

Superyacht Tenders Unveil their Top Picks for Winter 2023

With the winter season fast approaching [Superyacht Tenders](#) have shared with us their top pick of available new and pre-owned yacht tender listings.



[Pascoe SL 10.6m Limo Tender](#)



The pre-owned Pascoe 10.6m Limo Tender is now available for sale. This bespoke build was built and delivered in 2016 and underwent a light refit with Pascoe in 2020. The Patrick Banfield-designed hull and Ken Freivokh-styled deck have been specifically created to provide the ultimate multipurpose

luxury tender. Powered by the reliable twin inboard Yanmar 6BY3 diesels and Mercury stern drives. One of only a handful of limo tenders of this type available on the second-hand market.

[Chaser 500 CC](#)



The new 500CC twin outboard model is available for immediate purchase and delivery. Chaser Yachts has integrated all their yachting experience and knowledge into this impressive new 50ft fast support tender.

Combining high performance, superb sea keeping and fully custom build options. Mercury twin 600 Hp V12 Outboards, full overnight facilities for guests or crew. Demo hours only.

[9.0m Silverline Open Tender](#)



In build custom 9.0m open tender. Estimated completion December 2023. Available to reserve now. Powered by a single Volvo D6 400hp inboard with stern drive. Passenger configuration for 12.

Unique opportunity to take delivery of this bespoke build. Standard build time would normally be 24 months from order.

[Read More SYC: Vikal International – How Has Tender Design Progressed In 30 Years?](#)

[6.2m Solas Rescue Tender](#)



New build just completed. Yachtwerft Meyer 6.2m Solas rescue tender available for sale. Mothership build delayed so this unit has just become available. Unique opportunity. Fitted with the Yanmar 4LV diesel inboard

coupled with the Hamilton jet drive unit.

ST115 Whitmarsh Chase



Impressive 60 + knots performance, twin Mercury 450R outboards, deep V offshore hull design, 12-person capacity. Just completed factory PDI and ready for customer sea trials.

Cobra 10m Nautique

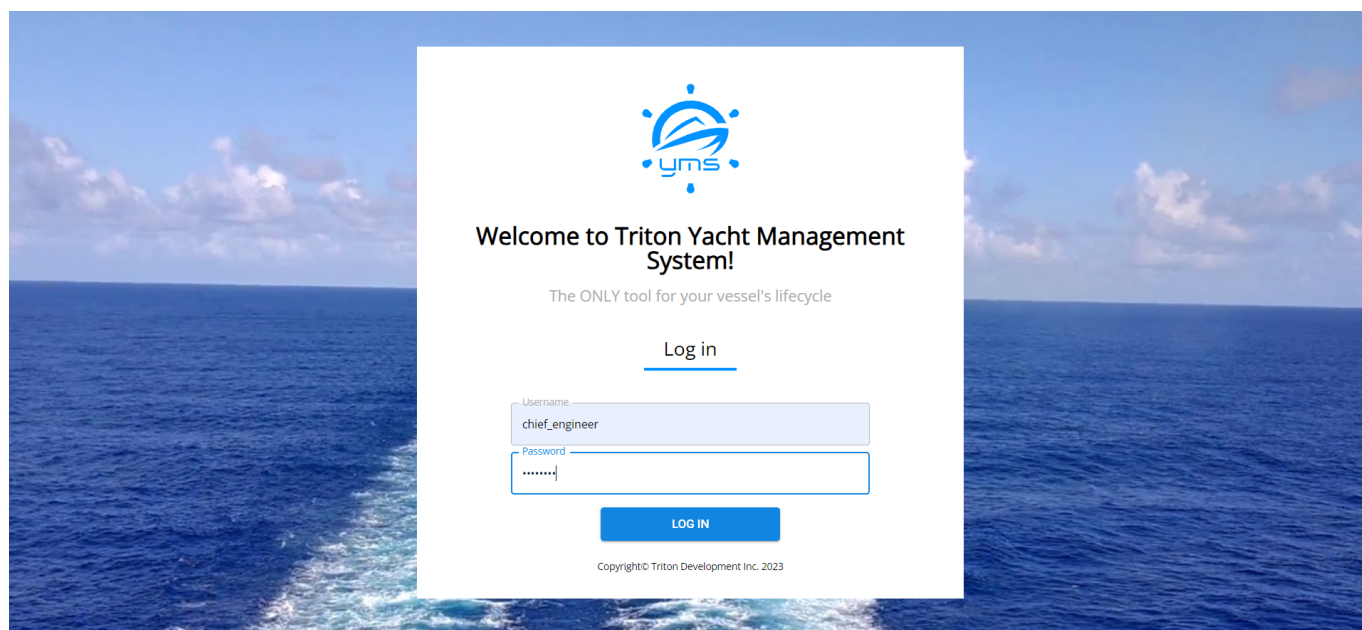


New build Cobra chase tender. The model is the flagship of the Nautique range incorporating a comprehensive specification into this dedicated yacht tender offering. A luxury, performance rib capable of over 60 knots with the new Mercury twin V10 outboards with joystick control with a practical design layout for carrying 14 passengers in style and comfort.

For further information on all our available yacht tenders
please contact [Superyacht Tenders](https://superyachtenders.net) today at:
info@superyachtenders.net.

YMS 360 Officially Launched: The Most Comprehensive Management Software In The Industry

After several years of development, YMS 360 has officially launched and is already receiving excellent feedback. The fully comprehensive onboard software is capable of tackling all areas of daily Superyacht operations seamlessly. Here, Scott Strand, CEO of Triton Development, Inc. and [YMS 360](#) founder, talks us through some of his favourite features of the app, including the ultra-efficient Inventory Systems and the Safety and Inspection modules.



SYC: YMS 360 has officially launched, what is the Software's USP?

YMS: Our application is specifically tailored to accommodate the requirements of running a large modern yacht by placing the yacht's needs first.

SYC: What are some of your personal favourite features about the platform?

YMS: Some of my favourite features include: all to-dos and any actionable tasks found in one place with oversight for department heads. Also, our tasks are assignable to a person, position or department.

We have chat collaboration built right into the app. We offer the only 'WYSIWIG' log books that are fully customisable and integrated into your 3rd party monitoring system.

We are the only application to offer Spares & Inventory modules that are purpose-built for each department, incorporating a replenishment application that makes keeping on top of your inventories a breeze.

SYC: Talk us through the inventory feature, how is used across all departments onboard?

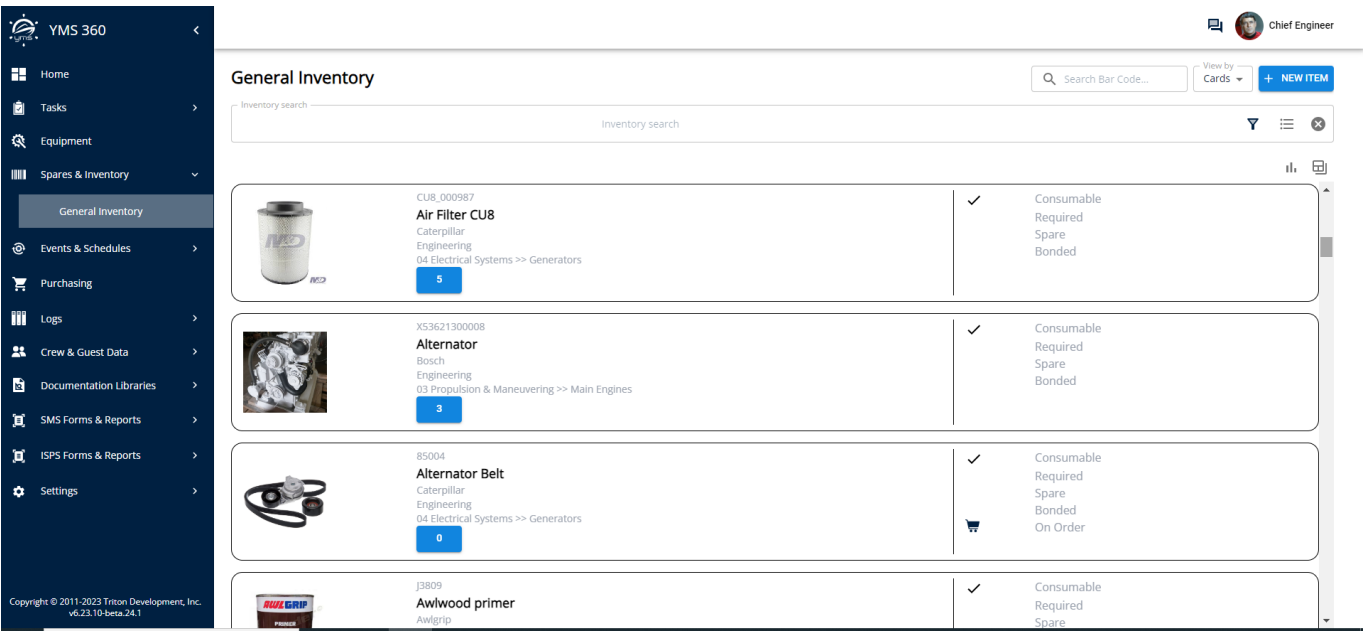
YMS: Our Inventory application seamlessly integrates with our purchasing module. With this, you can build, place and track orders. When you receive items, they are added to your inventory in one step.

You can also design your own purchasing workflow, for example; if you need to step through a vetting process to receive bids or require approval from purchasing.

Our app can leverage the barcoding and labelling of the products or you can create your own labels. This makes stock-taking extremely efficient.

Interior staff can easily keep an inventory of uniforms with sizes, colours, etc. Safety officers can keep track of medical supplies with expirations and prescription tagging.

[Read More SYC: Life After Yachting: Developing YMS 360 With Scott Strand](#)



There is no other app that offers this flexibility. Our app makes it very straightforward to drill into your data by any or all departments, functions, stowage locations, related systems, related equipment, usage levels, etc.

Filters are built in to allow you to keep on top of what is running low and you may choose to add these items to a

'shopping cart' where you can generate a purchase order or add to an existing order. Our app works with all popular import formats and we have vast experience getting large amounts of data into the database, fully documented, labelled and photographed (if desired).

Along with the core application we are actively designing side kick apps such as a stock take application that will allow users perform this function in minutes rather than days.

***“Our system is geared to how you work,
not how it wants you to work.”***

SYC: How does the app assist the crew in ensuring their vessel is compliant?

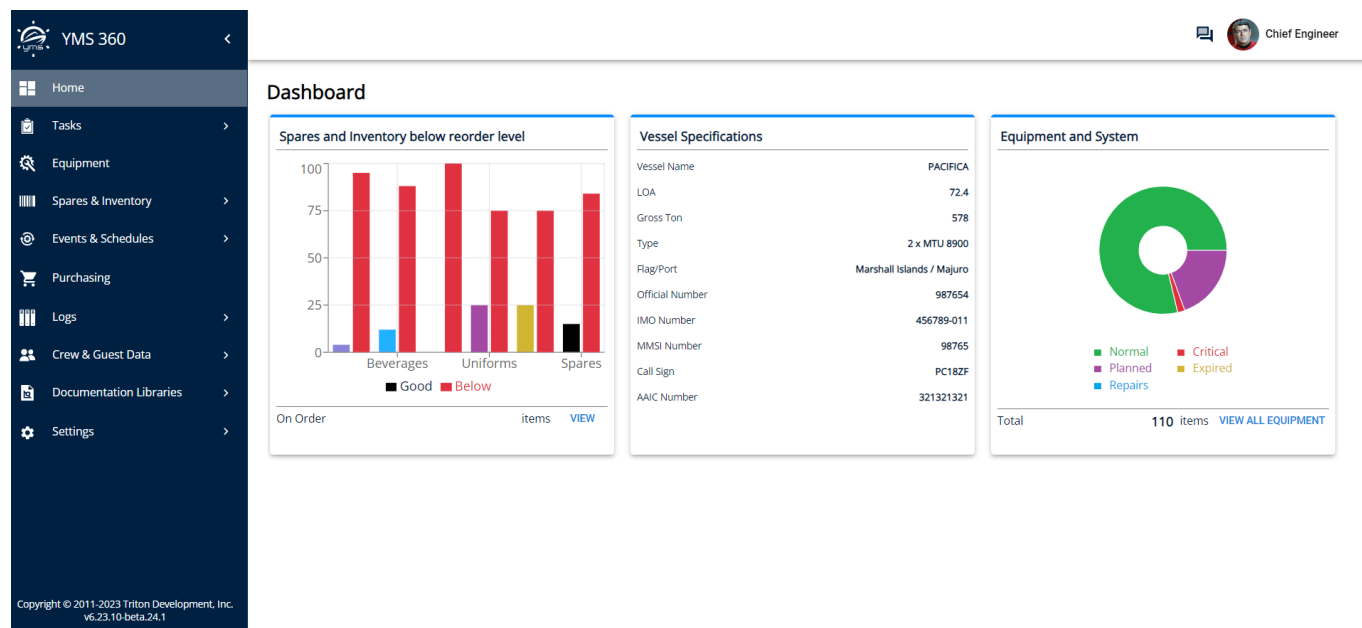
YMS: Our system is geared to how you work, not how it wants you to work.

We have built-in *Hours of Rest* tracking and continue to improve our safe-manning recording

Our SMS Content Platform controls required documents, forms and reports. Users are issued roles of authorship, approval and publishing. There is full and complete version control. Unlike virtually all other systems, YMS360 lets you work in any common format (word processors, spreadsheets, PDF, even HTML if you prefer!).

Our safety and inspection modules are the most versatile in the market. Users can define rich checklists that stand alone or can be related to equipment items. Defects and corrective actions can be created on the fly. All are logged and auditable. You get to define your own parameters with

everything



SYC: Have you had any feedback so far from those who have booked demos?

YMS: We have received really great feedback both in compliments and constructive suggestions – which we take very seriously. We’ve just returned recently from a successful tour at the Monaco Yacht Show and will be at FLIBS and METS. Our existing customers are anxious to convert to YMS360 and we’ve had many, many new clients join. We’re very excited to close out 2023 with an active client list and continue improving YMS360 into 2024 and beyond.

For more information or to schedule a demo, visit:

yms360.com/contact-us

Keep up to date with the latest Superyacht Content news by signing up to our Newsletter below:

Newsletter Signup

▪ Your Name

First

Last

▪ Your Email*

Submit

Superyacht Etiquette: Navigating Guest Interactions with Grace

Working on a Superyacht is a unique and rewarding career, but it comes with the responsibility of providing impeccable service to high-profile guests. To excel in this role, it's essential to master the art of etiquette and learn how to navigate guest interactions with grace and professionalism. In this article, we'll explore the dos and don'ts of etiquette, helping you create an unforgettable experience for your guests while maintaining your own composure.



The Importance of Etiquette

It is well known that onboard Superyachts, guest expectations can be exceptionally high. Mastering etiquette is not just about good manners; it's about creating an environment that allows guests to relax, feel pampered, and truly enjoy their time on board, maximising your chance of a tip!

Here's why it's crucial:

1. **Exceptional Service:** Proper etiquette ensures that guests receive top-tier service, leaving a lasting positive impression of their experience.
2. **Repeat Charters:** Happy guests are more likely to return for future charters. Your professionalism can directly impact the program's success.
3. **Professionalism and Credibility:** A well-mannered and

professional crew enhances the yacht's reputation and your own credibility in the industry

Superyacht Etiquette 101

1. **Greeting Guests:** A warm and genuine welcome sets the tone for the entire charter. Be attentive, do your research prior, use guests' names, and make them feel valued.
2. **Privacy and Discretion:** Respecting guests' privacy is paramount. Avoid initiating conversations about their personal lives or any confidential matters.
3. **Communication:** Be an active listener and communicate clearly and professionally. Avoid engaging in personal conversations or sharing your own opinions unless asked.
4. **Anticipate Needs:** Proactive service is appreciated. Try to anticipate guest needs, whether it's offering a drink, a snack, or an extra blanket.
5. **Meal Service:** During meals, familiarize yourself with formal dining etiquette. Know how to serve, clear, and offer wine or champagne confidently.
6. **Handling Complaints:** If a guest has a complaint, address it professionally and discreetly. Always involve the senior crew members or the yacht's management when necessary.
7. **Cultural Sensitivity:** Be mindful of cultural differences and preferences. What may be polite in one culture may not be so in another.
8. **Safety First:** Ensure guest safety at all times. Familiarize them with safety procedures without causing alarm, and be prepared for emergencies.
9. **Cabin Service:** When entering guest cabins, knock first, announce your presence, and ask if you may enter. Respect their privacy.

[Read More SYC: Superyacht Interiors – The Art Of Flower Arranging](#)

Maintaining Your Composure

Working in the superyacht industry can be demanding, but maintaining your composure is crucial. Here are some tips:

1. **Stay Calm:** Maintain a calm demeanour even in high-pressure situations. If a guest becomes upset or angry, take a step back from the situation and think before you react.
2. **Time Management:** Be punctual and organized to avoid stress and rush.
3. **Personal Time:** Find time to unwind and decompress off-duty to maintain your emotional well-being.
4. **Teamwork:** Support your fellow crew members, as they can be your greatest allies in upholding Superyacht etiquette.

By mastering these Superyacht etiquette essentials and maintaining your professionalism, you can navigate guest interactions with grace and create a great atmosphere onboard.

There are plenty of interior training courses that can teach you about the different types of service required onboard also. Do your research and consider investing in a course to improve your skills.

For more Interior focus articles, [click here.](#)

Discover The Artistry Behind Elite Yacht Covers Bespoke Awnings & Covers

The design team at [Elite Yacht Covers](#) has an impressive combined experience of over 50 years in the yachting industry. The importance of durable and well-fitted awnings cannot be overlooked onboard, protecting not only the yacht from the sun but also guests and crew. The process of creating an impeccably well-fitted form-found computer designed cover is something the team at EYC has perfected. We got some insight into the design process and learnt about the tools used to create one of their bespoke covers...



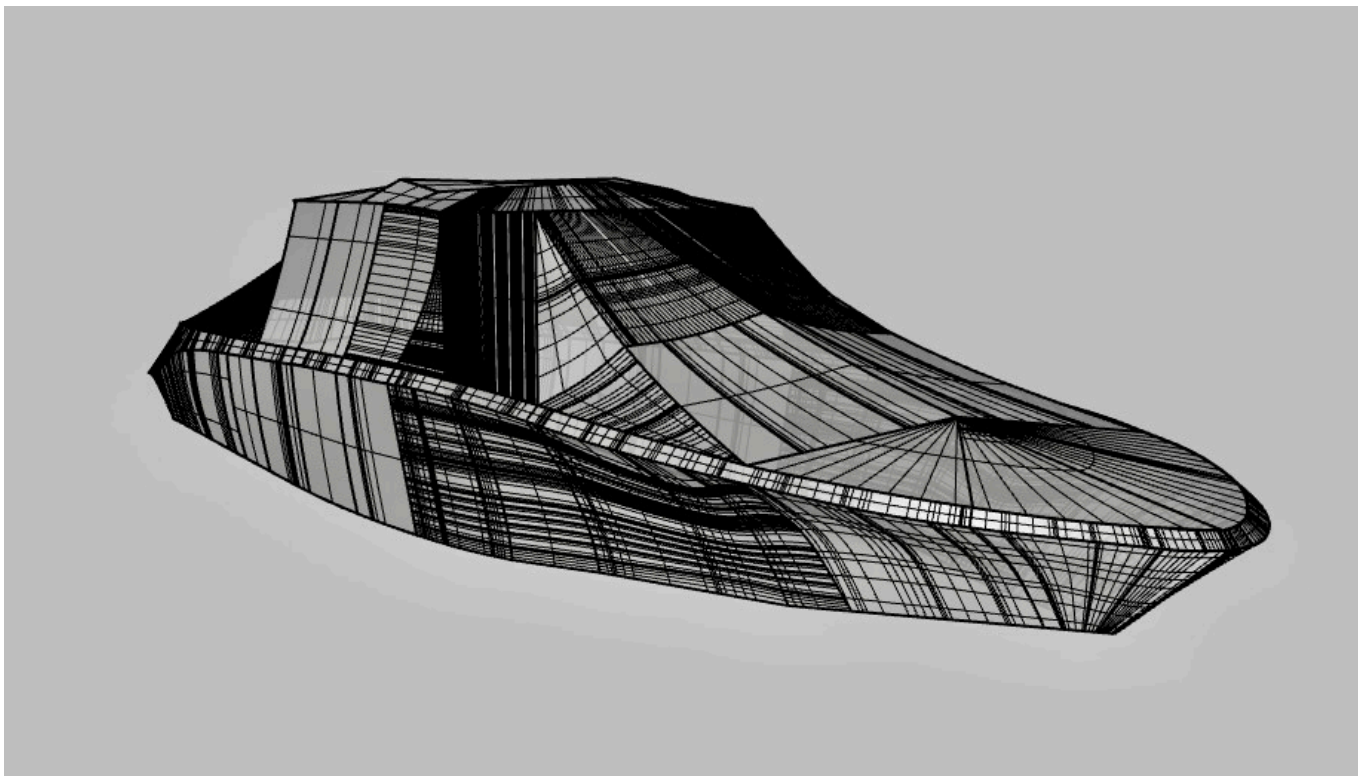
The Design Process

“Like a tender alongside a majestic yacht, we navigate the sea of possibilities. Every detail matters, and we’re here to capture your vision.”

The process of creating a cover for any yacht begins with the design, and the first step is for the EYC team to discuss with the vessel’s representatives exactly what is required from the covers or awnings. The estimated design is issued from either 2D or 3D drawings of the yacht – or measurements and photographs before the EYC team travel to the yacht. Once they are onboard, the details are discussed further with the clients and any costing amendments are made.

The design team then proceed to take measurements in order to create comprehensive sketches. Having the team present onboard is important in order to gain a the scope of the project. A digital measuring computer called a ‘Proliner’ is used onboard to ensure the designs are created with millimetre accuracy. EYC then provides a detailed quote to the client.

At *Kayospruce* fabrics, the fabric is cut to scale using laser cutting and blade cutting machines. Other intricate machine processes are used throughout to ensure that the design’s intricate details become reality.



[Discover More: Elite Yacht Covers: Using CAD Technology To Create Bespoke Covers](#)

CAD Design plays an integral part in the process, ensuring detailed accuracy and enabling the team to present every detail of the design to their clients, avoiding the possibility of miscommunication and mistakes:

“Digitising the yacht or working from 3D drawings opens up a huge amount of opportunities, from millimetre perfect measuring, laser-cutting fabric, exacting repeatability and CAD design work. For Awnings, we can test differing loads to gauge the size of the cables required to make sure that they stand up to the working loads. We are also able to show different design shapes to the client for approval so that the finalised design meets the clients expectations and there are no surprises”

Having adequate protection is crucial for yachts to operate properly, and EYC understand the importance of the finer details involved in creating them.

After having spotted a gap in the market for a niche product, Elite Yacht Covers are confident that the service they provide is the best in the industry. Using cutting-edge technology, EYC stands out from the crowd with their designs, and go the extra-mile to ensure that Superyacht quality covers and awnings are produced (even travelling as far as the Seychelles for one yacht after they had previously been let down by another supplier).

Watch their video on the process of creating their products below:



[View this post on Instagram](#)

A post shared by Elite Yacht Covers (@eliteyachtcovers)

Elite Yacht Covers will be present at Monaco Yacht Show 2023!
To arrange a meeting, contact Paul Gray, Sales Director at:
paul@eliteyachtcovers.com

To discover more about Elite Yacht Covers, visit their [Website](#)
and [Instagram page](#).

Keep up to date with the latest Superyacht Content News by
signing up to our Newsletter below:

Newsletter Signup

▪ Your Name

First Last

▪ Your Email*

Galley Crumbs: Top 7 Short Courses For Busy Yacht Chefs

Arguably, the focal point of any great guest experience onboard a Superyacht revolves heavily around what is produced in the galley, and the highlight of the working day for most yacht crew is typically meal times! Therefore, we wanted to recognise the hard work of Superyacht chefs by bringing you our chef focused monthly blogs, courtesy of [Montclair Chef](#), the largest network of Superyacht chefs in the industry.

In this new **Galley Crumbs** series, highly experienced Superyacht chef Chris Demaillet talks all things galley, starting with the best short professional courses for busy yacht chefs...



The Top 7 Short Professional Courses For Busy Yacht Chefs In Europe

Chefs, the season is almost coming to an end!

Many of us are either planning our holidays or mapping out our next professional move. But most of us are also thinking about what professional courses or short classes we could take to level up our skills and get familiar with the latest trends. After all, working alone, or in a 2-chef team, doesn't really allow us much time for inspiration, and as we all know, there is not much time for experimentation during the season.

I keep seeing the same question asked over and over on chefs' chats and Facebook pages: "What is the best pastry school in Europe?" Well, you're in luck! I did a bit of digging and put together an easy-to-read list of the best places to improve your skills in Europe. These schools have all been tested and approved by fellow yacht chefs, and many of them by me too.

Here is the full list, with web links to the schools, basic prices, and the length of the classes. You can just copy and paste the one you fancy and send it straight to your captain to get the green light and book the course!

ENSP École Nationale Supérieur de la Pâtisserie (by Alain Ducasse)

Rating: □□□□□

Location: Near Lyon, France.

Available Courses: French Cuisine, Michelin Star Dishes, Themed Menu, Fish & Seafood, Traditional and Innovative Pastry, Healthy Pastry, Ice Cream, Chocolate, French Confectionery, Bakery, etc.

The ENSP École Nationale Supérieur de la Pâtisserie is a world-renowned pastry school, overseen by Alain Ducasse who is one of the most celebrated chefs in the world. The school offers a variety of short courses for professional chefs, as well as longer programs for those who want to pursue a career in pastry. The ENSP is a great option for chefs who want to learn from the best and gain the skills they need to succeed in the pastry world.



École Ferrandi Paris

Rating: ☐☐☐☐☐

Location: Paris, France.

Available courses: [French Cuisine](#), [Pastry](#), [Bread Baking](#).

Starting from €3000 for 2 weeks.

Overall, Ferrandi Paris is a great school for those who are serious about their career in the culinary world. The program is rigorous, but it is also very comprehensive and prepares students for success in the real world. The faculty is excellent, the facilities are state-of-the-art, and the school has a strong reputation for academic excellence. However, the program is quite expensive and the city of Paris can be pricey to live in – but since the school is located in the very center of Paris, this is a great place to make the best of both worlds: studying and discovering the Parisian scene.



École Bellouet Conseil

Rating: ☐☐☐☐☐

Location: Paris, France.

Available Courses: Pastry, Bread, French Patisserie, Ice Cream, Chocolate, etc. Starting From €985 for 2 days.

École Bellouet Conseil is a smaller culinary school in Paris that offers a more intimate learning experience. Some experienced chefs proudly wear the blue-white-red collared jacket to represent their title of “France’s Best Craftsman”. Bellouet Conseil is a great option if you want to learn from the best pastry chefs in the world in a small group. École Bellouet Conseil is located in the heart of Paris, only 10 minutes from the Eiffel tower.



École Lenotre

Rating: ☐☐☐☐

Location: Plaisir, France.

Available Courses: Pastry, Bread, Charcuterie, French cuisine, Patisserie, Ice cream, Chocolate, etc. Starting from €976 for

2 days. Click on their website course calendar to find out all availabilities.

École Lenôtre is a French culinary school, founded in 1971 by Gaston Lenôtre. The school offers a variety of programs, including culinary arts, pastry arts, and wine and beverage studies. École Lenôtre is considered to be one of the top culinary schools in the world, and its graduates go on to work in some of the most prestigious restaurants and hotels around the globe.

Today they are located in the suburban area of Paris, in a building that looks more like a warehouse than a fancy school. But they do offer a wide range of short courses for professional chefs, as well as longer 12-week programs. The courses are taught by very experienced and active professional chefs and cover a variety of topics. École Lenotre is a great option if you want to brush up on your skills or learn new techniques while avoiding expensive Parisian costs of living. Located 30 minutes from Paris Orly Airport, it is very easy to reach.



El Mon' Dolce de Claudia

Rating: □□□□

Location: Barcelona, Spain.

Available Courses: Pastry, French Patisserie, Ice Cream, Chocolate, Modern Pastry, etc. Starting from €900 for 2 days.

El Mon' Dolce de Claudia is a great option for chefs who are looking for a more intimate and personalized learning experience. The premises are located about a 20-minute taxi ride from the famous avenue La Rambla. Claudia Planas, a pastry chef with over 20 years of experience, owns and operates the school. The courses are easy to follow, with only 10 students per class. This allows for a lot of individual attention from Claudia and her team of experienced pastry chefs. The courses cover a wide range of topics, from classic French pastries to modern trends. And who doesn't like to spend some time in Barcelona? There are more restaurants and bars here than there are pizzerias in Napoli ☐



Gastronomic International Culinary Academy

Rating: ☐☐☐☐

Location: Agde, France (2.5 hours from Marseille).

Available Courses: Pastry and Cooking Workshops, Molecular Techniques, Canapes, Chocolate, Sugar Showpiece, Macarons, etc. Starting from €100 for a half-day lesson.

Gastronomic is an international culinary school founded in 2004. The campus offers cooking and pastry classes, and also French lessons in a charming town in the south of France. Their programs are intended for both professionals and beginners who want to improve their skills in French cooking or pastry. All of the cooking and pastry courses are conducted in English. They have special short courses of 1 or 2 days for professional chefs as well as longer 2-to-3-month-long

courses, or even 7-or-12 month-long programs that include an internship at the end! You can even get a course that includes some French lessons if you're interested.



Basque Culinary Center, Spain

Rating: ☐☐☐☐

Location: San Sebastian, Spain.

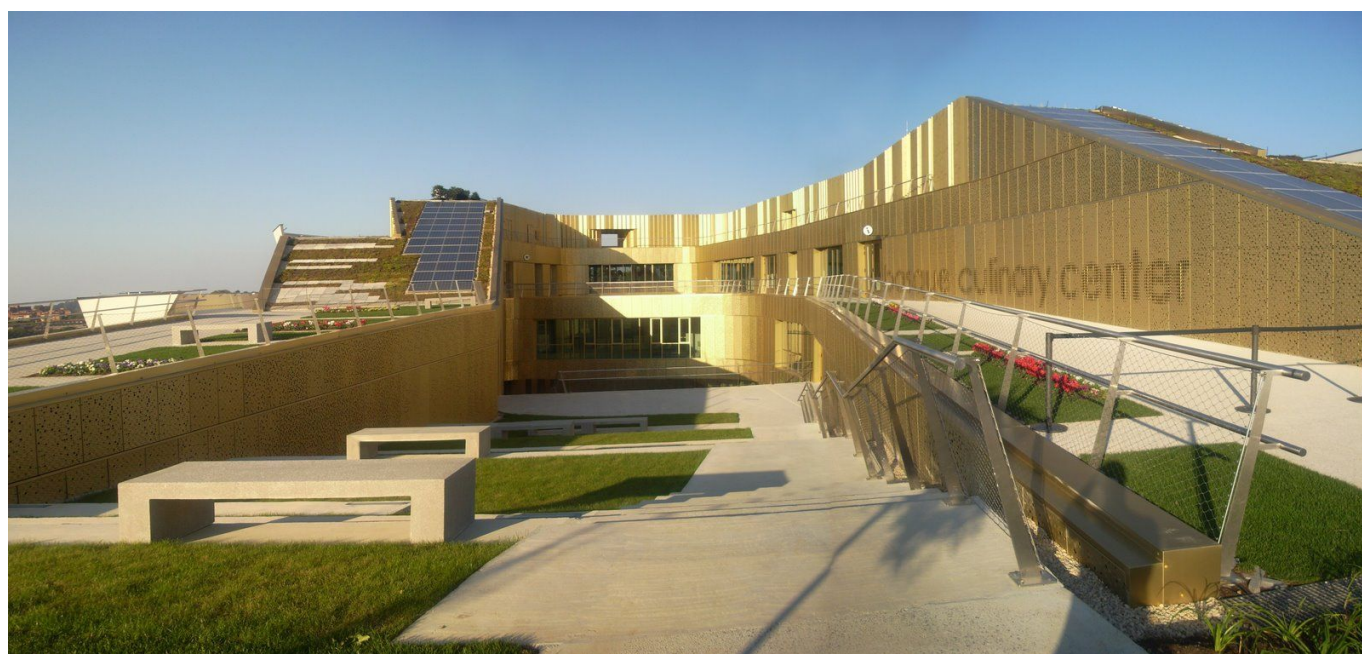
Available Courses: Pastry, Plating and Presentation, Modern Techniques, Fermentations, etc. Starting from €705 for 4+ days. Online courses available.

Founded in 2009 by a group of chefs and entrepreneurs from the Basque Country, the Basque Culinary Center is a cutting-edge culinary school. The school is located in San Sebastián, which is considered to be one of the culinary capitals of the world.

They offer a variety of short courses for professional chefs,

as well as longer programs for those who want to pursue a career in the culinary arts. Some of the best chefs in Spain teach the courses. The school is known for its innovative approach to teaching that includes many different online courses.

The BCC is also home to a number of research and development facilities, used to develop new culinary techniques and products. The school actively promotes Basque cuisine around the world. San Sebastain and the Spanish Basque country is also a must-see place for any serious chefs out there. The food (especially the seafood they prepare) is some of the best in Europe. And go to Galicia if you are there – you won't regret it!



Final thoughts

With a perfect 5-star rating, the ENSP by Alain Ducasse, Belouet Conseil, and École Ferrandi in Paris are the top 3 best schools on the list. These schools are both highly respected and their excellent chefs offer a wide range of

courses.

But don't get me wrong – the other schools are great options, though they may not be as well-known as the top 3. For a more affordable option, Gastronomicom International Culinary Academy, El Mon' Dolce de Claudia, or Basque Culinary Center are good choices. My favorite based on all the videos and photos posted on their socials would have to be: El Mon' Dolce de Claudia!

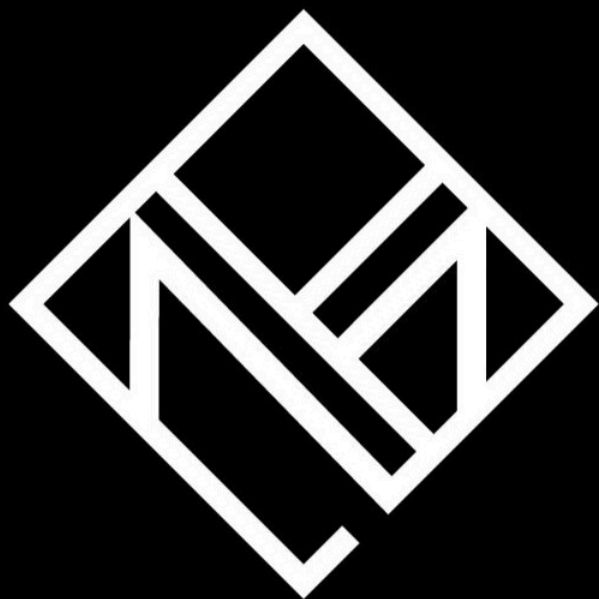
Ultimately, not everyone wants to go to Ducasse and can actually afford it. Your best school will depend on your availability, the price you are ready to pay (or get reimbursed for), and the topic you want to explore.

Good luck to all, and I hope you get to try some of the schools. If there are any schools you feel I have missed, hit me on Instagram at [@superyachtchefchris](https://www.instagram.com/superyachtchefchris).

Montclair Chef specialises in Yacht Crew and Private Chef recruitment globally.

Connect with **Chris Demaillet** on LinkedIn
here: <https://www.linkedin.com/in/chrisdemaillet/>

Montclair Chef website: <https://www.montclairchef.com/>



MONTCLAIR

PRIVATE & SUPERYACHT CHEFS

To keep up to date with the latest Superyacht Content News,
click [here](#).

Sign up to our Newsletter below:

Newsletter Signup

▪ Your Name

First

Last

▪ Your Email*

Submit

Why You Should Be Using A Planned Maintenance System Onboard

When signing up for your first job as a Yacht crew member, you may envision sun-soaked days driving a Superyacht tender or perhaps creating exotic cocktails for guests. Becoming familiar with and using different types of software onboard, such as a Planned Maintenance System, is a less likely dream. However, as the industry embraces digitalisation, these systems will inevitably become a part of yacht crew members' daily working lives.

In order to discuss the benefits of these systems, we spoke to Joe Whittaker of [YMS 360](#). Having previously had a long career onboard Superyachts, Joe has firsthand experience in using onboard management software and understands how these platforms can vastly improve daily operations for yacht crew. In this article, we gain some insight into Joe's professional background and hear his predictions for the future of tech in the industry...



SYC: How long did you spend working onboard Superyachts and what was your position onboard?

Joe Whittaker: I spent around 10 years in the industry, working my way up through various roles on Deck. When I finished college, I attended UKSA on the IOW and completed the Superyacht Cadetship. My first role was Junior Deckhand on a 60m motor yacht in the South Pacific. I was incredibly lucky to start and end my career in the Pacific.

Eventually, I worked my way up to First Officer working on 5 different Yachts all in the 50 – 60 m range. My last position was onboard a 50m and I spent 3 years cruising Australia, Indonesia PNG and French Polynesia, I enjoyed every minute of my time working on yachts but cruising the Pacific was an

incredible experience.

SYC: What kind of software did you come across during your time onboard yachts?

JW: In the earlier years, I was blissfully unaware of the software used onboard, I was busy polishing Stainless and scrubbing teak. Although, as you progress, you gain more understanding of how the vessel operates and the need to stay compliant with various regulations.

The first time I used a Planned Maintenance System was when covering for the First Officer who was on leave, the vessel was using *'Triton Administrator Version 4'* (T4), and I needed to scan and upload a Crew Member's Certificates. At the time I remember it being tedious and thinking I would have rather been on deck. It was only when I moved up to First Officer on a vessel using T5 that I realised how beneficial good software can be.

Working in a position with much more responsibility for the Safe operation of the vessel, a big part of my role was taken up by paperwork and compliance. I spent a lot of time working with T5 in the early months which paid dividends in the long run. We also invested in onboard training for the whole crew which was a huge help in utilising T5 to its full potential.

“Software can be incredibly helpful for all the crew, but on the Deck side, I found that tracking Certificate Expiry

both for the Vessel and Crew, made life easier”

SYC: In what ways were these platforms useful onboard?

JW: Software can be incredibly helpful for all the crew, but on the Deck side, I found that tracking Certificate Expiry both for the Vessel and Crew, made life easier. Being reminded when a certificate was 3 months from its expiry date gave me time to plan renewals or tell a crew member about their expiring ENG1.

I also added all the LSA and FFE maintenance in T5 and set staggered schedules. A vessel's SMS will require certain Maintenance/Checks to be completed on the Life Saving and Fire Fighting equipment, using T5 I could stagger this out over the year and I would be prompted with tasks appearing on my worklist at the start of the month.

For example, I was prompted to check all of the Fire Extinguishers or to test all of the Bridge Deck Smoke detectors etc. Once completed I marked it off on T5 and this saved my history of conducting these critical checks so that I had evidence to present during Flag, Classification and Management audits. Having all of this information on hand in one easy-to-access place really took the stress out of the audits.

SYC: You previously worked with T5 onboard, how did you come to work with Triton Technical and what was your role with them?

JW: We had T5 training onboard with an instructor who works as part of the Support Team for T5, Triton Technical also provided remote IT support for the vessel. Having a small crew means you must have multiple disciplines and I also looked after the AV/IT systems onboard and worked closely with the T5/Triton Technical Team to keep all the systems running and properly maintained.

I built a good working relationship with the team and they provided a great service. When moving ashore, coincidentally we ended up about 10 minutes down the road from the Triton Technical European office, and through the relationships I had built with the team, I applied to work as a Support Technician. I think my experience using T5 and my time spent as a crew member really helped in securing the position.

[Read More: YMS 360, The Complete Solution To Vessel Management](#)

SYC: How did your role with Triton Technical allow you to go on to work with YMS 360?

JW: Part of my role was T5 support and naturally the T5 team were excited about developing YMS 360. Over time I was given more and more time to assist with YMS 360, both testing and helping to shape the software. Having worked so recently as crew and using T5 onboard, I was uniquely positioned to give

the end-users perspective.

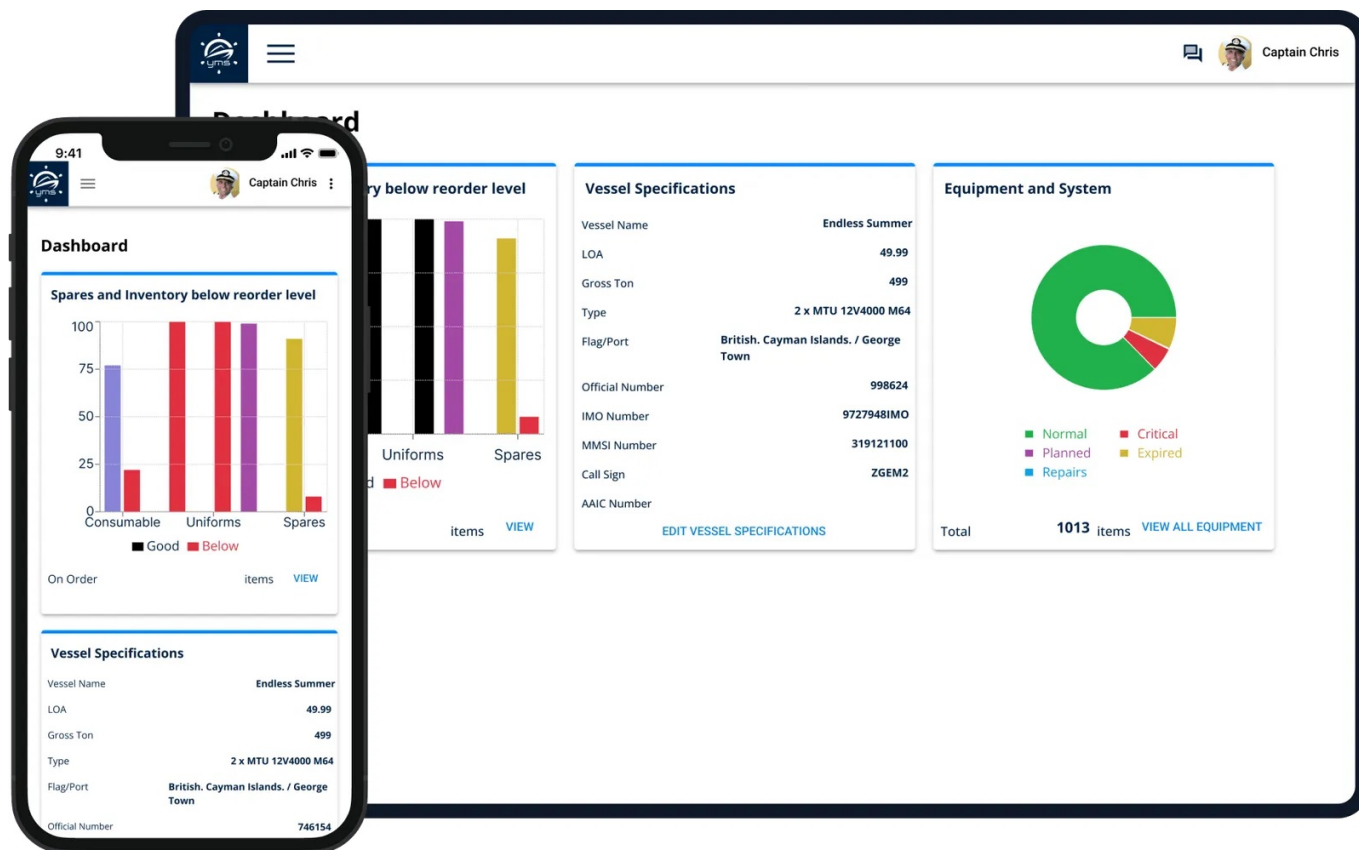
In March, I was offered the role of Product Manager for YMS and started working full-time on the product. It's a challenging and rewarding role, we are very ambitious and are determined that YMS will be a powerful product that is not only feature-rich but also easy to use and intuitive. We often joke that the more accessible the software is, the harder it is to design, code and test.

“We want YMS to be the one central place the whole crew use to stay organised, compliant and make daily life onboard easier”

SYC: In your opinion, how does YMS 360 differ from competing software platforms?

JW: YMS can help with the core operations for the whole vessel, we are not limiting functionality to one department, the whole crew can track Hours of Rest and their own Inventories. Each Department can track its own Worklists, Tasks, Equipment and Scheduled Maintenance, whether that be Main Engine servicing, Coffee Machine Descaling, or scheduled inspections of the 'Working Aloft' safety gear.

We want YMS to be the one central place the whole crew use to stay organised, compliant and make daily life onboard easier.



SYC: What do you perceive to be the future of this type of technology in yachting?

JW: It's difficult to know how Maritime Specific Software will change over time, we certainly have a lot of ideas and plans in place to expand our product offerings. However, I think it will be dictated by how the industry itself evolves. Software should solve a problem and there needs to be demand for a solution to said problem, as regulations change and new requirements come into force this will create a demand for new software features that help crew keep vessels complaint in a streamlined way.

The key is to understand what the crew need so we can design a solution that works for them. Following the recent IMO resolution regarding compliance for Ship Cyber Security, in

the short term, I could see new features being released to help manage this cyber risk. In the long term, who knows? But, it's great to still be involved in the industry and see how this technology is developing over time.

SYC: What do Yacht Crew need to understand about this type of software?

JW: The key is understanding how the software works and putting in the time and energy upfront to build a solid foundation to work from. Entering all of your planned maintenance schedules for example will be a big task, but once completed, your planned maintenance tasks will appear on your worklist at the appropriate maintenance interval. Then you just need to do the work, mark the task as complete and it will automatically reschedule for you.

The same goes for certificate expiries, and you can even set minimum stock levels on your inventory so you can see if you are running low on important stock.

I would say, read the how-to guides, consider in-person or virtual training to make the most of the software, and spend the time setting everything up initially, you will thank yourself in the long run.

To learn more about YMS 360 and how it works, [click here.](#)

For more Career & Training articles, [click here.](#)

Venetian Master Perfumer, From Venetian Gondolas To Superyachts

As Yacht Crew, we are always coming up with new ways to wow and impress our guests, making their time onboard an unforgettable experience every time they visit. In the world of Superyachts, luxury is the name of the game, and what could be more luxurious than a bespoke fragrance, totally unique to your vessel? Enter [Venetian Master Perfumer](#) (VMP). The company was founded in 2014 by owners Elena Predonzan and Ian Gardam, in collaboration with the well respected and experienced Italian 'Master Perfumer' [Lorenzo Dante Ferro](#).

Venetian Master Perfumer have a unique vision when it comes to how their fragrances will be experienced onboard, aspiring to create fragrances that evoke memories and inspire relaxation. VMP share with us here some insights into their world of luxury fragrances and their journey from Venetian Gondolas to Superyachts.



**SYC: What are the origins of the company?
Where did the fragrance journey all
begin?**

VMP: We first met Lorenzo Dante Ferro in his Creative Perfume Studio during our Christmas travels of 2013 to Italy. Our first encounter proved to be so inspiring that we promised to return in Spring to explore creating a new form of collaboration.

We kept our promise and in June 2014, our company *Venetian Master Perfumer Ltd.* was founded in the U.K. We felt certain that under the strict guidance and professional expertise of Lorenzo Dante Ferro we could move forward with confidence in our quest to discover what was for us, the artistic world of perfumes, underlined by his personal philosophy.

This new journey however, required a means of travel and to assist us Lorenzo promptly created the Venetian Master Perfume gondola which was a magical work of synergy as the prow or bow iron of the gondola is known as the “Ferro”. This slow-moving, elegant means of navigation, dating back to the 11th century, is still a means of exclusive travel in Venice. The sleek silhouette of the gondola cuts quietly through the waters of the laguna with grace.

SYC: What kind of projects has the company taken on so far?

VMP: Our first priority of course, was to give people – during special occasions, located in unique settings – the opportunity to try LDF’s personal perfumes directly on their skin and his ambiance perfumes as they decanted directly in the air. In this way, we were able to guide them personally in learning how to correctly evaluate and appreciate the unique beauty of Lorenzo Dante Ferro’s natural fragrances.

SYC: How can fragrance change or enhance the experience in a space?

VMP: LDF taught us that ambiance fragrances ‘perfume’ the space between people. He created his unique concept of ‘*Profumi d’Ambiente*’ in 1985 to heighten the sensorial perception of surrounding landscapes and help one recall olfactive memories of distant places. These could be, for example, the perfumes of Italian citrus, Spring flowers or the brisk fragrances of the sea or mountains.

The radiant and natural aura of these ambiance

perfumes provide olfactive focal points that are invisible and interactive, accompanying every person in your home or on your yacht on a sensorial voyage wherever and whenever you desire. So much pleasure can be derived from planning a personal trip "Around the World in 80 Seconds" with the ambiance perfumes by making your fragrance selections based on the geographical locations and countries you wish to visit and experience.



More SYC Articles: [The Art Of Flower Arranging,](#)
[How To Excel Your Skills](#)

SYC: In your opinion, what is the most important thing to consider when choosing a fragrance?

VMP: LDF's perfumes must strike a chord first in your heart, and then on the skin. In this way, it is certain to radiate and develop for hours in a manner that is uniquely yours.

The selection of Lorenzo Dante Ferro's ambiance perfumes may be considered as an invisible form of architectural and set design that allows one's imagination to run freely but is believable when paired expertly with a specific décor. This is especially possible with the natural spray form allowing you to change the fragrance to coordinate with a themed dinner party, change of season or even with the weather!

"Venetian Master Perfumer's greatest desire is to give back to the modern voyagers of today's original and exclusive Italian perfumes"

SYC: What do you want to bring to the Superyacht industry in terms of fragrance?

VMP: Venice was a flourishing and prosperous centre for the trade and commerce of precious spices, fragrant oils and resins brought back by navigators and explorers returning from voyages in distant lands. Venetian Master Perfumer's greatest desire is to give back to the modern voyagers of today original and exclusive Italian perfumes.

SYC: Which type of products are most ideal for use onboard Superyachts?

VMP: We would first suggest the creation of a Bespoke personal fragrance for your Superyacht as an additional form of christening. Your guests would memorise the many notes of the original fragrance for an unbelievably unique seafaring experience.



SYC: What is your vision of Venetian Master Perfumer onboard?

VMP: There is a specific protocol that we have followed from the onset; namely we start from the very beginning by suggesting the following: The creation of a Lorenzo Dante Ferro Bespoke personal perfume for a Superyacht. This sets the tone and the quality of a new form of luxurious enjoyment for your guests by giving them a fragrance that cannot be purchased anywhere in the world.

We would follow this by suggesting the creation of a small collection of Bespoke ambiance perfumes that enhance the colours of the Superyacht's stunning interiors, while always harmonising with the sea. These are the true Seafaring Fragrances that we take pleasure in creating.

Finally, the creation of a 'Custom Cabin Cosmetic Amenity' line. This would be the premier line extension of the Bespoke personal fragrance that offers guests onboard new ways to experience the fragrance in different forms for their daily personal care and unique olfactive well-being.

To learn more about Venetian Master Perfumer, [visit their website.](#)

To learn more about Lorenzo Dante Ferro's work, [click here.](#)



To keep up to date with the latest Superyacht Content News, click [here](#).

Sign up to our Newsletter below:

Newsletter Signup

▪ Your Name

First Last

▪ Your Email*

Submit

Seahub Blog: Planned Maintenance Systems, 5 Things To Know

In the first of their monthly blogs, Yacht Maintenance Software pioneers, [Seahub](#), share some of their expert tips and insights on Planned Maintenance Systems (PMS) and the main considerations when employing this type of software onboard your Superyacht. From recognising the unique requirements of the vessel, to the importance of references and feedback, Seahub break down the process of choosing the right software in an increasingly digitised industry.



Planned Maintenance Systems: 5 things to know before choosing one

The decision to roll out a planned maintenance system (PMS) will inevitably come at some point in time for most Superyachts. As we move away from paper-based records, bespoke software platforms are an ideal alternative that allow record keeping to progress onboard. Employing software is a decision that should involve due diligence as these systems tend to become ingrained in the day to day operation of a vessel.

Many planned maintenance systems offer similar functionality across the board. Differentiating factors are usually the user interface – how a system looks, cross-platform accessibility, support and of course, price. Researching the background and past performance of a PMS provider is going to give you the

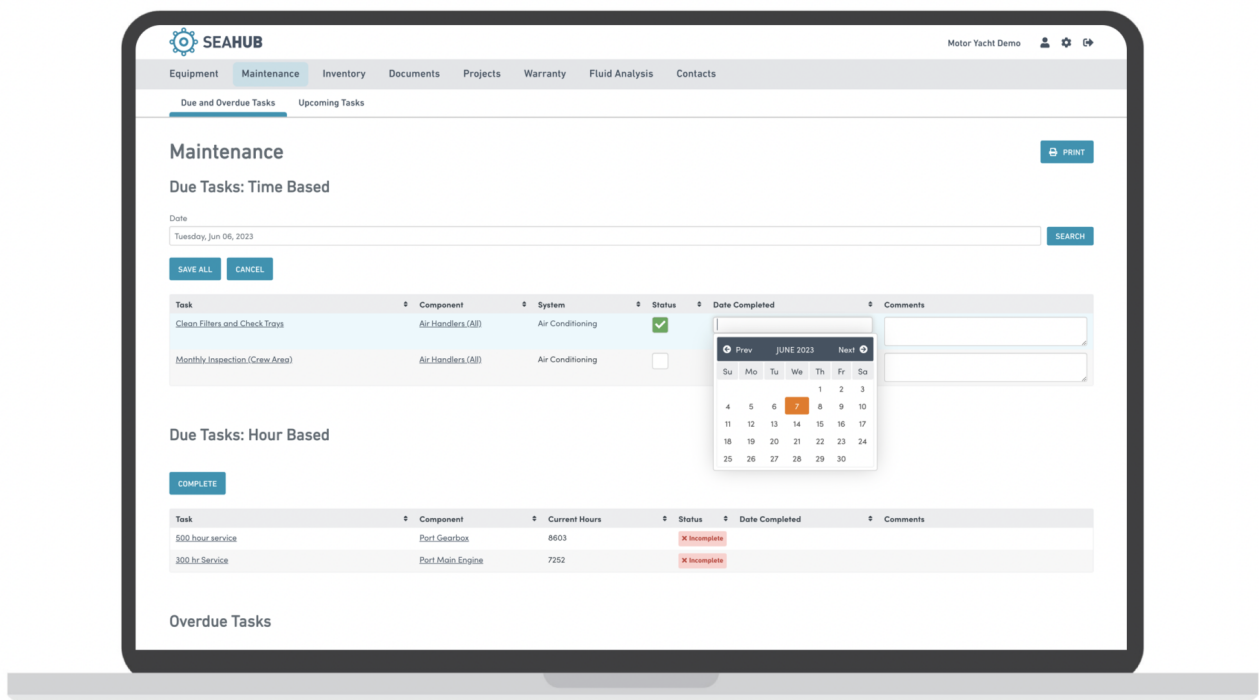
best chance to land on the right system for your program.

We have assembled 5 things you should know before you jump into bed with a PMS system...

Identify Your Core Requirements

Understanding what you need most out of a system is going to give you the best footing to effectively review a system's suitability. PMS systems provide dozens of tools which all benefit vessels in different ways and have different levels of importance. Managing maintenance, implementing ISM, organisation of spare parts, documenting standard operating procedures and better shipyard planning can all be reasons to deploy a PMS system.

Establish which features are critical, not-critical and the ones which are simply 'nice-to-have' to best compare which system is going to provide the most value.



On Seahub's comprehensive platform, all due Maintenance tasks can be found in one place.

Prioritise Usability

It is the usability of software that determines whether it will be widely used onboard. Usability is the ease of use of a system of application, which is often determined by its layout, button position and size, colours, fonts, and how it presents information. An excellent way to test usability is to establish a process within a system you are interested in, such as accessing equipment maintenance history.

We test usability by looking at how long it takes to access this information and how many clicks it takes. If one system requires 3 clicks and another system requires 6, a general conclusion can be made that system #1 will require half the time needed daily to manage.

[**Read More SYC: How Seahub's Engineering Grant Grew Engineer Jackson Pinney's Career**](#)

Understand Their Support And Development Philosophies

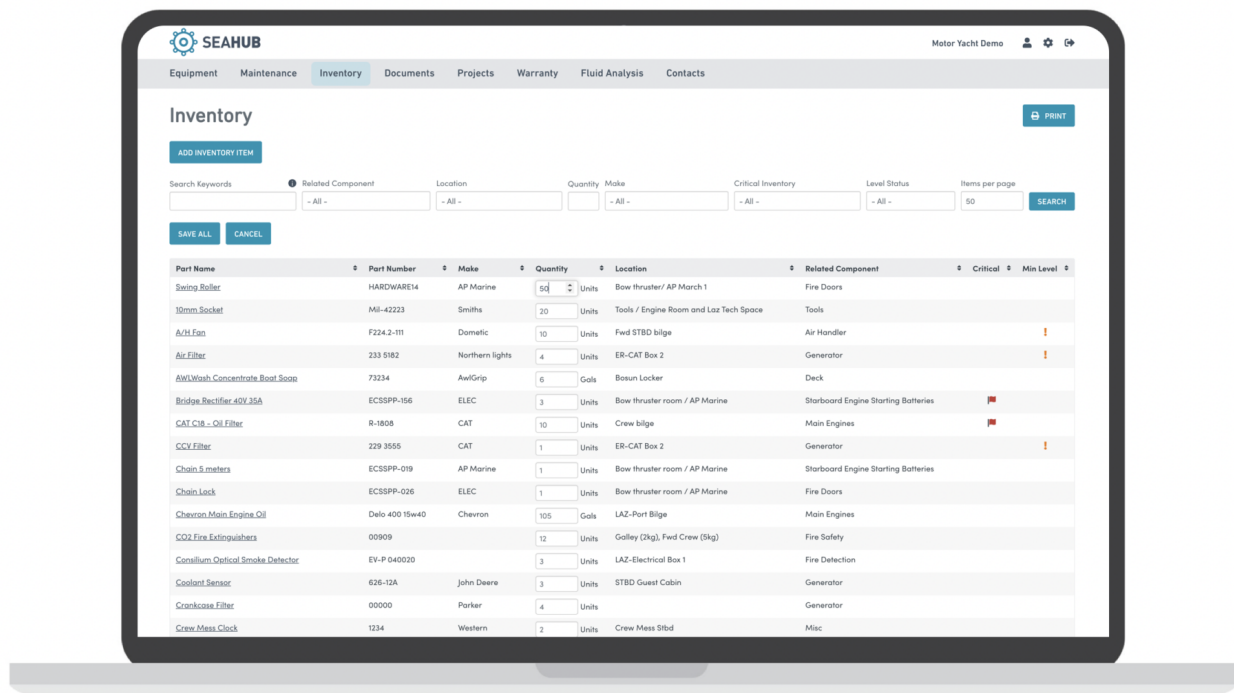
With any good PMS system should come good support. With high crew turn over and rotational positions becoming more common, there will inevitably be a need to lean on a PMS provider for support. Take the time to understand who is behind the

company, what their backgrounds are and who is going to be picking up the phone should you need anything.

The future development of the system is a great indicator of how in touch a PMS company is with the needs of the market. Figure out how they handle feedback, how often the system is updated and ask what plans they have for future development.

Turn Over A Few Stones

Referrals go a long way and are effective at gathering first hand feedback from crew in the same position you may be in. Increasingly, platforms such as Facebook and LinkedIn are being used to float questions about experiences with specific platforms or to receive recommendations on which systems are most commonly used for vessels within a certain size range.



Seahub's inventory section can be used by all departments

“The decision to roll out of a planned maintenance system is significant milestone in improving organisation onboard”

Understand How The System Can Benefit All Departments

Planned Maintenance Systems focus on the delivery of tools to manage maintenance procedures onboard. Some PMS providers have diversified into providing functionality for owners, managers, deck and interior departments. The ability to manage full ISM, or manage all bridge related certificates could be a deciding factor and add real value to a vessel as a whole rather than a tool specifically used by the engineering department.

The decision to roll out of a planned maintenance system is significant milestone in improving organisation onboard. Building a maintenance plan from scratch or migrating from an alternative system both involve working closely with your PMS provider. Understanding the system and the people behind it will ensure you are choosing the best to partner with.

For more Engineering articles, [click here.](#)

Sign up to our Newsletter to stay up to date with the latest industry news:

Newsletter Signup

▪ Your Name

First

Last

▪ Your Email*

Submit

Superyacht Lighting Design: Creating Ambiance

Creating an atmosphere onboard is essential to a guest's experience. Whatever the activity, dining, partying, relaxing, or watching a film, the ambiance should be just right – and that's where Superyacht lighting design comes in.

Let's hear from Sally Storey, the founding director of [Lighting Design International](#). Here, Storey explains how she was introduced to the industry, and how Superyacht lighting design has evolved throughout her career.



Photo credit: Lighting Design International (M/Y LUSINE – HEESSEN YACHTS – SINOT INTERIORS) – David Churchill

Entering The Industry & Adopting A New Approach

Designing for the Superyacht industry is a privilege. I first got into this industry maybe 15 years ago or more. At that stage, lighting boats followed almost a formulaic approach, a cove of indirect light and a grid of downlights.

My introduction came via a client whose home I had done the lighting for. She could not understand why the atmosphere on her boat was not as nice as in her home, so they introduced me to the project. This was the refit of my first yacht, Il Cygno.

I decided to go against the yacht industry standard of grids of lights. I introduced my approach in the same way I would for a residential project which is to light what matters. For example, this can be the art, the centre of the room where a table is located, the blinds or curtains, and I put light where it was required – rather than following a grid. It also became apparent that coves were not essential if one had enough ambiance from decorative light sources.

Utilising LED's & Adding Warmth

Another key factor was the introduction of joinery lighting and layering the levels of light to create added interest. This technique was made even easier with introducing LED's. These are now such high-quality lights, and the advent of miniaturisation has enabled us to incorporate them into even more details, a process which was impossible before.

My second superyacht was M/Y *Twizzle*. The owners had been on *Il Cygno* and wanted a similar approach. In those days (and the early days of LED's), there was a tendency to use a very cold colour light temperature, not only inside but outside, as it was thought to be brighter. Walking around a harbour, all too often one sees boats that almost look like a surgery can take place! It has taken a long time to get the perfect 2400k colour for linear lights. I like to use 2700k for downlights. In reality, the exterior lights only really come on at sunset when the natural light is warm, and that should be recreated on board as closely as possible. Think of the circadian rhythm.



Photo credit: Lighting Design International (M/Y LUSINE – HEESSEN YACHTS – SINOT INTERIORS) – David Churchill

Making It Simple While Tackling Challenges

We therefore consider lighting a boat like lighting a jewellery box in the level of detail used.

We consider all aspects of what to light, the different areas to emphasise, the inbuilt details, and the colour temperature. The final consideration is how to control all these light sources and balance the effects using a simple control system. This final stage of balancing the lighting is crucial. It is important to make it simple. Too often, clients have a bad experience with control systems and often do not want to use them. However, by simplifying the process and limiting the

number of scenes to 3 or 4, which cover the lighting moods throughout the day, the systems become more appealing and acceptable.

The exterior of a boat brings different challenges. The lighting is no longer in an air conditioned controlled environment, and it needs to be much more robust and able to withstand the corrosion of salt air! It is also essential to control the moods. The boat's exterior is often used as an entertainment space so it needs to adjust to the addition and subtraction of natural light throughout the day. A bright cold light could kill the desired atmosphere.

“Lighting a boat is like lighting a jewellery box”

Transforming A Superyacht

Lighting truly is one of the key ways a Superyacht can be transformed. Different effects create different moods that can radically change a space. Lighting is something that one needs to experience. We can transform a space with light, which any other interior finish cannot do, at the touch of a button! Beach clubs can quickly turn into nightclubs, and lounge areas become discos. In turn, these transformations make the spaces on a Superyacht work even harder.

Past & Present Projects

The next few boats Lighting Design International designed were: *Northern Star*, *M/Y Joy*, *Sy Twizzle*, *M/Y Faith*, *M/Y Hasna*, and recently the award-winning *M/Y Lady S* and *M/Y Lusine*, as well as many more over the years.

We are currently working on approximately 10/12 yachts. All are at different stages, ranging from those that are ready to launch, and some which are in the very early design stages, even before the building of the hull. Our involvement at this early stage is crucial particularly with exterior lighting, as this may need to be integrated into the hull design.



Photo credit: Lighting Design International (M/Y LUSINE – HEESSEN YACHTS – SINOT INTERIORS) – David Churchill

An Integrated Approach & Embracing

New Technologies

Another aspect we have begun consulting on is helping brokers and/or designers in the early stages of assessing a Superyacht's feasibility. We can anticipate the required number of points and circuits, so that when they approach the shipyard, a far more accurate price is achieved from the beginning.

Historically, when Superyacht lighting design was introduced at a later stage of the design process, huge overruns occurred. Not enough funding was allowed by the shipyard to keep the price competitive, either.

This industry continues to grow in sophistication and is embracing new technologies not only in lighting but in propulsion, reviewing greener approaches wherever possible.

To take a closer look at Lighting Design International and their work, go to their website at:

www.lightingdesigninternational.com

To keep up to date with the latest Superyacht Content News, click [here](#).

Sign up to our Newsletter below:

Newsletter Signup

▪ Your Name

First Last

▪ Your Email*

YMS 360: The Complete Solution To Vessel Management

With a vast amount of experience working onboard Superyachts, the team at [YMS 360](#) understand fully how certain technologies can benefit daily operations onboard. Developed over several years, YMS 360 aims to be the go-to software for all it requires to successfully and seamlessly run a Superyacht, from crew management to progress tracking of new-build vessels – the software has been designed to tackle all areas with ease.



ANYTIME.
ANYWHERE.
ANY DEVICE

The next evolution of Vessel Management
Operation and Compliance Software!

The image displays the YMS 360 software interface across three devices: a desktop monitor, a tablet, and a smartphone. The desktop monitor shows a 'Dashboard' with a bar chart titled 'Spares and Inventory below reorder level' comparing 'Good' (black) and 'Below' (red) status for 'Beverages', 'Uniforms', and 'Spares'. It also features a 'Vessel Specifications' table and an 'Equipment and System' section. The tablet and smartphone show the same dashboard content, demonstrating the software's responsive design. To the right of the devices is the YMS logo, which consists of a stylized blue ship's hull and a compass rose, with the letters 'YMS' below it.

In this article, Scott Strand, CEO of [Triton Development, Inc](#), shares with us the journey of the product so far, including some of the biggest challenges of development and how he hopes

YMS 360 will break new ground and dominate the market of Superyacht tech.

SYC: Firstly, can you explain YMS 360 and its uses?

Scott Strand: YMS 360 is the next generation of vessel management software from the developers of Triton Administrator. We developed the very first comprehensive ERP software for the yachting industry over 25 years ago.

Our software helps crew, managers, owners, and other stakeholders manage all aspects of maintaining a modern yacht in today's ever-evolving complex landscape of regulatory compliance and day-to-day operations required to efficiently own, manage and run the vessel.

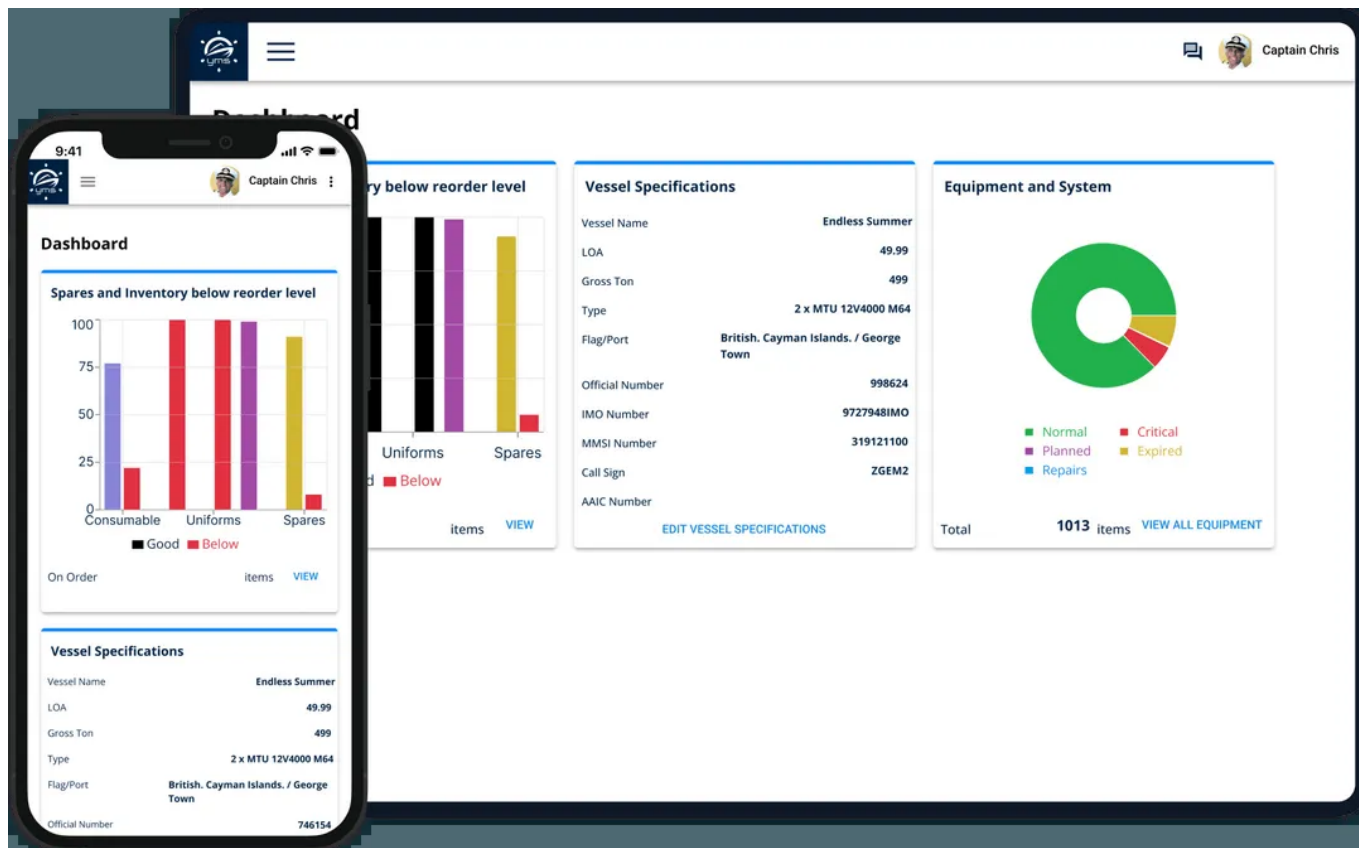
Our software includes modules for compliance (ISM, customs & immigration, safe-manning, HR functions, etc), planned maintenance and project management, inventory, purchasing & stock control, integration with other systems, all record-keeping, and much more. Our software is a life-cycle product that aids stakeholders from the conception of yacht construction through full operations.

SYC: What initially motivated you to develop this software, where did you discover the gap in the market?

SS: In the 1990s nothing was available that met the growing complexities of efficiently keeping a yacht operational. We originally developed the software to meet the day-to-day needs

of a vessel (maintenance, inventories, expenses, crew management). We quickly evolved to tackle the myriad complexities of the construction process and maintenance periods.

“YMS 360 is the complete solution. We tailored our product for the very specific demands of the maritime yachting industry”



SYC: How does YMS 360 fill that particular gap?

YMS 360 is the complete solution. We tailored our product to the very specific demands of the maritime yachting industry. Whether it be crew management or organising the collaboration and tracking of a new build. YMS provides the tools that very specifically create efficiencies, allowing yacht professionals the time and information to make well-informed decisions.

SYC: Can you share with us the initial stages of developing the software? Where did it all begin?

SS: We originally started the concept process when still working as crew. We identified gaps and mapped out what the goals of the software needed to be. At the same time, we have

been able to use the feedback from our broad customer base to add features and improvements to meet the needs of the yachting industry.

From there, we take to the project manager to design the logic flows and wireframes (conceptual visualisation of the user interface (UI)). We worked with just the greatest design team – *FRAM* – from Sophia. Once we had our designs settled upon, we then took it to the dev team to code.

Perhaps our greatest strength is that we've been doing this for a very long time. We have pioneered what is now commonplace in our industry. I can see elements and concepts that we developed in all our competitors. For example, I see products with new features that we pioneered over a decade ago.

[More SYC: Life After Yachting, Developing YMS 360 With Scott Strand](#)

“The marketplace is now more competitive than ever. This challenges us to take our product to even higher levels of technology, support, and partnerships”

SYC: What have been some of the biggest challenges so far on this journey?

SS: One of our biggest challenges is really one of the benefits for our customers. The marketplace is now more

competitive than ever. This challenges us to take our product to even higher levels of technology, support, and partnerships.

SYC: What do you hope for the future of YMS 360?

SS: I am hopeful that YMS 360 will continue to break new ground and be a sector leader. I'd like to see our product continue to create better and better collaborations with other tech and industry channels. I think we're off to a good start. Given our long time in the industry, we have been able to develop great relationships and partnerships along the way.

SYC: What positive changes do you hope to see in the industry as a whole?

SS: From the perspective of YMS 360, I think we are on the cusp of an exponential leap forward in the yacht industry from a technological point of view. This technology should involve more amazing integrations and garner greater operational efficiencies. Create a safer and sustainable professional environment, and in general, keep yachting at the forefront of being a positive force in the world.

SYC: What advice would you give to anyone wanting to develop their own software or

set up their own business out of yachting?

SS: Business is a team sport. Build a good team. Don't be afraid to delegate. A dedicated team will help you materialise your vision. At the same time, take care of the "business of your business." By this I mean ensure you keep control and don't give your time away at the expense of running the tight ship of your business strategy.

SYC: What is next for YMS 360? Where will we see you next?

SS: We are gearing up for our official launch of YMS 360 ahead of trade show season. Very literally, you'll be seeing us on a yacht near you soon!

To learn more about YMS 360, [visit their website.](#)

For more Crew Mess articles, [click here.](#)

Coral Spa Consultants – Improving Spa Spaces Onboard Superyachts

Kayleigh Westgarth spent almost 12 years working onboard Superyachts. Starting as a Spa Stewardess, and working her way

up to Spa Manager, Westgarth has worked on various vessels up to 120m in length. Westgarth then went on to create her business, [Coral Spa Consultants](#), a division of [Gym Marine](#). The two companies work together to set up premium Spa spaces onboard Superyachts. Westgarth's initial business idea was formed from years of experience working in limited spaces onboard Superyachts and a deep understanding of how to improve these spaces in order to deliver better guest experiences.

In this article, Westgarth speaks of her passion for providing guests with exceptional service and memorable treatments onboard, her tips for aspiring Spa Stewardesses, why she chose to work with Gym Marine, and the importance of adequate treatment spaces onboard.



SYC: How did you find yourself working onboard Superyachts as a spa therapist?

Kayleigh Westgarth: After qualifying as a massage and beauty therapist straight out of school, I started working on cruise ships as a Spa Therapist, whilst there I started hearing more and more about the magical world of yachting! After my contract ended, I spent some time at home working in Spas, but missed the travel element. I decided to take the plunge and get my Yachting qualifications. I was very lucky to get a

position on a new build 80m yacht – it was one of the best decisions I have ever made!

SYC: How long did you work onboard and what was the journey up to the position of Spa Manager like for you?

KW: I worked in Yachting for about 12 years. Initially starting as a Spa Stewardess, I loved learning all the new skills, focusing on becoming a valuable member of the interior, as well as offering guests a large range of treatments. Over the years, massage rooms on yachts have slowly started to expand in size, turning into full Spa areas on some boats. This allowed me to start to take on more responsibility within the Spa, working with the other Spa Stews.

I started focusing on new-builds, setting up and managing various onboard Spas from 60-130m plus, and loved the challenge of helping to create a space that flowed well and met all the guests requirements.

SYC: What are the key skills and qualities crew need to have to excel in the role of Superyacht Spa Therapist, and how do you develop and maintain these skills?

Flexibility, knowledge and passion! I truly believe that you can tell if the person treating you isn't fully invested in their position. Yachting can be tiring and you can be pulled

into treatments last minute, but when you step into that space you must be ready to give that guest your undivided attention. If you are distracted and thinking about what snacks might be in the crew mess – your guest will feel the difference!

I am also a big advocate for constant training. The Spa industry is constantly changing and you have clients that undoubtedly visit the best Spas in the world, so you need to constantly be improving. I have always aimed to do treatments on the crew in down time, it's a great way to get feedback on new techniques but also a wonderful treat for them after a long charter!



“Being onboard is all about being part of a team,

and working together to create a wonderful environment for each and every guest”

SYC: What advice would you give to someone who is just starting out in the yachting industry, and what qualities do you think are essential for success in this field?

KW: Open yourself up to learning from anyone and everyone. The joy of yachting is that the crew and guests come from all over the world. Which means there are so many opportunities to learn more about different cultures or new massage techniques from another Spa girl in your team! Being onboard is all about being part of a team, and working together to create a wonderful environment for each and every guest.

[More SYC: 10 Questions With Superyacht Masseur Laura Riera](#)

SYC: Can you describe a time when you had to deal with a difficult or demanding guest, and how did you handle the situation?

KW: Sometimes it's all about seeing a 'demand' or difficulty in a new light – you never know what someone has been going through that day. Looking at it that way always made dealing

with a guest being slightly snappy a lot easier to deal with! Although being made to massage someone's feet on the Aft Deck, sitting on the floor under the table whilst they played Backgammon is probably something I will never forget, my shoulders ache just thinking about it!

SYC: What inspired you to set up Coral Spa Consultants? What were some of the key issues you faced when setting up your business?

KW: As I started doing more and more new-builds, I kept noticing the same problems in the Spa area onboard. They were always gorgeous spaces but sometimes the operational aspects hadn't fully been taken into consideration, which sometimes detracted from the level of luxury and calming ambience we wanted to offer during treatments. I found myself wishing that I could get involved earlier in a project, to address these issues. I spent a lot of time brainstorming, reaching out to people, and assessing how I could best be of use to designers and shipyards.

“Coral Spa Consultants creates a better working environment for the crew, a far superior treatment experience for the owner, and often saves them a lot of money in the long run”



SYC: How did you come to join forces with Gym Marine, and why is it a perfect fit to work together?

I reached out to Edward from Gym Marine late in 2022, I had been on many boats where they had fitted the Gyms for guests and crew, and I was always really impressed with the attention to detail. I saw them as the Gym version of what I wanted to be for Spas! I loved the fact that Edward was also from a yachting background, so understood the importance of the crew also having a great working space. Luckily, he had also seen the gap in the market for Yacht Spas. Working with Gym Marine is honestly one of the best decisions I have ever made. Not only does it allow me to help and work with many more projects than I could have imagined, but I also get to work with a truly incredible team that are so supportive.

By sharing Gym Marine's resources in CAD planning, logistics and international structure, we know that we can save clients' money and time. We will be able to combine the Freight,

Installation and Customs processes of Gym and Spa areas into a single white glove service.

SYC: What solution are you trying to solve in the Yachting Industry with Coral Spa Consultants?

KW: We are bridging the gap between the interior design team's vision and then the end usage of the Spa. We are able to provide valuable insight into the flow of a treatment room, allowing the team to take into consideration where they might need to place plumbing for hair wash basins or pedicure baths, the storage required for all the equipment, linens and products, as well as locations for plug sockets.

Currently, when a Spa Therapist steps on a boat, they often have to figure out the best way to provide a Pedicure or Manicure on a massage bed, and often that massage bed doesn't even have enough room for them to move around it freely. These are all elements that can be avoided if designers and shipyards speak to people with the relevant training and experience from the beginning. Coral Spa Consultants creates a better working environment for the crew, a far superior treatment experience for the owner, and often saves them a lot of money in the long run.

The fact that I have actually been in all of these situations myself is also crucial. Not only do I think about the general spa operations and requirements, I can also see it as a crew member. My brain automatically goes to 'where will that be stowed?' and 'Does that wheeled item have brakes?'. I have experienced chasing a spa trolley across a room when at sea and having to massage from awkward angles because I can't sit at the end of the bed for a reflexology treatment! I pre-empt these problems in the early stages, my goal is to save as

many Spa Therapists from bad backs as possible!

SYC: What advice would you give to Spa Therapists working onboard yachts in terms of practicality and working in small spaces?

KW: Sometimes the best treatment is a simple massage or facial. You don't need a lot of space, you just need to ensure your bed is as comfortable as possible and you can reach your products without having to dash to a cupboard outside. On smaller boats, I always liked to have a 'grab bag' prepared ready to go. Which meant that whether my treatment was in the massage room or on the Sun Deck I knew I had everything ready.

Making sure you have simple items like a bed warmer and large comfortable towels and sheets, this will instantly allow your client to relax on the bed. You just need to provide guests with a calming space to switch off in. There are so many multi-functional items out there these days that allow you to save space whilst still offering high-end treatments. Good quality handheld facial machines are a great way to offer a results driven facial. Lava Shells allow you to add heat to your massage without the need to store a big hot stone warmer. It's these little considerations that will make a guests' time in the Spa memorable.

To find out more about Coral Spa Consultants and their services, visit [their website](#).

Keep up to date with the latest Superyacht Content News by signing up to our Newsletter below:

Newsletter Signup

- Your Name

First

Last

- Your Email*

Submit

Watch: Our Interviews With The Crew Of M/Y Heerlijkheid

Have you ever wondered what it's like to work onboard a busy Charter vessel? Or perhaps you are pondering the reasons some crew stay onboard their chosen yachts for so long? We had the pleasure of stepping onboard the 30m M/Y Heerlijkheid at this year's MYBA Charter Show, courtesy of [Boatsters Black](#), to speak to some of the crew and discover what it is about the boat's program that attracted them to work onboard.



*Interviewing Mate/Engineer William Onboard M/Y Heerlijkheid,
Photos Courtesy Of The Yacht Videographer*



Stewardess Nikita & Chef Liv, Photos Courtesy Of The Yacht Videographer

Boatsters Black, the charter management company currently operating from Palma de Mallorca, is a company that prides themselves on adding a personal touch to their service, and understands that the relationship they have with the crew onboard their vessels is essential to ensuring that the clients experience the best charter possible:

“The crew makes the charter! We always try to make sure that the crew is rested and fit so they are happy and up to the task to give guests on board the time of their lives.”

– David Ramljak, General Manager at Boatsters Black

I spoke with Mate/Engineer William, who has worked onboard the yacht for 9 years. William speaks of some of his highlights since working onboard, including several crossings and cruising round many locations in the Med. He also gave an insight into how he initially entered the industry and why he has stayed with the boat for so long.

I also interview Chef Liv, who spoke to us about her culinary background, and her journey to becoming a Sole chef. Liv speaks of her favourite cuisines to cook onboard and why she chose the M/Y Heerlijkheid program as her next permanent position.

Watch our interviews with Chef Liv and Engineer William below – footage of the vessel is courtesy of [The Yacht Videographer](#):

To discover more about M/Y Heerlijkheid, [click here](#).

To learn more about *Boatsters Black*, visit [their website](#).

You can discover more *The Yacht Videographer* work [here](#).

Keep up to date with the latest Superyacht Content News by
signing up to our newsletter below:

Newsletter Signup

▪ Your Name

First

Last

▪ Your Email*

Submit