

SAMANTHA WATSON

YACHT PURSER • PA • INTERIOR MANAGER

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SKYPE | samantha.watson82

DOB | 07.11.1982 | 33 years

HEIGHT | 5.10 ft. | 1.76m | 136 lbs | 62kg | US 4 | EU 36/34

NAT. | British & South African incl. B1/B2 Visa (valid)

LANGUAGE | English & German (Level B1)

LOCATION | Austria and United Kingdom

AVAILABILITY | Immediately

YACHT CERTS | Valid STCW, PDSD & ENG1



RESUME COVER LETTER

As an accomplished Hospitality Management professional with a solid background in successfully driving dramatic results across multifunctional roles, I believe I offer expertise that would be of benefit to your organization. With a hands-on approach, strong leadership skills, and a focus on achieving operational excellence as my strengths, I would like to explore the possibility of putting my knowledge and skills to work for you.

During the long stint of my career, I have travelled globally and garnered extensive experience in Hotel Operations, Luxury Yacht Services, HR Management, Events Planning and Business Administration. I am proficient in HR Operations including employee/crew recruitment and retention, employee/crew development, conflict resolution, HR policies development and talent acquisition, legal consultancy and legal documentation. My solid credentials in organizing, managing events, anticipating and fulfilling a range of client needs, providing not only functional, but creative solutions has been noteworthy.

Utilizing broad scope of my knowledge in the field, I have remained on the cutting edge with proven success in building and maintaining relationships with VIP guests, providing exemplary service with excellent levels of retention and loyalty. Attaining strong track record in optimizing hotel and luxury yacht operations, generating sales under challenging circumstances and stiff competition has been my habit.

Among my strengths, I am disciplined and hard-working with a demonstrated ability to balance the competing demands of multiple projects. Passionate about providing service excellence, I have established a long-standing reputation as an effective and valuable employee. With a record of success behind me, I am confident that my credentials and skills will be an asset to you as well. I would be pleased to have the opportunity to discuss future employment and look forward to speaking with you.

OVER 16 YEARS OF RICH & VERSATILE EXPERIENCE

LUXURY YACHT EXPERIENCE



M. Y. RADIANT • 110m • private • Purser

Sept 2013 - Oct 2015

As first Purser on board, I solely set up, implemented and managed all the crew administration, HR and certification for +60 crew. • Payroll/salary • Crew SEA's • Leave records, training/courses • Clearance Procedures, immigrations requirements • Guest & Crew Visas • Guest/ Crew flights/ground travel • Guest/ Crew Accommodation • Controlling & Reconciling multi currency accounts • All on board purchasing & invoicing, • Customs & duty tax • Yacht/crew insurance and legal documentation • Handling local Shipping Agents • Liaising with recruitment agents • VIP bookings and Concierge Services • Coordination of security team and chauffeurs • Booking VIP tables in high-end restaurants • Collaborating closely with the Captain and HoDs • Arrangement of pre- and post guest arrival



M.Y. RADIANT • 110m • private • Interior Manager/ HoH

May 2013 - Sept 2013

Assisting with final stages of a 9-month refit in the shipyard (Lürssen - WHV, Germany) • Complete interior set-up during yard period • Operation & Management of interior team of 22 crew • Concierge liaison onboard • Interior detailing, guest set-up • Establishing routines for guest laundry • Creating housekeeping routines (cabin set-up, turn down, public guest areas) • Assisting team where needed • Overseeing Housekeeping, Service, Laundry, Galley Departments • Restructuring of Depts. (e.g. HoDs, lead- and junior positions, hierarchy, job descriptions, duties etc.) • Complete interior inventories (incl. e-files) • Head of Housekeeping duties • Conducted interviews • Coordinated vacation, rotation, course and shift planning • Interior budget planning, inventories • VIP service • Provisioning and interior purchasing • Holding interior in-house training • Started the implementation of the new Interior User Manuals & SOPs • Handover to Interior Manager after promotion • Filling in as HoH until promoted as Purser



M.Y. SKY • 50m • private • Chief Stewardess

Oct 2012 - Apr 2013

Demanding owners • Fast and efficient service with no excuses and extremely high standards • Russian & French Table Service • Filleting whole fish, plating etc. • Cocktail Service (creating new recipes) • Wine Service (Grand Cru, Old & New World wines) • Creating Structure (HK, laundry, Service) • Handling designer apparel • Detailed preorganisation of provisions prior to remote cruise itinerary • Weekly international deliveries during guest-on trips (fresh produce, flowers etc.) • In order to advance my career and achieve my long term goals, I needed to join a larger vessel with more structure and growth flexibility.



M.Y. SERENITY • 55m • private • Chief Stew/ Purser

Apr 2012 - Aug 2012

Serenity runs with 6 interior crew • Guest itineraries & activities on and off yacht • VIP transfers • worldwide provisioning • Interior maintenance record keeping • Warranty issues after new build • Conducted onboard training in service, mixology and housekeeping • Assisted Captain with extensive new build warranty administration & coordination • Complete set up of interior operations, handbooks, manuals, SOPs.



M.Y. PARTY GIRL • 44m • charter • Chief Stewardess/ PA

Mar 2011 - Apr 2012

Requested directly by the owner to return back on board • Offered a more diverse Chief Stew role with PA duties for the Madame • Back-to-back charters all year round • Full guest service • Butler duties • Wardrobe management & care • Creating electronic filing system and inventories of personal affects • Created files, inventories and templates for use in their estates worldwide



M.Y. ICON • 68m • charter • 2nd Stew/ Relief Chief Stewardess

Sept 2010 - Mar 2011

High profile charters • Extensive owner’s trips • Hiring dayworkers for typical 12 hour turnarounds • During yard periods worked under yacht manager and in-house agency for on board updates and implementation • Hands-on operation with a team of 5 stews • Provisioning for up to 12 guests and 17 crew • Floral arrangements • Sourcing and care of a fine wine collection • Crew uniform purchasing & inventory • Daily silver service • In house training • Updating of manuals, inventories, guest itineraries & crew profiles



M.Y. PARTY GIRL • 44m • charter • Chief Stewardess

Feb 2009 - Sept 2010

Back-to-back charters all year round • Full guest service • Laundry handling • Housekeeping • Basic accounts & budgeting, provisioning & inventory control • Joined as junior stewardess and quickly climbed the ranks from 2nd Stew to Chief Stew within 1.5 years



M.Y. ROBERTO CAVALLI • 41m • private • Junior Stewardess

Jan 2009 - Feb 2009

3 stewardesses total • Back-to-back cruises • Hosting celebrities, VIPs, Sport Stars • Organising numerous parties and private functions • Full service & housekeeping duties

SHORE BASED WORK EXPERIENCE

2006 – 2008 | Ford & Associates, South Africa | Senior Para legal to Notary/Attorney | johnford-profile.com

2004 – 2006 | Tala Private Game Reserve, South Africa | Operations Manager 5-Star | www.sa-venues.com

2003 – 2004 | Oyster Box Hotel, South Africa | Event Co-ordinator 5-Star | www.oysterboxhotel.com

2001 – 2003 | Protea Hotel Zanzibar Paradise Beach Resort | Guest Organiser 4-Star | www.beachresortzanzibar.com

2001 – 2003 | Protea Hotel San Lameer | Trainee Manager | www.sanlameer.co.za

REFERENCES

M.Y. RADIANT • 110m

Captain | Claus Marwitz

+1 954 805 7660

clausmarwitz@me.com

M.Y. SERENITY • 55m

Captain | Robert O’Donoghue

+33 628 423 242

capt.robodonoghue@gmail.com

M.Y. ICON • 68m

Chief Officer Neal Roche

+31 654 75 49 78 / +971 56 749 3272

nealroche@gmail.com

M.Y. ICON • 68m

Chief Stew | Amelia Davies

+44 7855 798 790

ameliacdavies@gmail.com

M.Y. SKY • 50m

Captain | Fabian D. Martin

+33 620 813 962

captain@my-sky.co.uk

M.Y. PARTY GIRL • 44m

First Officer | Mark Spavins

+1 954 296 8621 / +33 632 489 004

mark@markspavins.com

CERTIFICATES & EDUCATION

CERTIFICATES

Yacht Purser Course – The Crew Academy
Interior Yacht Management & Service Arts - MPT
Silver Service - IYC
WSET Level II - WSET
Mixology – NYC Bartenders School of Fort Lauderdale
Large Yacht Helicopter Operations - HeliDecks
Yacht Hand Course – Ocean Sailing Academy
Yacht Skipper – Ocean Sailing Academy
Basic Flower Handling & Design – Field of Flowers
Enhance your Executive Skills Level 4 – BEI
Advanced Scuba Diving - PADI

EDUCATION

Bachelor Degree: Business Admin & Hospitality Management (3 years) – Varsity College
Diploma: Senior Paralegal Studies in Commercial Law (2 years) – International School of Paralegal Studies
Diploma: Yacht Refit (1 years) – Maritime Training Academy
Diploma: New Build Management (in process) - MTA
Certificate: German Language, Level A1, A2, A3 & B1 (continuous) – Inlingua
Proficient in Windows, Microsoft Word, PowerPoint, Excel, Outlook, Quicken & IDEA Purchasing Software

OBJECTIVE

MOTIVATED • TEAM-BUILDING • METICULOUS • PATIENT • GOAL-ORIENTATED

I consider myself as a highly motivated and extremely hard working professional, who enjoys working under pressure. I have worked as a private Paralegal for a renowned Notary/Attorney, Conference & Wedding Co-ordinator, Hotel Operations Manager and Principle's Representative at the highest of levels.

Having tuned my hand to many aspects including crew administration, guest event planning and organisation, the training, recruitment, termination and management of yacht crew, worldwide VIP trip planning, VIP hospitality, overseeing the delivery of impeccable food & beverage service and the financial management of multimillion currency accounts.

With detailed knowledge of yacht management and a current student to the maritime industry, I am a well educated, financially astute, erudite, socially aware woman used to dealing with VIP's, delegates, people from different cultures, nationalities and ultra high net worth individuals. At present, I am looking for a challenging role with a significant amount of responsibility, especially setting up a new build motor yacht project. I possess excellent organisational skills with proven references, able to work long hours, concentrating on attention to detail with a hands on attitude.

I believe that these skills, combined with my substantiated economical education makes me very flexible in my roles, and would be honoured to share my knowledge and vast experience onboard a luxury vessel.