bring

- Laptop & Charger
- Passport with Visas/ alternative passport ( If not possible, these must be scanned and available on your Laptop )
- Certificates ie: STCW { PSSR, PST, EFA, Fire fighting and Fire prevention } + DSD + ENG 1 Medical etc ( If not possible these must be scanned and available on your Laptop )
- Written References from past employers ( If not possible please scan these and have them available ) If you don't have any references see if there is anyone that you can get a reference from
- Pen and Notepad
- White Polo for the photo ( There are SYNC T-shirts available to buy for dockwalking )
- Blouse/Shirt and Skirt/Trousers for Service.

### What to wear for your CV Photograph

- Hair tied back for your photo, soft makeup, clean and tidy - WOMEN
  - White Polo - MEN and WOMEN
  - Neat shorts or long trousers - MEN
  - Cleanly shaven or if an established beard, neat, trimmed and exceptionally tidy - MEN
  - Neat haircut. If long, tied and gelled back. ( No hair in face, loose bits etc ) - MEN
- A professional photo will be taken of you for your CV and this is what is expected.*

### Attitude and Presentation

Be on time.

How you present yourself will make a difference to whether you get a job or not in the industry. Please dress and act as if you are joining a yacht and what you think is appropriate.

*This will be critiqued with feedback.*

### Location Address

3 Woodcutters Grove Estate, Peterhof Rd, Hout Bay, Cape Town, 7806

Please feel free to contact us if you have any questions

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## **DAY 1 ARRIVAL 8:30am ( 08:45am - 17:30pm )**

*Notes: Laptop with all scanned yacht related documents and references, notepad, pen, lunch \*Dress comfortable*

**08:45 - 09:50** Introduction to SYNC training  
Instructors history  
Student introduction  
Course breakdown

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**10:00 - 10:50** What is Yachting to you? - the realities of yachting, travel and reputation  
Different types of boats; Motor/Sail/Explorer/Private/Charter  
Yacht hierarchy, the systems in place and the role of each crew member  
Where a junior stewardess fits in  
Boat terminologies - test - familiarization

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**11:00 - 11:10** **TEA BREAK**

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**11:10 - 11:50** Seasons - determining where to go, costs involved and how to budget  
Flights and visas - Outsourced by travel agency  
Map of current networking spots, accomodation, crew houses and their current reputation, pro's and con's  
Investing and planning for your future  
Yachting hubs: What's hot and what's not

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**12:00 - 13:00** **LUNCH**

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**13:00 - 14:00** Create CV during class and work on it throughout the week

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**14:00 - 14:50** How to find a job?  
Crew placement agencies, facebook groups and what dockwalking entails. Presentation on and offline  
Different types of jobs

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**15:00 - 15:50** Interview techniques  
Act it out and hold interviews with each other - group feedback  
Know what questions will be asked of you and know yacht manners

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**15:00 - 15:15** **TEA BREAK**

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**15:15 - 15:55** Contracts and narcotic use in the industry

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**16:00 - 16:45** Yacht etiquette, do's and don'ts

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**16:50 - 17:15** Mentality on board/ Cabin Fever

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**17:15 - 17:30** Day closure and preparation for following day

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**17:30pm - END of Day One**



## **DAY 2 ARRIVAL 8:30am ( 08:45am - 17:30pm )**

*Notes: Notepad, pen, lunch, \*Bring stained item of clothing*

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- 08:45 - 09:50** Daily duties and responsibilities on board as a junior stewardess and the roles of others  
Back of house schedules and systems - examples  
Crew cabin etiquette and inspections  
Off Charter; Responsibilities, inventories, provisioning. Daily, weekly and monthly duties - examples  
Pre Guest Checklist - examples  
Guest familiarisation, preference sheets - examples  
On Charter; Turn up/turn down, cabin standards, day heads, wine list, hours of rest, checklists - examples  
Post guest checklists - examples  
Guest awareness - hygiene
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- 09:55 - 10:15** Safety, drills and responsibilities in the instance of an emergency - examples  
Stowing, crossings and watchkeeping duties
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- 10:15 - 10:45** CV work
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- 11:00 - 12:00** Barista Training
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- 12:00 - 13:00 LUNCH BREAK**
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- 13:00 - 14:30** General detail guidelines - eye for detail and systems structure  
Current, imported, international cleaning products - identification and application  
Caddy creation, caddy & cleaning product storage onboard
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- 14:35 - 15:15** Towels; folding, care, rolling and display
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- 15:15 - 15:30 TEA BREAK**
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- 15:30 - 15:55** Toilet paper folding and display
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- 16:00 - 16:45** Introduction to Laundry - Pairing, separation, fabric identification & temperatures - machines used onboard  
Systems, duties and responsibilities as "Laundry Girl" - Laundry Log - Crew log and assigned days  
Guest laundry & delicate fabrics care
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- 16:15 - 17:00** Day closure and preparation for the following day
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**17:00pm - END of day Two**



**DAY 3 ARRIVAL 8:30am ( 08:45am - 17:30pm )**

*Notes: Laptop, pen, notepad, lunch, creased shirt/dress \*don't drink your morning coffee*

**08:45 - 09:50** CV check and time to ask questions and work on CV

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**10:00 - 11:15** Introduction to stain treatment - how to treat specific stains with application of international products  
Stain application tasks

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**11:15 - 11:30** **TEA BREAK**

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**11:30 - 13:00** Laundry skills, tips and tricks  
Napkins - Folding, starching and ironing for graduation lunch  
Ironing Skills; Laurastar machines and irons on board, steam rollers and boilers  
Stain Removal from previous day preparation - application and removal test

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**13:00 - 14:00** **LUNCH**

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**14:00 - 15:30** Cheese, wine and food pairing  
Wine storage and service presentation  
Wine & Water station preparation  
Wine opening, decanting and pouring

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**15:30 - 15:45** **TEA BREAK**

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**15:45 - 17:15** Flower Arranging; maintenance, care, identification, display and arrangements on board  
Understanding of where arrangements are placed

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**17:15 - 17:30** Day closure and preparation for the following day

**17:30pm - END of day Three**



## **DAY 4 ARRIVAL 07:45am ( 08:00am - 18:00pm )**

*Notes: notepad and pen. \*Lunch provided, dress for service*

- 08:00 - 10:00** Run through of how the day will be structured  
Introduction to silver service  
Placement setting - dependent on nationality  
Service rules and table setting - breakfast, lunch, dinner - slides and practical application - general service tips  
Service skills - posture, spatial awareness, communication and standards (activity: draw up service plan for lunch)
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- 10:00 - 10:15 TEA BREAK**
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- 10:15 - 11:45** Pull for Chief Stew (She leads the girls in preparation)  
Menu Creation - know the food that is being served, the crockery to pull and which condiments to prepare  
Service pull and preparation for Lunch - table and setting rules  
Decorate table - include flower arrangements
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- 11:45 - 12:15** Bread basket and butter preparation  
Wine & Water station preparation  
Wine opening, decanting and pouring  
Prepare welcome towels and trays
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- 12:15 - 13:00** Laying of the Table
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- 13:00 - 14:30** Guest arrival and greet - "Superyacht Stewardess Welcome" - Lunch Service
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- 14:30 - 15:30 LUNCH**
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- 15:30 - 16:15** Lunch clear up and pack away - stowing application  
Preparation for cocktail making and champagne service
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- 16:15 - 16:30** Cigars - basic care and maintenance
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- 16:30 - 17:30** Cocktail making and rules - 3 different cocktails made
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- 17:30 - 18:00** Clear area and pack away

**20:00pm COURSE COMPLETION**



**DAY 5 ARRIVAL 07:45am ( 08:00am - 15:00pm )**

*Notes: Dressed for CV Photo, clean, tidy, hair up, white polo. \* Bring warm clothes for the boat cruise.*

**08:00 - 09:20** Arrival at V&A Waterfront  
Dressed and ready for professional CV photo  
Professional CV photo shoot

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**09:30 - 12:30** Onboard 85ft M/Y Princess Emma  
Walk around the yacht and apply terminology learnt  
Understanding spatial awareness in cabins  
Understanding safety and stowage systems on board  
Maintenance of different materials on board  
Application of housekeeping skills - guest cabins  
Bed making, linen folding and hospital corners  
Turn Up/ Turn down the cabins as if guests were onboard

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**12:30 - 13:30 LUNCH BREAK**

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**13:30 - 14:30** Boat Cruise  
Champagne opening - onboard  
Understanding service onboard - sea legs

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**14:30 - 15:00** Debrief of the day  
Q & A Session

**15:00pm - End of Day Four**