

# Superyacht Captains Share 3 Key Yacht Crew Management Tips

Crew turnover is at an all-time high, and whilst everyone is discussing the reasons behind this, we're revealing 3 key yacht crew management tips. After all, keeping your crew happy, while making sure you get the most out of them plays a major factor in being a great leader. This not only goes for Superyacht Captains, but also for chief officers, heads of departments, and yacht management teams.

We spoke to a handful of Captains to narrow down what skills are most important as a leader, so you can assess if you have what it takes to be a great yacht captain:

## 1. Communication is Key

Just like any working environment, good communication is a key skill to managing productivity and maintaining working relationships. Whether they're senior crew or junior crew, a good captain will regularly speak with their crew and build a trustworthy relationship where yachties feel at ease to speak about certain situations/problems on board. By investing your time into the crew, the more effectively they can execute tasks.



Image by Superyacht Captain Tristan Mortlock

## Captain [Tristan Mortlock](#) elaborates:

*“Whilst not on charter we had daily meetings before work started. Everybody had an opportunity to talk about anything they wanted: Any issues, ideas to improve the running of the boat or daily tasks, things they liked and things they didn’t. By giving all crew members a voice, they felt heard and valued, improving the overall morale onboard. I’ve always said that a good crew have great channels of communications.”*

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## 2. Support and empower your Crew

Have you ever been in a job where you felt you were putting

your all in, and receiving nothing back, not even the slightest gratitude? It sucks. Now, compare that to a situation where you've done something good and someone has recognised you for it and shown their appreciation – it made you feel good, right?

The point we're getting at here is that no matter how high up the hierarchy you are, you should always value others and the work they're doing. The main reason is that they'll not only want to continue working for you but will also work harder because when people feel appreciated, they thrive.

*"I speak to everyone the same way, whether he's the garbage man or the president of a university" – Albert Einstein*



To further extend, [Captain Luke Hammond](#) shares his advice on yacht crew management tips:

*“I think there are more than enough stories of people saying that yachting would be great without crew. But, in retrospect, it’s the crew that make or break any good yachting program.*

*Managing people is a hard enough task. But to elevate that to*

living and working together 24/7 can sometimes be a little overwhelming. Looking from the outside in, I don't think enough credit goes to those Yacht Captains that maintain a happy safe crew.

Managing crew is fairly simple, as you can't rule from the top. You have to give the power to the crew, but have them understand that the Captain has final say. And trying to implement procedures when it's not wanted, doesn't work. They just get forgotten, neglected, or worse off, people lie. Which isn't the type of behavior or environment you want to live and work in.

I find that empowering the crew to make decisions (of which you already know the outcome), gives people a sense of empowerment. It allows them to be a part of the discussion. By giving ideas, they feel it's their idea and they'll work harder to maintain the status quo.

Another is direction, or better yet, purpose. Everyone is there to make money and travel. However, without purpose or direction, they wander. A clear outline of their role, but also the steps to how to move forward to their next role is important for a captain to make them aware of.

I always give people time lines... eg after X number of years you should have learnt what's necessary and then it's time to move on and learn from someone else. No one is getting fired, but if they realise that you as the Captain and the boat actually care, they stick around much longer.

We all started at the bottom with dreams and hopes. No one is bolted to the yacht, so they can come and go should they choose to. By empowering crew to make the right choices means you get the most out of them. They then go onto their next role with far more self-confidence."



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### **3. Make sure your crew are enjoying themselves**

To conclude our three yacht crew management tips, let's talk about the importance of enjoying your job. There's nothing worse than being in a job you hate, working for someone that you also, hate. Put yourself in the shoes of a crew member that's working 14+ hours a day, for a Captain who's never once spoken to them about anything, apart from doing their job. Let us tell you now... You won't be retraining your crew for the long haul.



Image by Captain Louis Simon

## Captain Louis Simon explains the importance of being “an upright and fair-play Captain”:

*“First of all, it is essential to be an upright and fair-play captain. By giving to your crew, the crew themselves will give back to you.”*

*In fact, when you are too strict with your crew in terms of*

*permission or time off, the latter will slip through your hands quickly. On the other hand, when you manage to reconcile work with time off, your crew follows you from boat to boat. Like a real family.*

*I also think that we're in an activity called in 'French pleasure commercial boat'. Meaning we have to enjoy ourselves in what we do. Therefore, it is essential that the crew feel good and that they have a smile. Because, a disgruntled crew is a showcase of the captain's management and the customers see this directly.*

*We are here to provide quality service to customers, as well as entertain them. And as I often say: "you don't have to be serious to do a good job"*

*It is essential to keep a hierarchy and that everyone stays in their place and at their position. But also, that the respect that relates to it is present because otherwise, it would be anarchy. However, to consolidate the bonds between the crew, it is important to share moments together (restaurants for example). By doing this, it shows them that we are there for work, but that we remain human also – although there are limits."*

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If you have any other thoughts on yacht crew management tips, send us an email at – [Hello@superyachtcontent.com](mailto:Hello@superyachtcontent.com)

For the latest Superyacht News, [click here.](#)

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# What Green Yacht Crew Should Include on Their Packing List

Are you yacht crew wondering what to include on your packing list for your first job?

There are few jobs quite like working on a yacht. When your job is your lifestyle, your colleagues are sleeping in a bunk next to you and you're working for some of the wealthiest people in the world it makes for a unique experience. When preparing for your first yacht crew job, it might be tempting to bring everything you own with you, however, this is a guaranteed way to get on the wrong side of your crew-mates. Personal space on yachts is limited so you don't want to be cluttering up the already-tight crew areas.

The team from [Wilson Halligan](#) are sharing with us their handy guide on what to pack for your first yacht job. From the essentials to personal extras, this guide will help you cut the clutter and focus on what you really need.



## So, what should I pack for my first yacht job?

This is a question we get asked all the time by green crew so we thought we would make life easy for you with our go-to list!

Start by choosing the lightest **suitcase** you can find. A hard, square-type suitcase is not going to win you any immediate friends as they are a mission for onboard storage. A collapsible bag with wheels is the way forward, so it can be easily stored onboard.

### The Essentials:

- Passport
- ALL yachting certificates (originals)
- Drivers License/ID
- Medication

# The Basics :

## Shoes

- Flip flops because no yachtie could ever live without a pair!
- Smart shoes for going out.
- Trainers if you fancy hitting the gym or going for a run.

## Clothes

- Casual Clothes: Shorts , Jeans, T-shirts.
- Going out outfits – Dress / Nice tops / Shirts / Formal Trousers
- Workout clothes
- Comfies – PJ's/ trackies
- Underwear
- Swimwear

**Tip:** Only pack a couple of each. You will have you will have plenty of chance to buy new clothes once you get that first pay check (and also depending on the yacht will be spending a LOT of time in uniform!)

## Grooming

- Toiletries (travel size)\*
- Makeup
- Hair products (brush/elastics /bobby pins)

\*Once you are onboard, many of your day-to-day toiletries will be supplied. Therefore, bring small travel-size versions of these to tide you over.

## Technology

- World Travel Adaptor
- Mobile phone (be sure to do your research on the best provider for international roaming)

- Kindle/eBook
- Laptop/iPad
- Camera
- Headphones

**Tip:** download books or movies before you leave your strong land internet connection-you'll be surprised at how slow the internet can be on some superyachts, and captains may also restrict your access to preserve bandwidth for the guests.

## Personal Extras

- Sentimental photos for cabin Laptop/iPad
- Favourite tea bags from home
- Small portable speaker
- Sunglasses
- Yoga mat for all those yogis out there!

*Got your first superyacht stew job? Discover our 10 money tips for yacht stews [here](#)*

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# How Do MLA College Students Complete Their Work Remotely?

## WHERE DO YOU STUDY?

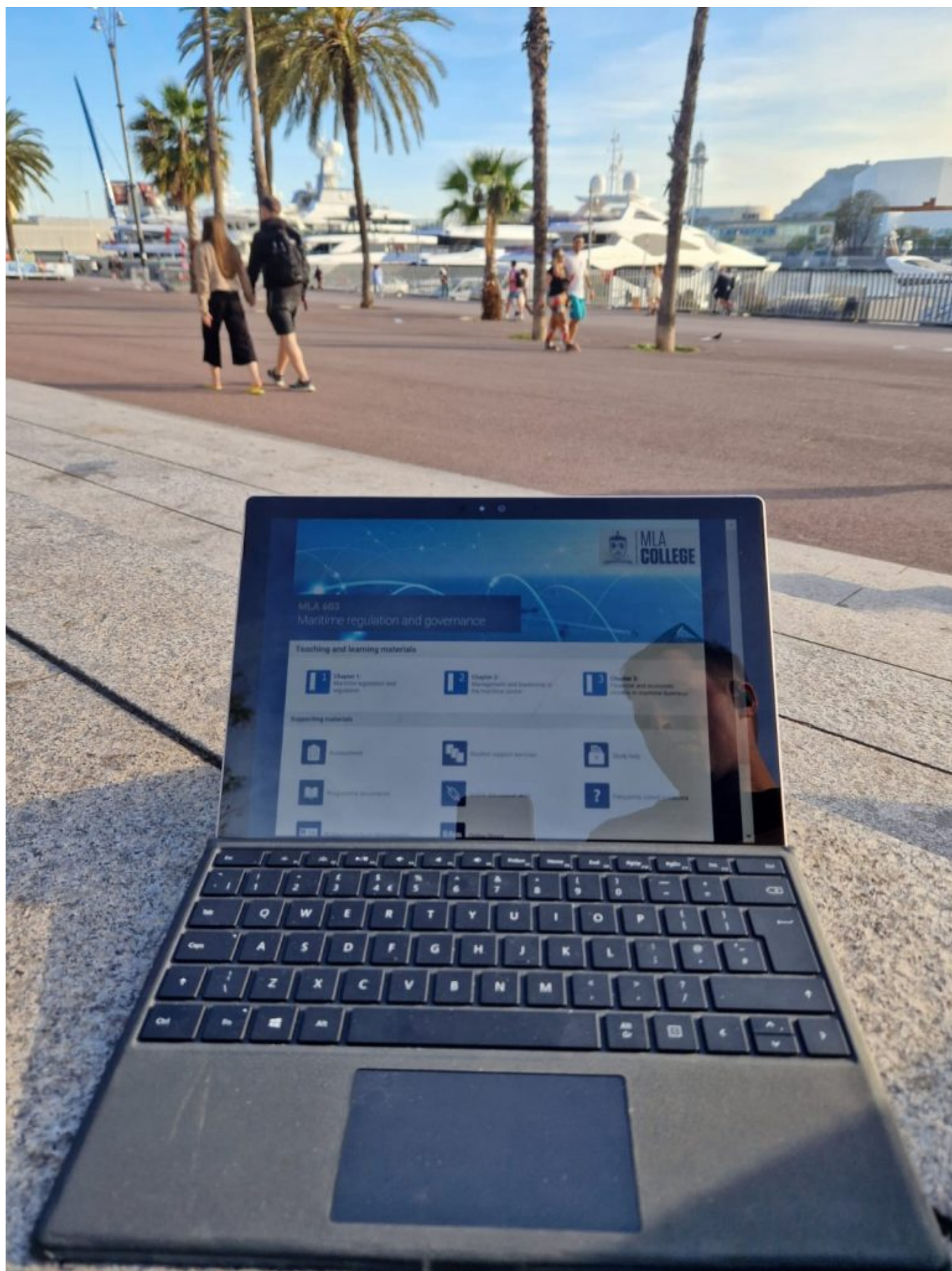
## How do Superyacht crew/MLA College

# **students manage to study for a maritime sustainability degree and balance their working life in the industry?**

Earlier this year we looked at a Q&A session with [MLA College](#) student Richard, who managed to fit his BSc coursework in by putting in an hour before work each morning during a very busy season. We thought this was worth exploring further – Emma Baggett has tracked down some of the other Superyacht crew/MLA College Students currently enrolled on the MSc and BSc Sustainable Maritime Operations (SMO) courses and asked how they approach the tricky dilemma of balancing work, play, and studying a degree-level program, and what was their motivation to enroll on the program?



**Matt: Chief Officer**



My approach to studying whilst working on a busy vessel has been to employ the idea of using good organisation, and

studying little and often – this hasn't always gone to plan, though. My advice for anyone thinking of doing this course is don't do what I did and start the BSc in the middle of a busy charter season. I was completing my first piece of coursework over five pretty intense days on charter, getting very little sleep!

I gained a foundation degree through my yacht cadetship and passed my Officer of the Watch 3000GT exam, something which required a lot of focus. For around two years, I was either at work or maritime college doing my modules, only seeing my family and friends in the scraps of time I had left. While it was a major commitment, putting all my effort into my studies led to passing everything the first time. Additionally, all the knowledge I've gained has become quite firmly lodged in my brain, giving me real confidence in my ability.

When I passed the exam, after the initial 15 minutes of absolute joy, I was hit, quite firmly, with the simple question of "now what?" This leads quite neatly to why I applied for the BSc Hons in Sustainable Maritime Operations with [MLA College](#), the course which has given me options for a career after working at sea. I have decided to not pursue any higher qualification beyond my current Chief Mate 3000 CoC as I really enjoy the role of Chief Officer, in the long term I want to get a shore-based job, especially if I ever have a family. I'm also lucky enough to be in a position where I can find extra time to learn about things that interest me and focus on my personal development. I believe this is one of the greatest advantages of this course. My professional seafaring career has been a mixture of hard work, sheer effort and commitment, right-time right-place, and a lot of luck. When I first started, you had to walk up and down docks all over the Riviera handing out CVs and "dock walking". I have come a long way since then and I see this next phase of the study as my next big challenge. It's hard work but the advantages it brings to me personally make it worth it.

# Archie: Chief Officer



I started the BSc SMO in January this year, and for me, the distance learning format could not be better, I love the idea of being able to work remotely, and in this new post-COVID19 world that we are living in, I expect it will become the new norm. The freedom of movement and being able to complete this degree from wherever work takes me is a huge draw. In terms of balancing my workloads, I am not too concerned. I have become well-practiced at utilising my valuable free time. Having spent the last 5 years working on dual season charter motor yachts in high-pressure environments, this has shaped how I operate in not just my professional life but also in my personal life.

However, what happens when I am ready to hang up the epaulettes and return to a shore-based life? How will I

provide for my family when I reach an age where that is expected of me? The ocean has become my home away from home, and the environment and its preservation is something I feel extremely passionate about. Therefore, continuing my study into maritime sustainability makes a lot of sense to me. My practical experience gives me valuable insight into the sector and now allows me the opportunity to further my knowledge. I have seen first-hand the negative impacts that come with these big boats on this delicate ecosystem, I have a genuine desire to do my part to rectify this. After all, there is no maritime industry without a healthy thriving marine environment. For us preservation is everything.

Going forward, I am excited to complete the BSc program with [MLA College](#), I know that I have a lot more travel in-store... many more interesting people and experiences. One day when I hang up my mop, I believe that the skills and qualities I have gained from my service so far will transfer well into the shore-based corporate structure, and I have learned that I am a pretty adaptable and will turn my hand to whatever opportunity comes my way.

**Mick: Chief Engineer**



I started studying for my MSc in January 2022, balancing my study with a rotational chief engineer's role and a busy family life. In practice, this means putting in a lot of late nights and early mornings in order to complete module assignments, times where I can work uninterrupted and keep my focus.

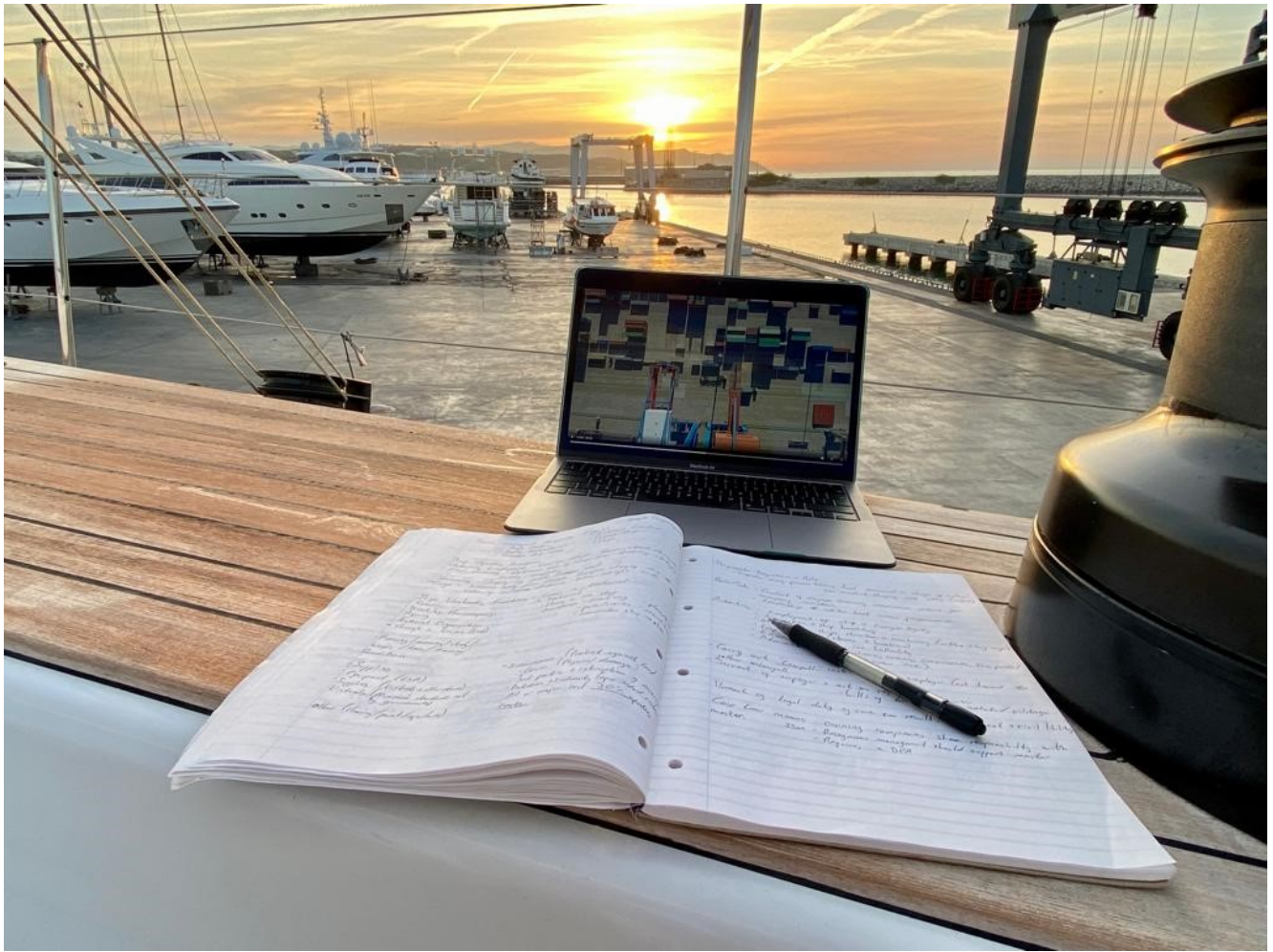
I find it important to maintain two values: the first is balance and the second is patience. Social life, family life, rest, and exercise are extremely important parts of a fulfilling life; human needs must be balanced with college workload – spending time to reduce stress helps maintain focus. Patience is necessary because I have found it necessary to read volumes of research papers just to get a few sentences. It can be necessary to write, delete and write again many times to make a point and keep to a word count. It's daunting and frustrating at first but ultimately rewarding.

I feel that the MSc syllabus aligns strongly with my career arc, particularly as I commence the Project and Data Management module. I aim to continue my seagoing career as chief engineer for now, while also focusing on building skills for an eventual transition to shore-based employment. Studying at this level supports these aims and has been an ambition of mine for a long time. I have become increasingly interested in sustainability in recent years, particularly since becoming a chief engineer.

Working towards sustainable goals is an important part of my role onboard, it's something that has value to the community as well as my employer. I know that building experience and knowledge in this field will allow me to develop my career in interesting and fulfilling ways.

To read my most recent piece on Sustainability and STCWs for engineers, [Click here.](#)

## **Sam: Delivery and Yard Captain**



After 10 years of working full-time onboard sailing yachts with very little time out, I decided to expand my knowledge of the marine industry as a whole. The inbuilt flexibility of the Sustainable Maritime Operations BSc program has allowed me to juggle working, studying this course, and pursuing my MCA qualifications alongside some personal time out. I hope that the broader appreciation of all marine sectors helps me not only make more informed decisions onboard my current vessel but also move forward in my long-term career, wherever that might take me.

I have been incredibly fortunate to work on a variety of sailing vessels throughout my career, growing skills in management and leadership, navigation and seamanship, fund, and time allocation, all whilst working up the hierarchal ladder. Finding solutions for many and varied obstacles in different geographic areas, whilst meeting the requirements of high-net-worth individuals, their families, and friends

requires a positive and resourceful outlook. Currently, I am the chief officer and delivery captain onboard a dual-season performance yacht.

In the last couple of years, I have overseen two multi-million-euro refits and completed two successful Atlantic crossings. This growth in position and responsibility has been challenging but also extremely rewarding. The management of crew, who are from diverse cultures, have various levels of knowledge and experience, who have different aspirations, and who all need continuing support physically, mentally, medically, and encouragement to achieve is something I enjoy. The process of planning, budgeting, monitoring, updating, and keeping to a determined time frame during escalating projects has improved a distinct set of skills, aside from the fundamentals of sailing and running a deck I believe that the more experience and knowledge someone has, the more informed a decision is with greater perspective and real-time relevance. I have sacrificed pushing through my OOW and onwards at a pace because I have had amazing opportunities that cannot be bought.

However, I feel it is now time to level up my experience with structured learning that will help me continue my career in the marine industry. I have only experienced a small aspect of this sector and I hope to expand and challenge my current knowledge and beliefs, the Sustainable Maritime Operations BSc (Hons) degree with [MLA College](#) is a hugely exciting prospect to aid in the growth of my maritime career. I have been incredibly fortunate to have done so much by twenty-eight, but there is much more to achieve and knowledge to gain.

**Ryan: Mate 56m Sailing Yacht.**



I started a new job in January at the same time as I began my degree and immediately after passing my 00W 3000. To be

honest, flying halfway around the world to join the vessel and then straight into a busy season has been tough. Managing my time to put my all into both is a challenge, but I know it's going to be worth it in the long run. The course is designed for seafarers, and let's face it – we are inherently busy. Recently, I had to contact my tutor as I knew that I would struggle to submit an assignment due to an extremely busy charter period. I was granted an extension with no problem at all and managed to finish it properly, to the standard I wanted in the extra time given.

So far, I've been fortunate and have worked in the sailing fleet since the start of my career. I've been working to high standards, whilst experiencing some incredibly varied itineraries, refitting in New Zealand, racing, sailing across the Pacific, rounding Cape Horn, and sailing up the coast of South America – an experience I will struggle to ever forget. I am certainly not afraid of doing some long miles and going off the beaten track. Although I currently have much more to achieve in my career at sea, completing the BSc is important to me in planning for my long-term future and investing in my own personal and professional development.

**Poppy: Bosun**



My time at [MLA College](#) started in May 2021 after deciding to begin the course when I quit my last seagoing position to have some time out. I aimed to take the summer off and enjoy some time with my partner whilst travelling around Europe in my self-converted van. I started my second module the same week that we left the UK and completed all of the coursework whilst living in the van. It was rewarding having something to focus on whilst I wasn't working, and it kept my brain ticking throughout this period. Studying in interesting places whilst travelling made the whole process much more enjoyable, and in the end, the two coexisted with one another very successfully. At first, I struggled to manage my time with the coursework – it was very easy to prioritise having fun and enjoying my time off, whilst forgetting about the latest essay. I had to set strict boundaries and expectations for myself; I focused on 1 hour of lectures and 1 hour of extra reading per day. Once I had finished my lectures, I swapped that hour out for writing my assessments. This really helped me feel more in control of the workload. Simple solutions like instead of taking a book to the beach, I would take a journal or report I found online.

I also often read when I was a passenger during long drives, you forget you're actually working towards your coursework, and therefore it becomes a lot more enjoyable.

Throughout the past year, I have been working closely with a mentor, Emma from THE OM, to help me focus on where I want to take my career in the future. At the point of leaving my last position, I knew I wanted to stay in the industry but also knew I needed a break from seagoing positions. This degree helped me keep a foot in the door of the industry, whilst also learning and developing in a sector that I think is becoming ever-more important. At the start of 2022, I started working for a crew agency based in the UK – this worked perfectly alongside my degree and allowed me to have evenings and weekends to complete my coursework. I believe the workload in the coursework is more than manageable whether you are working or not. Nevertheless, it requires pre-planning in order to keep from falling behind. I found I was achieving better grades and feeling more confident as my modules went on, which I think has a lot to do with my personal management of time and priorities. Having completed the MLA College degree, I now have the confidence to start on my OOW modules, and I am looking forward to my next steps back into the industry.

## Get in touch

If you are interested in becoming an MLA College student and continuing to learn and the themes of this article resonate with you, Emma Baggett and her company, THE OM, have partnered with [MLA College](#) to promote an opportunity for superyacht crew to access a final year BSc or MSc In Sustainable Maritime Operations. This degree is delivered via online distance learning, designed to be accessible and completely flexible around working routines. If you don't have previous academic qualifications, you can use your CoCs to gain entry. With the opportunity for qualified OOW and Engineer Offices to gain direct entry to a final year BSc and Masters and Chief

Engineers to jump straight to an MSc. Whether you want to build on your maritime qualifications or translate your experience and qualifications gained in the sector into a successful career ashore find out more at <http://the-om.co.uk/smo>



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To find out how an MLA College, flexible learning degree can supercharge your degree, [click here.](#)

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# Y.CO Yacht Management With Alan Downs

## Life after yachting with Alan Downs

[Y.CO](#) is a global leading company providing services in luxury yacht charter, sales, purchase, management, new build, and project coordination in the Superyacht industry. Founded by previous Superyacht Captains – Gary Wright and Charlie Birkett, Y.CO is now recognised as one of the most successful yachting companies in the world, with the intention to continue improving what they already do well.

In today's interview, we speak to an employee at the yachting firm – Alan Downs, the Head of [Y.CO](#) Yacht Management for the USA. Alan discusses with us his transition from his career

path as a yachting, to working as head of yacht management.



## **Tell us a bit about yourself:**

My name is Alan Downs, originally from Scotland, but currently residing in Fort Lauderdale. I have been in the maritime industry for 34 years now, with at least half of that time working on/with Superyachts. My current position is as Head of Yacht Management, USA for Y.CO, an organization I've been with for coming up to 14 years.

Prior to transferring to head up our Fort Lauderdale office, I previously spent 7 years in our Monaco office and have also been in the positions of DPA, and Technical Manager for Y.CO. Aside from the UK and US, I've lived in France, Spain, Peru, and Panama. It goes without saying, I have a constant travel itch!

## **My hobbies are:**

- Sports
- Music
- Surfing
- Snowboarding
- Reading
- I also play the drums (or should say played as it's been a while).

## **Talk us through your time as yacht crew**

I got my first job on a yacht in the south of France, around 1990 after day-working for about three months. It was certainly a lot easier to get first-time experience in those days! So, I was interviewed and subsequently joined a 60m Feadship in Cannes as a deckhand, and immediately left for Palma to the shipyard, and then to the Caribbean.

After about two years, I left and went to work on a friend's yacht as a bosun. From there, I worked through the ranks on other yachts and for deliveries, etc. I worked on both charter and private yachts, managing to get involved in every aspect of the yacht's operations. This included day-to-day maintenance, dealing with guests/owners, and planning for yard periods.

I look back on my time as yacht crew with very fond memories, probably the best time of my youth. Luckily, I'm fortunate to have learned a great deal, travelled, and made lifelong friends out of my early years onboard.

## **How did you land a job with Y.CO?**

<https://www.instagram.com/p/CX6dd7UNbYo/>

I had been working in Brighton for another yacht company as a Yacht Manager for a couple of years. However, the job was UK-based and I had always been looking for a move back to France. At the Cannes boat show one year I bumped into a very good friend of mine, who was then a broker for Y.CO and he introduced me to the directors: Charlie Birkett and Gary Wright. Their attitude to yachting, and to client relationships was so refreshing! We just clicked, and so when they offered me the job, it was a very easy decision. What a good decision it was. as Thirteen and half years down the line and I remain with the YCO team.

## **After yachting, did you have any other jobs?**

When I left yachting, I went back to study at the Glasgow Nautical college and started an HND in Nautical Studies. Afterward, I did a few deliveries on yachts. Eventually, I ended up living in Peru and working for an English Captain who oversaw a large fleet of mainly fishing vessels, and smaller commercial ships for a Lloyd's Syndicate of underwriters in London.

During that time, we dealt with large hull and machinery claims, inspections, and quite frankly a whole lot of cultural and safety challenges. So it was an enormous learning curve, but very valuable in terms of overall experience and decision making.

I then liaised with a marine survey company in Peru and later in Panama. So all in all, I spent 7 years heavily involved in technical operations. As well as risk surveys on ports and terminals. A very varied job with a lot of travel and again, valuable life and work experiences.

## Y.C0 is renowned for its drive and passion as a company. What do you believe the 3 key components are to becoming a successful yacht manager?

At YC.0 we talk about yachting being more of a *lifestyle* than a job. And, I do feel that this is true. To become a successful yacht manager, you must be passionate about the industry first and foremost. It's not a 9-5 job, so it really helps if you love what you do. No two days are the same and you must prepare to be challenged on a regular basis.

- **Knowledge** – Listen and learn as much as you can about every part of the vessel's operation, how and where it was built, refit history, the owners' wishes/ dislikes, the crew dynamics, the budget, etc. It is very easy to speak to just one or two parts of the operation in a meeting, but both the owners and crew alike will appreciate the time spent to discuss and debate all the other key elements that go into a successful vessel operation. As well as, showing interest in their vessel and crew will pay dividends.
- **Availability and visibility** – The yacht captains, yacht crew and yacht owners need to know you are part of their team. Whether that is just a simple check-in with stakeholders, or getting onboard to carry out an audit. It's a 24/7 business and the crew doesn't switch off, so why should we?
- **Identify where your role as yacht manager fits into the overall operation** – Know the role and the goals– we should never be micro-managers; the role of a yacht management company is to provide support and expertise in certain key areas to the Captain and crew. All while delivering to the owner the services that they are

relying on Y.CO to provide. Never guess the answer to a question – do the research, and make industry contacts that are reliable, and can provide support to you at short notice.

## **What does your role as head of Y.CO Yacht Management USA require you to do?**

<https://www.instagram.com/p/CViH0krIJ2e/>

My role as the head of Y.CO yacht management, USA is very varied. I am still managing several yachts with our Fort Lauderdale team here, but I am responsible for the US-managed fleet, with a team of 12 staff here. I am the executive lead for several *UHNW* clients, and so part of the role is maintaining those relationships with family offices and the owners themselves. Prospecting new clients, and managing the proposals is another key aspect of the job. And then to pitch Y.CO's services.

My main focal point is existing client relations and prospecting for growth business strategies. I am part of the decision-making team of the company and am heavily involved in the development of our teams both in Monaco, and Fort Lauderdale.

## **Are there any similarities between your career as yacht crew and your current position as Y.CO yacht management?**

There are some similarities between my Y.CO yacht management role and my time spent on board. Going onboard yachts for visits, audits, and surveys – It just feels like going home to me. I'm very comfortable being onboard with crew, and I think

it has helped me to integrate more easily with them.

We often travel at very short notice to pitch to clients or to try and resolve issues onboard, so it's something I am very used to...

*"carry-on luggage only...the golden rule!"*

## **In what ways do the skills you gained from your time onboard help you now?**

Onboard life helped me to follow specific routines; Teamwork, resilience, and the ability to live and understand others. They all certainly help when working in a team environment, such as Y.CO.

Starting onboard as a junior deckhand, you have the opportunity of listening and learning from others, and I think it stood me in good stead in my career. I would say that I think I know my place and time to speak, but also when to sit back and absorb the conversation. When dealing with so many different stakeholders and mind settings, that's definitely something that has been helpful.

## **What do you like best about your current job?**

I enjoy multitasking and the varied aspect of my current job. We're often asked to solve complex issues, and so on any given day you could be speaking with the internal team, coastguard, flag state, shipyards, class societies, and then a crew member's mum... all in the same day!

Y.CO has a very strong company culture. It encourages creativity and empowers team members to think beyond what's standard in the industry. This is to find new and better ways

to support our clients, captains, and crew. We work hard, but there's a lot of fun and laughter too. The fact that we cover every aspect of yachting too – from sales and new build to charter, means that there are always interesting conversations to be had. You'll often find yourself working on projects with other departments.

## **Have you got any advice for crew looking to leave yachting, who may be interested in following a similar career path to yours?**

I think that there's a lot of crew who think they may like to try yacht management one day but are perhaps not too sure what the position entails. Our staff comes from all different types of backgrounds, some have come directly from working on yachts and others have never worked at sea at all previously.

I would recommend speaking to as many people as you can in the industry about their positions, and different facets of the industry before deciding on a specific role.

## **Can you define what you believe is the difference between an average and a great yacht management company?**

Yachting is a fast-moving world and it's constantly evolving! So, I suppose staying agile and able to move with the times is an important part of it. Y.CO is 100% founder-owned and founder-led, which means that we're able to:

*“Stay agile, make decisions quickly and hold personal, meaningful relationships with all of our Clients, ultimately providing a better service to them.”*

Our co-founders and directors work as hard as anyone else in the business, which filters down through all our staff and defines how we work internally, and how we are perceived in the industry.

I think a lot of what defines the difference between an average and great yacht management company, is not just the experience of the Yacht Owner, but of the other end users. In this case, our Owners' teams, our Captains, and our crew. And I'd like to think that ours feel respected, motivated, and empowered; Rather than dictated to, or micromanaged.

I think if the relationship between the yacht management company and the captain and crew is strong, then it benefits the owner as everyone is working together to bring about positive changes on board.

Of course, to be able to build these relationships, you need to have the expertise on the team. We are fortunate to have a team who have experience working on board, within shipyards, or who have specialist degrees in varied disciplines. We're a company that was born on board. Our co-founders were captains before they became yacht managers. So we try to apply this innate knowledge of on-board life to everything that we do.

- Employ enthusiastic and knowledgeable staff
- Answer all emails and phone calls as promptly as possible
- Don't guess or second guess, work with the *facts*.

For inquiries about Y.CO Yacht Management, contact Alan Down at – Ad@y.co

For the latest superyacht news, click [here](#).

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# How to Become A Yacht Engineer

## Are you looking for a career as a yacht engineer?

[Wilsonhalligan](#) have compiled a breakdown of the qualifications and requirements needed to start out as a yacht engineer. As well as insight into the job day-to-day and how to effectively land your dream position.

<https://www.instagram.com/p/CRydPbcLmbT/>

## What does a Yacht Engineer do?

It depends on the type, size and usage of the yacht. But, the Engineering department are responsible for the operation, maintenance and repair of all:

- mechanics
- electricals
- electronics
- hydraulics
- pneumatics
- as well as in some cases, structural systems and appendages found on board a modern yacht and superyacht.

## Skills needed to be a successful Yacht Engineer:

The role requires a keen eye for planning and organisation. Planned maintenance (carrying out preventative and explorative maintenance before failures occur) is a very important aspect

in modern marine engineering. Skills in project management, resource allocation and time management are very desirable, in addition to extensive and diverse technical ability. Many yachts employ software programmers to aid a methodical approach to planned and preventative maintenance, as well as to record failures and repairs as they occur. As well as keeping an accurate inventory of spares held on board. Being able to efficiently use such software programs efficiently would be highly advantageous. Examples of these asset management programs are [AMOS](#) and [IDEA](#).

## **Challenges as an Engineer Onboard a Yacht:**

Engineering on a superyacht has particular challenges. Some yachts (particularly charter yachts) can be very busy, meaning a very fast paced and demanding environment. High expectations from owners and guests in regards to service and entertainment also puts a keen onus on engineering departments. They are expected to keep all systems working to minimise or eliminate down time and negative impacts on the itinerary. Of course, when the yacht is at sea, many of these systems are safety critical. Break downs and failures offshore bring a whole new set of challenges and risks.

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## **Which qualifications do I need to get in to Superyacht engineering?**

There are really two main entry routes in to yacht and superyacht engineering. They follow two distinct certification pathways – entering from commercial shipping, or working through yacht-based certification routes.

## **Firstly, the Commercial Shipping Route of Training for Yacht Engineering:**

The Commercial Shipping route most commonly begins with a sponsored cadetship with a shipping company. Who, are working in partnership with maritime training providers. Candidates must apply to one of a number of cadetship schemes. And, if accepted will undertake usually 3 years of study and work experience on the sponsoring companies' vessels. Culminating very often in the Officer of the Watch (Engineering) or 'E00W' ticket. And, usually either an HND or BSc Degree in Marine Engineering or similar.

Once the E00W certificate is in hand, candidates can be considered suitably qualified. As well as experienced for junior engineering officer roles on large yachts. A common first yachting job for E00W qualified candidates is 3<sup>rd</sup> Engineer. The main advantage of a cadetship is that seetime is gained quickly and on vessels over 3000 GT. It also allows for a ticket which is 'unlimited' by tonnage as all yacht engineering certificates are. This opens the door to working on the world's largest mega and superyachts.

Also, the sponsoring company pays for all courses and examinations which would be extremely expensive if self-sponsored. And, very often a small training bursary is paid on top (some as much as €11,000 / year). The biggest disadvantage is that candidates will have to commit to different types of vessels during the cadetship. These are likely to be chemical tankers or containerships. But most of the large luxury cruise ship companies also offer cadetships. Which, is in some ways closer to the yachting industry. One facilitator of maritime cadetships is the Warsash Maritime Academy – [see here](#).

## **Secondly, the Yacht Certification Route**

# of Training for Engineering:

This route is made up of 6 key certificates:

**The Approved Engine Course (AEC).** Often seen as the base-minimum for superyacht engineers who wish to work on yachts over 24m LOA. Usually a 4-day course covering the theory of compression-ignition (diesel) engines and includes a large amount of practical workshops. [View the full syllabus for the Approved Engine Course \(AEC\)](#). One common provider of AEC courses is Bluewater Yachting in Antibes – [see here](#).

**The Marine Engine Operators Licence (MEOL).** This is the first certificate in the yacht route that requires sea service, specific shore based learning and an oral exam. [View further details on MSN 1859 here](#).

**Y4 Engineer.** The first of what is commonly referred to as the 'Y Tickets'. Y4 allows engineers to work as Chief Engineer on yachts between 200 and 500GT. And, up to 1500Kw in propulsive power.

**Y3 Engineer.** Allows engineers to work as Chief Engineer on yachts up to 3000GT and up to 3000KW in propulsive power.

**Y2 Engineer.** Allows engineers to work as Chief Engineer on yachts up to 3000GT and up to 6000KW in propulsive power.

**Y1 Engineer.** Allows engineers to work as Chief Engineer on yachts up to 3000GT and up to 9000KW in propulsive power.

The Maritime and Coastguard Agency have simplified the Y ticket structure however, and [page 19 of MIN 524](#) provides a simple conversion table from Y tickets to the new standard – **Small Vessel (or SV) tickets**.

Some course providers are now offering yachting cadetships – one example is this one provided by [the UKSA in Cowes on the Isle of Wight](#).

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# How To Find a Job as a Superyacht Engineer

Once you have the relevant qualifications, then comes the time to start looking for your first position. Of course, word of mouth and personal connections made through training are a fantastic way to gain knowledge on current positions available however, also consider the following:

Dockwalking – travel to one of the main Superyacht hubs like Palma, Antibes or [La Ciotat](#) and walk the docks asking yachts if they need engineering crew. You should take a proper [CV](#), references, and make sure you are well-presented. Be polite and prepare yourself for some face-to-face rejection. However, don't take things personally.

Use a reputable crew agent such as wilsonhalligan who are MLC 2006 compliant, vastly experienced and a well respected crew recruitment agency in the industry who does the dock walking for you!

**We hope you find this helpful! And, we wish you luck on all your career endeavours.**

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Check out the latest yacht crew jobs available with Wilsonhalligan. Also, like their Facebook page where they post featured yacht engineer jobs as well as the latest jobs available.

For the latest Superyacht Content career and training news, click [here](#).

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# Captain Wendy Introduces Seven Seas Prep Yachting X- Training Course



We recently caught up with Captain Wendy Umla, senior instructor at [Seven Seas Prep](#) to discuss the first-ever Intro to Yachting X-Training course.

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**What is your current job role and  
where are you based?**

I'm the lead instructor at Seven Sea Preparatory Academy and I'm based in Connecticut, USA and Fort Lauderdale. I've also been a Superyacht Captain for quite some time now (Without putting a date to it... I'm on my 5th renewal).

# What drove you to become a Senior instructor at Seven Seas Preparatory academy after yachting?

So, going back to before the pandemic, [Marcus Cheeseman](#), the founder of Seven Seas Prep needed someone to help him with a yachting class and it just so happened that I was available at the time. However, while teaching a class in FL, I realized that the students were all flying in from the NE and Midwest. And that was in the middle of Covid. From that, I suggested to Marcus about starting a yacht training class in Connecticut, US instead. And so we did that, which turned out to be successful, and we went on to begin our stcw courses. Yet again, this also turned to be a huge success. And because of this, we now run them all year round in Connecticut.

## At current, these are the courses we're running at Seven Seas Prep Academy:

- [2 Day STCW Basic Training Blended Course](#) (STCW 95 & 2010)
- [STCW Basic Revalidation Course](#)
- [STCW Personal Survival Techniques and Fire Fighting Blended Courses](#)
- [Yachting Deckhand Course](#)
- [STCW Navigation Watch Rating – Deckhands](#)
- [Yachting Interior – Stewardess / Steward Courses](#)
- [Intro to Yachting X-Training](#)

<http://www.instagram.com/p/CakyYGzoboI/>

**Tell us a bit more about the latest Seven Seas Prep [Intro to Yachting](#)**

## X-Training course:

Because of the great success of Seven Seas Prep stcw and yacht training courses, we're now introducing the first Intro to Yachting X-Training course. This has been developed since I was finding that the industry is quickly evolving and more often than not, we'll now have males participating in the interior courses, and females on the deckhand courses.

This incredibly extensive introductory course begins with the fundamentals and then moves into the things that will help make you a more complete team player. It touches on topics such as basic protocols that every yachting should know. But also teaches rudimentary seamanship tools like essential knots and imperative requirements such as service etiquette and galley must haves. And it will even explain some basic engineering needs!

All in all, it's an amazing opportunity for Seven Seas Prep to be able to offer a course that covers a much broader curriculum, that will help junior/entry crew to determine which direction they'd like to go in their career.

## **What are the key benefits of crew registering for the Intro to Yachting X-Training course?**

As a captain, I'm a firm believer in working as a team. When I ran the boat, I would make sure that my deck team would always know what the interior team did, so they could help out and visa versa. Not only that, I would always make sure that whoever worked on my boat would also know how to drive my boat, regardless of whether you're a stew, a deckhand or an engineer.

The key benefits of the Intro to Yachting X-Training course is

that crew will gain a more in depth knowledge of different areas in yachting, that will then help encourage them to be able to go and apply for a deck/interior position, and not hesitate to do so. The reality is that there's roles in the industry which are stereotyped to a specific gender. But, things are changing and the crew roles are now more diverse.



## How can applicants apply for the course?

The first 3 day course will take place in May, with following courses being run during June, July and September. To apply, crew can sign up for the waiting list by [clicking here](#), or contact Seven Sea Prep [here](#)

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For the latest on Superyacht Content Career and training, [click here.](#)

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# Yacht Crew Rotational jobs: Good or Bad?

Yacht crew rotational jobs have almost become the norm these days. Looking back 10 years it was only experienced crew or those in short supply who got rotational positions onboard Superyachts. But things have changed and the trend on many yachts is now towards rotational jobs. Although we all love to have paid time off, there are pros and cons to this and not everyone will agree that there is a negative to having this much paid time off but here goes...



Image by [MGMT Yachts](#)

## The pros:

**Longevity:** Lots of us (have) worked on Superyachts for quite a few years. My final job in the industry was rotational and, as a senior crew member, I felt I had earned it. I had done 10 years + and the fact my job was rotational probably kept me in the industry for a few more years.

**Reward:** A lot of people view yacht crew rotational jobs as a

reward for experience and qualifications.

**Commitments:** Rotation can be a great opportunity for the older crew amongst you who have families etc, as It allows you to stay in the industry for longer AND get on with your life.

**Money:** It goes without saying that opting for a rotational job on board can essentially double your salary while working half as much for the same amount of money (in a lot of cases).

## **The Cons:**

**Entitlement:** A lot of yacht crew, no matter what level they are feel they should have a rotational position. This will negatively impact the industry, but more details on that shortly.

**Experience:** The more time you have off, the less experience you get. Therefore, as junior crew rotation is not always a good thing for your career.

**Expensive:** Rotation quite literally doubles payroll costs for yachts and so owners need to see a genuine benefit for this.

**Falsely inflates salaries:** If everyone has rotation all crew are effectively getting paid the same amount for half the work. This therefore falsely creates a very high salary base.



The Crew from M/Y Zeal

## **Is it the way forward?**

In a lot of cases, the answer appears to be yes. However, you have to look at both sides of the argument. Owners are happy to pay for extra crew if they see the upside as well as the expense. So, as a yacht owner, you would expect to see a more dedicated crew, longevity, and an improved work ethic. Surely, if you are getting paid the same amount of money for half the time on board you should be working twice as hard? We know this isn't possible but do you get what I mean here?

## **Yacht Crew rotational jobs for heads of department only?**

Maybe rotational jobs should be strictly limited to heads of departments who have "earned" their rotation? To find yourself in a Captain, Chief Officer, Chief Engineer, Chief Stewardess or head chef position requires a good deal of commitment and

time on the job. So, should it be a goal to strive for? And with the position comes the perks...

## But what about yacht crew rotational jobs for Junior recruits?

I was talking to a very experienced Captain recently who believes that time on/ off rotation for the junior crew can have hugely negative effects. Imagine you are in your first year on yachts and get a 2:2 rotation. Although it's not a common thing to happen when it does, it has a few knock-on effects:

- **You are spoilt for life.** You would never even look at another job that doesn't offer rotation. Maybe a good thing for the yacht you work on but not for career development.
- How do you get any **sea time**? 6 months off per year doesn't get you as many days at sea.
- **Experience?** It's very hard to learn anything if you are only at work half the time!
- **Savings.** Most crew these days set financial goals (ask [Crewfo](#) about this) and make an "escape plan". Does rotation mean that it takes twice as long to do this? If so, will you be yachting for a lot longer in order to achieve the same thing? Will you ever save any money?
- **Qualifications.** If you don't get the sea time and can't save, how can you do courses and progress? Will you be the eternal deckhand?

Of course, this is a bit exaggerated but makes sense. The same application doesn't suit every instance.

## Yacht Crew Agents and rotational jobs:

There are plenty of Crew Agents out there who will happily promote the benefits of rotational positions to owners and managers. To a degree this makes sense but there are a lot of

exceptions. If I were cynical I would suggest that the promotion of blanket rotation for all crews by crew agents is a simple way to earn more money. Possibly without regard for the long-term effect on the industry. Or owners' pockets for that matter. But, on the other hand, there is a strong case for pushing this. For all the reasons mentioned earlier. However, one approach does not suit all.

## **Is there a sensible way to do this?**

Yes of course, but it involves looking at all of the following and deciding what is appropriate:

- Yacht itinerary
- Needs of the owner
- Number of crew
- Budget
- Current crew turnover
- Current crew retention programme
- Onboard structure and departmental setup

Once you have reviewed all this you should have a better idea of what works.

## **How do you decide if a rotational job as a yachtie is right for you?**

As crew, it is worth remembering that what works for some may not work for all. If you are a junior crew member, in your first yacht job, it is very rare you will get a time for time rotation, **BUT**, it is not unheard of.

However, please bear in mind that this is not the be-all and end-all of yachting. If you are in a position where you need to learn, gain experience and qualifications this type of thing may not work for you until you are in a more senior position. And remember, not everyone has rotation. Far from it in fact. There are literally 1000's of crew and hundreds of

yachts that don't do this, as it is not practical or relevant.

My advice for green yachties is always to work hard, aim high and consider getting a rotational job later!

To learn more through Superyacht Content Career and Training blogs, [click here.](#)

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## **How To Prepare For Your First Yacht Charter As A Junior Yacht Stew**

**Your first time working as yacht crew on board a superyacht is always a daunting one. It's an experience you won't forget and can often feel like a blur with each day rolling into the next.**

As a first-time junior stewardess, there are ways you can prepare for your first yacht charter which will, in turn, boost your overall confidence. From procedures you need to learn, to knowing how the boat operates, are the expectations of your role whether it's laundry, housekeeping, service, or [crew mess.](#)



## Top tips to help you prepare for your first yacht charter as a green crew:

- Familiarise yourself with the whole boat, from the names of each cabin to the different decks (Sun deck, Upper-deck, Owners Deck, Main Deck, Lower Deck), storage areas, and the yachting terminology such as port (left) and starboard (right).
- Stock up your cleaning caddy and be sure you know how each cleaning product is to be used. (For example, don't spray alcohol or vinegar on marble surfaces).

- If you have access to guest profile pictures before they arrive, familiarise yourself with the charter guest's faces and preferences. This includes which wine they love, how they like their laundry done, and any food allergies.
- Make sure you understand what's required of you in your role, and if you're not sure ask your chief stew. Is it your responsibility to look after the crew mess? Run guest laundry to cabins? Hoover the guest upper deck level? Bring in sunscreen baskets in the afternoon? These are all things to think about. Most organised vessels have a manual for each shift. If there's no manual, you need to ask what's required to ensure nothing is missed.
- Make sure you clear space in your cabin cupboard for on charter uniform, ensure you have all of the uniform (including an epaulette) and it's all pressed and ready to go.
- If you're in service, it's good to create a table decor schedule. This allows you to prepare your table decorations in advance, enabling you to be organised the night before. With this schedule, you can edit your charter dates and table decoration themes, then save and print so you can refer to each day.
- If you're in housekeeping, make sure you are familiar with the sheet change schedule. This is when each cabin

is meant to have the sheets changed, whether it's daily, every 2 or 3 days. Label it in calendar format so the laundry stew and housekeeping team are aware.

- Take the time to understand the laundry procedures specific to your boat. Who takes the guest's clothes back to the cabin? What days can you put your clothes/towels/bedding in the wash? Where does the laundry stew want items put? Often there are systems in place, and you need to know them to ensure everything runs smoothly. If you'll be doing some laundry on charter, make sure you understand how the machines work. Consider learning about how different materials are washed, how stains are treated etc. If you need an extra bit of help with laundry, then check out [The Seaworthy Yacht Stewardess Online Course](#). With the laundry module, you will have all of the necessary information in a handy downloadable format.
- Ask about the procedure for when guests arrive. Often it's a busy time for the heads of departments, however, for juniors, it's a time in limbo where you can find yourself unsure of what to do. Find out where the luggage tags are stored, be ready to tag and unpack any guest luggage, make sure the luggage mats are out in the cabins, and if you have spare time, set up for crew mess meals or restock items. There is always something to do.
- If you're going to be unpacking for the guests, ask your chief stew or head of housekeeping how they would like it done. For instance, find out how the cupboards are set out, which items are a priority to be pressed, how the clothes are to be hung on hangers, how the shirts

are to be buttoned (usually it's buttons 1,3, 5) etc.

- Lastly, if you're in service, make sure you try and learn the wines, spirits and snacks you have available onboard. Guests will always be wanting to know what's on offer, and you need to be able to provide them with all the important information.

Still not sure about how to prepare for your first charter or what to pack for the charter season? You can find exactly how to do this in the wardrobe management and guest packing/unpacking module in [The Seaworthy](#) Stew Training Course.

It's always a busy time leading up to the first charter, but by following top tips on how to prepare for your first yacht charter, you'll step into your role as a junior stew understanding what is required to meet the standards onboard.

**I wish all the first-time stews reading this, the best of luck on your first charter! – Jess**

Further advice on how to perfect your yachting CV can be found by clicking, [here](#).

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# **Life After Yachting: From Chief Stew To CEO Of TAP Expeditions**

# How did Gemma Heyns go from being a chief stew to a CEO, and what advice does she have for you?

Gemma Heyns, former chief stew and current CEO of [TAP Expeditions](#), an African Safari company that provides tailored and unique exploration experiences for captains, crew, and guests was in the exact same position as you. So, how do you go about planning your life after yachting?

## Life after yachting: Q&A with Gemma Heyns:



**1. Tell us about your life on board, ie what made you choose a career path in yachting, how long you were a yachtie for, what your job role was.**

I started yachting purely for the ability to travel, growing up in South Africa, international travel wasn't affordable nor was our passport accepted in other countries on a working

basis. Yachting seemed to be the answer to these setbacks, I set my mind to two years, the plan was to travel and explore as much as possible. I didn't know enough about yachting to focus on climbing the ladder to Chief Stew... initially.

Time passed and I loved the adventure and yachting community, after traveling and working seasonally in the industry I was allowed to step up to a Chief Stewardess position. It was at this stage that my focus shifted from the need to explore every corner of the globe to the need to build capital for whatever my next endeavor might be. Ultimately I ended up working in the industry for a decade and looking back now a decade filled with incredible experiences, self-growth, and maturity.

## **2. Which yachts had you worked on previously?**

So, in my early years I struggled to find a job, to be honest, I met agents and applied for jobs relentlessly but nothing came. Answering every unknown phone call with an air of hope. Finally, my first job came as a sole stewardess on a private/charter 30m motor yacht, formally known as M/Y Eagles Nest (shout out to any sole stew working on a charter boat – some of those days were my most brutal days onboard.)

From there I moved to M/Y Serque and it was here working as a 2nd stewardess under an incredible Chief Stewardess who was also a professional butler, ran top restaurants in NYC (as head chef), and served on some of the most beautiful mega superyachts. She had a hugely successful career in hospitality and an overwhelming commitment to developing my skills set. To this day I have not met a more inspiring, hardworking woman in the industry, to who I am eternally grateful for! These were the tough breakthrough years, from there I stepped up into Chief Stewardess roles on 55m – 65m motor yachts.

### **3. What is your current Job role now and where are you based?**

My current role is one of many hats (a great skill learned in yachting) I founded a boutique safari company called [TAP Expeditions](#) creating tailored travel to Southern Africa.

I build and market itineraries personalized to each guest's interests and needs in their quest to explore Africa's wildlife, culture, landscapes, and history. My day to day ranges from meetings with industry professionals, social media and marketing, website development, sales, and accounts, and of course looking after guests ensuring they have the best information and preparation before, during, and after their travel. I love Africa and TAP Expeditions is a platform to share that love with others.



### **4. At what stage did you know it was the right time to consider transitioning to a land-based job? Can you explain the rationale behind your decision?**

The decision to go land-based came out of a personal need to reconnect with my family and friends at home. There had been so many missed occasions and I felt as though I was living in a different world from all of it. It was an emotional decision. It was only once I was land-based, working for a safari company in Cape Town that my focus settled and my plan forward started to align. I had played with the idea of opening a safari company.

Many guests during my yachting days had asked if I would ever

consider taking them to Africa (let's face it African news can be quite intimidating) and my answer was always a huge YES! I would love to share the beauty of my continent with guests who after a ten-day charter or so thought they might never leave the boat or me behind!

Similarly, the fellow crew from around the world are always eager to explore. I found I was able to help plan their trip to Africa when they were often left with little planning time (often crew is caught in a crazy season and when it ends they jump on a plane and their leave starts). Running TAP Expeditions is purely commissioned base (the properties where you stay take the price knock). Thus crew is given expert knowledge, will be informed of ongoing specials, and not have the pressure of working and planning to deal with. All for the price they would pay had they booked the trip themselves.

I built my industry knowledge and nurtured connections within my safari job until I received a phone call from a long-time captain who I worked with for many years. "Gem," he said, "do you want to come back and help me set up another amazing program?" A tough decision, but it was a yes; let's face it who leaves yachting only once;) I went back, now with a clearly defined plan to utilize yachting to set up what would be my future career.

Having a rotational role meant I had time and capital to build my business. Working on a private/charter vessel gave me access to the clientele market I need while forming valuable relationships. This time around I had a goal and strategy to kick start my official life after my yachting career.



**5. Did you have a plan for your new career before arriving on land and did you have an idea of what you wanted to do?**

As per above, it took an emotional need to leave yachting before I was able to formulate a strategic exit the second time around. Having a plan ensured that I made the most out of every contact, opportunity, and cent made while still working on a yacht.

**6. Can you tell us what the best part of being a CEO is, and how the skills you acquired as a yachtie have helped your career life after yachting?**

It's funny cause I have been reflecting on this recently. When I took my very first yacht job, an experienced stew who I met at a crew house said to me:

*“congratulations working as a sole steward you will learn all facets of the job. And, the results obtained are a direct reflection of your hard work and commitment to succeed.”*

Well, those words ring true as a CEO too, especially starting as a one-woman show, it is the commitment to succeed which can be grueling. But once you start ticking off those milestones, the reward is nothing short of empowering.

Yachting as an industry adds huge value to creating a rounded CEO.

## **These are the top three skills in my book:**

**A.** Yachting develops the skill to work under immense pressure with limited time frames, high expectations, and logistical constraints.

**B.** Yachting truly expanded my ability to understand and work with a range of people from vastly different wealth, cultural and demographic backgrounds. The ability to create a strong team and empower individuals to share their passions and common goals are huge. It is the road to success, an old African proverb I am encouraged by says, “if you want to go fast, go alone. If you want to go far, go together.”

**C.** Responsibility, learning to be accountable for yourself and your role, whether it is caring for and maintaining a billion-dollar yacht, honoring your word, or just showing up and being present, hold yourself accountable.

## **7. If you could go back in time, do you think you'd make any changes to the way you went about the transition from the sea to land?**

Yes, the major difference would be TIME! I should have

realized time is not infinite. There are many points in my yachting journey where I could have better utilized the resources available to me. I would have started planning and building my business much earlier and invested more in the maintenance of relationships over time.

## **8. What do you think the biggest challenges are for crew wanting to leave yachting and start something new?**

There is a huge misconception about the yachting industry. A “yachtie,” is almost always immediately classified as a dropout or party starter, or just lost. My advice to anyone leaving the industry is, don’t play into these misconceptions, be proud and confident of what you have achieved!

For example, all you chief stews/stewards out there, you’re not a specialist toilet cleaner (not that this should be dismissed itself, it shows grit). You successfully managed the interior staff and functioning on-board large, privately owned motor yachts valued at \$20 000 000, as well as everything below:

- Controlled and managed interior budgets and supplies
- Facilitated human relations, key skills development, and training of multiple expertise to a diverse workforce
- Interior team recruitment and hiring
- Client relations and silver service provider to an elite international clientele on expeditions starting at \$350 000/week
- Events management, seamlessly orchestrated a variety of successful events and showings on board for up to 150 people, often with very strict time constraints and intense pressures
- Sourcing and facilitating suppliers and contractors in remote, foreign locations
- Conflict resolution and problem-solving to ensure seamless efficiency and customer service

- Safety, security, and medical aid duties
- Food and hygiene safety

**You have done a lot!!!! Don't undermine your skillset.**

## **9. Is there anyone who has inspired you, or helped you build this new path for yourself?**

I have had some amazing friends and family worldwide who have helped to put TAP Expeditions on the map and grow my reach, thank you to them. A former employer once said to me follow your passion, often great ventures are born out of a passion project, even if you feel like you're swimming upstream. This has been advice that kept me moving forward even when adversities hit.

## **10. And lastly, where do you see yourself in the next 5 years?**

On safari! In five years, I would like to have an established confident team of safari specialists. Have more resources to empower the work taken on by my [partnering charities](#). Maintain the personal and intimate connection between clients, staff, and suppliers. Relationships are worth more than the bottom line and I hope in five years I still know that.



**To finish off, please could you share with our readers your top 3 tips for preparing for life after yachting:**

- Utilize your platform, the people, the travel, the money! It is a blessing to have an abundance of these while still in the yachting industry
- Nurture relationships, surround yourself with your biggest advocates
- There is more to success than money, establish these

goals early

**Following on from our life after yachting series, make sure to read our feature with Matt redstone, former head of global services by, [clicking here](#).**

For the latest yacht crew news, click [here](#).

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# **Running an Online Business: The Real Truth**

## **Are you thinking about life after yachting?**

### **All you may want to know about running an online business**

If you are a yachtie and haven't said you are leaving yachting FOR GOOD at least three times, are you even a yachtie...? We all know by now the amazing lifestyle that the yachting industry allows us to have during our time working on boats. And we also know that going land-based and running an online business after experiencing THAT lifestyle, is not easy, to say the least. It is actually one of the most difficult decisions that you will probably have to face in your life.

Obviously, depending on:

- Where you come from
- The possibilities that exist in your country jobs wise
- The salaries

- The cost of living

As well as many other crucial factors, you will relate to this post on different levels.

**So, if you want to leave yachting, but you do not want a “normal job”, what’s the option?**

<https://www.instagram.com/p/CC6lilkoPGm/>

Probably, the first thing that comes to your mind is running an online business. Which, for [Jamila](#), was THE ONLY option. However, it can be difficult to make big investments- especially if you are someone who is careful with their money. Therefore, if you do want to set up your own business, but you are not willing (or are not in a financial position) to make a huge initial investment, what are your options? Jamila has been running [www.starfishcrew.com](http://www.starfishcrew.com) since November 2016. She is here to tell us how she has been able to support herself through the business she created after leaving yachting.

**Misconceptions about running an online business:**

**IT DOESN'T COST YOU ANYTHING:**

Even if you are offering services, not products, you will ALWAYS have to invest a bit of money. Especially at the beginning. Running an online business means that you will need AT LEAST a website. If you are not able to create a professional website by yourself, you will need a web designer. And, THEY ARE NOT CHEAP. This is just the very

basic. Counting on you not to have to buy any other equipment to create the content you are planning on selling. Aside from this initial investment, which, let's face it, you will have to make, you need to count on all the monthly expenses that you will have. Just to keep your business running, you will need to pay for things like:

- Annual hosting
- Mailing platforms (let's say Mailchimp) monthly fees

And many other expenses that may not even occur to you. If you are not computer savvy, and need to hire somebody every time you want to change something on your web. Obviously, every business is different, so your monthly expenses may be close to zero, or maybe much higher. But this post has been made to let you know what you may find on average.

## **IT GIVES YOU TOTAL FREEDOM:**



Photo by [Kevin Bhagat](#) on [Unsplash](#)

This depends on what you see as “freedom”. Yeah, sure, you can take your laptop with you and work from anywhere. If you do want to work. If you do not want to work, you don’t have to, obviously. You are your own boss. Which is amazing. However, if you do not work, you do not get paid. When you work for yourself, and you know that if you do not reply to a certain email, that potential client might be lost, you will probably end up replying to that email. Online business or not, when you are your own boss, you always feel this “pressure”, not knowing how that month is going to go financially.

So:

1. You either have to have multiple sources of income
2. Savings to back you up just in case
3. Or be 100% sure that you will be able to make enough money to support yourself and pay the high monthly bills that everyone with a “normal life” has.

## **PASSIVE INCOME:**

The idea that you will set your business up and it will just run itself, providing you with an amazing passive income is just not true. An online business is HARD WORK.

If you are not willing to:

- Spend endless hours in front of your computer
- Invest in mail marketing, design, SEO, etc courses

This might not be for you.

## **LOTS OF MONEY:**

An online business requires time before it starts making enough money for you to start thinking about it as a “real” source of income.

You will have:

- Great months: when you will feel like a rockstar
- Average months: when you will feel like your business is in a bit of a slump
- And bad months: when you will literally want to quit

And you have to be prepared for it.

## Can you make enough money from running an online business?



Photo by [\[link\]](#) on [Unsplash](#)

That's entirely up to you, and your circumstances. Could you live with, say 4,000 pounds a month where you are from? In London, 4,000 may not get you as much. However, in a country like Spain, where the average monthly salary is 1,500 monthly, you could have more of a comfortable life. You will need to calculate how much money you will need a month to live comfortably wherever it is you want to relocate to when you quit yachting.

# where to start with running an online business:

Just, START! Most of the time we don't start things that we want to do because we overthink them too much. Just, start! One thing at a time. And before you know it, you will have all the basics covered. This quote may help:

*"What if it were easy"*

Just think about what you would be doing (in this case, business-wise) if it was easy.

# When to give up running an online business:

Running an online business will mean that you most likely will want to give up 1,000 times. Especially, when you know that you can get another job on a yacht quite easily. And, continue getting a great salary for it without worrying about all of the "real-life struggles". You need to be able to balance the satisfaction with the struggles. In doing so, you will find that the positives always win. However, there are times when you may need to accept the reality and give up that initial idea that you haven't been able to make work.

Not explicitly QUITTING, just re-think your business idea if it's gotten to a point where you have been trying for months and it just hasn't worked.

There is obviously a reason why it is not working.

- Re-think your niche
- Target a different audience
- Maybe invest in a professional to help your design a business strategy
- Re-define your short and long-term objectives

There are a million things that could be stopping your business to work. The sooner you face them, the sooner you will make it work.

Overall, it's certainly not easy but once you find your footing the benefits will come



**We hope you found this article useful!**

For more advice from Jamila, check out The [Crew Library](#).

And for the latest superyacht news, click [here](#).

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# Yacht Job Tips For Both Hunting And Hiring Crew

Hunting for a Superyacht Job, looking for a candidate, or ready to make a change? Then you need to have a read of our yacht job tips before you start.

Marc Anthony once said:

*“If you do what you love, you’ll never work a day in your life”*

And that pretty much sums it up for a lot of us in the yachting industry. Getting there, on the other hand, is a different story, which is why we’ve constructed a list of yacht job tips from professionals themselves.

Long gone are the days of a casual stroll down the dock to get a spot on a busy charter yacht. We’ve all heard many versions of that story from the veteran crew, reminiscing about their first position on board. Today though, things are different. The world is different and the Superyacht job market is different, add in the joys and complications the internet presents and it seems like being better connected doesn’t always result in necessarily getting together the right candidate with the right yacht.

# Here are our top 3 yacht job tips for the seekers and the finders:

If you're seeking your first Superyacht [job](#) or planning a career change, here's what you need to do...

## 1. Find yourself an agency you love



Whether you are a captain or a deckhand, a kite surfing instructor, or anyone looking to “move up” onto a bigger boat, the first thought you have when embarking on a job search should not be getting headshots done. From the basics of getting your CV together to help you to address any potential shortcomings or gaps in your experience, the best recruitment agencies will want to get to know YOU. It's in their best interests to get you on a boat you're going to love so get a reference, do some searching online and meet them in person to get organised.

## **2. Discover your special skill**

Maybe working in yachting has been a dream of yours, or you want to see if your talents and experience shoreside could be valuable in starting a career in yachting? If you are a first-time yachting job seeker, especially if you have a particular profile, you need to get some expert advice on how to proceed. Crew that has special technical skills from videographers to drone handlers, kite surfing instructors to carpenters, are in hot demand. (I won't even mention the severe shortage of really good masseuses and hairdressers right now). You may be a more valuable candidate than you think, but only with the right training, tickets, and professional guidance to get you ready.

## **3. Don't cut corners**

More isn't always better in yachting. I feel bad when I see those pesky LinkedIn posts that invade my newsfeed from time to time from potential candidates practically begging for a job onboard. It doesn't often work in other industries and apart from the occasional lucky strike it doesn't in yachting either. This is your career and doing it right can mean the difference between building up your bank account, or being stuck shoreside for the rest of your life. Get a professional to put you in front of the right captains and on the right boat.

**If you're a captain or a yacht manager looking to fill a position on board, here are our top 3 yacht job tips:**

### **1. Don't be a CV trawler**

<https://www.instagram.com/p/CB5NUtdA7UD/>

Give me the name of a fellow captain anywhere that has time to

sift through dozens of CVs and we'll give send you a lifetime supply of Superyacht Content pens right now (am I right?)... Quality, not quantity, is the key here because after all, time is money. Many crew agencies execute database mining with a clever keyword search and send you all the candidates who come up straight to your inbox. A great crew agency will actually search for Superyacht jobs, vet, and present you with a small number of fantastic people for your open position.

## **2. Agency networks will find the unfindable**

Often those with the most specialised skill set aren't looking for the Superyacht jobs. And these positions (particularly when you consider they will have dual responsibilities onboard) are tricky to fill, to say the least. The Jet Ski instructor is also the engineer; the chief stew who also has experience as a seamstress; the deckhand who is also a certified pilates/yoga professional. You need to be creative to keep the boss happy so the recruitment team you partner with, shouldn't be any different. You may get lucky with a suggestion from a fellow captain, but this is akin to a needle in a haystack. The best recruitment professionals think out of the box and network in other complementary industries to find you the right person.

## **3. Make sure candidates get a real vetting before they meet you**

Job hunting statistics tell us that about half of job seekers are outright lying or embellishing their skill set on a CV, yet so very few potential employers vet their candidates. Would you ever put a person in charge of the health and safety of your owner not having done so? Make sure whoever is sending you candidates is calling every single reference (and then some) before you even see them for an interview.

Visit the yacht crew training and careers section on our website for more yacht job tips and tricks by [clicking here](#).

For the latest yacht crew vacancies, [click here](#) and register on the Superyacht Content Jobs Board.

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# How to Become A Superyacht Housekeeper

## Superyacht Housekeepers

[Wilsonhalligan](#) often sees green yachties apply for the role of a Superyacht housekeeper and work their way up to the head of the house. With the housekeeper role being a common entry position into the Superyacht industry, it's a great way for aspiring yacht crew to begin their career at sea.



## **What experience do I need to become a Superyacht housekeeper?**

Of course, it is always advantageous to have previous relevant experience in hospitality to join yachting. For example, working in high-end restaurants as a waitress. Or working in various areas of hotels i.e. the restaurant and housekeeping. However, you can also enter as a green stewardess without any hospitality experience whatsoever.

Nonetheless, working in Housekeeping in boutique hotels and high-end (chain) hotels will put you in good stead to gain a good housekeeping position on board a reputable yacht.

Depending on the size of the yacht, and previous experience, as an entry-level stewardess housekeeping is generally the area you will start off. Especially for someone who hasn't any hospitality experience. This is because housekeeping is an area that can be taught to a green stewardess. As it doesn't necessarily put them under pressure with guests straight away. They can practice making beds time and time again before guests arrive.

## **What are the requirements for Housekeeping on a yacht?**

Housekeepers need a strong eye for detail, keeping a lookout for fingerprints, watermarks, smears, dust, etc. You need to be meticulous and take pride in your work. Ensuring every bed and cabin looks like it has come straight out of a catalogue. As well as looking after guest rooms, housekeeping also includes looking after different 'public' areas of a yacht. These include guest corridors, guest's day beds, crew areas, etc.

It is important to be trained in the correct use of products and chemicals for each and every surface to make sure there is

no damage made to the expensive materials.

Although there is less guest interaction in housekeeping, guest satisfaction still plays a very important role. To the guests staying on board, when the crew pays attention to the finer details, it really makes an impact. For example, noticing how they sleep at night (how many pillows, how many covers, blankets). Or if they are eating the turndown of fruit/chocolates and what type of water they drink. Preparing the cabin in this personal way the next night can leave a lasting impression.

**Video by Top Notch Tabletops**

## **What progressions are available once landing a yacht job as a Superyacht housekeeper?**

There is great career advancement in housekeeping on yachts. From Junior Housekeeper, to lead Housekeeper, to Head of House. We know many pursers who have come from a housekeeping and service background. As they have learned the same managerial skills needed while a purser actually has nothing to do with service.

**Let us know through our socials if you have any questions by [clicking here](#).**

**Interested in a career as a Superyacht housekeeper? Get in touch with [Wilsonhalligan Recruitment](#).**

For the latest Yacht Crew career and training advice, [click here](#).