

Riana

JUNIOR STEWARDESS

Date of Birth: 07/20/2000

Nationality: South African

Location: Fort Lauderdale, Florida

Visa: B1B2 Visa

Languages: English and Afrikaans

Visible tattoos: No

Non-smoker/smoker: non-smoker



OBJECTIVE

Enthusiastic and dedicated aspiring yacht stewardess with hands-on day work experience. Adept at providing exceptional guest service, maintaining high standards of cleanliness, and contributing to a positive team environment. Eager to leverage skills and experience to excel in a junior yacht stewardess position.

CERTIFICATIONS

- **Norwegian Medical Certificate (NMA)**
Dr. Bruwer and Associates, exp. December 2026
- **STCW Marine Firefighting**
PULSE Training, exp. 2029
- **STCW Personal Survival Techniques**
STC-SA, exp. 2029
- **STCW Personal Safety and Social Responsibility**
STC-SA, completed 2024
- **STCW Designated Security Duties**
STC-SA, completed 2024
- **STCW Elementary First Aid**
PULSE Training, completed 2024
- **Food Safety and Hygiene Level 2**
Baobab (Highfield Qualifications), completed 2024
- **RYA Powerboat Level 2**
Sail and Power S.A, completed 2024
- **Superyacht Stewardess Course**
The Stewardess Co. completed 2024

YACHTING EXPERIENCE

Stewardess Course Training | March 2024 |

1 Day Charter for Practical Exam

- **Guest interaction & Service:** Delivered high-end service to guests, ensuring all needs were anticipated and met with discretion and professionalism.
- **Beverage Service:** Provided bar and beverage service, including preparation of cocktails and the serving of fine wines.
- **Fine Dining Service (American Service):** Assisted in the setup and execution of formal dining experiences, including the precise arrangement of table settings, silverware, and glassware to meet high standards of presentation.

M/Y

| 85ft

Day Work for Stewardess Course | March 2024 |

- **Turn-over:** Assisted with the interior cleaning, including guest cabins, bathrooms, and the saloon, ensuring all spaces were spotless and guest-ready.

M/Y | **42ft**

Day Work

| August 2024 |

Assisted: Service for 1 Day Charter on 20 August (nine guests)

- **Provisioning:** Assisted in the provisioning process, ensuring that all necessary beverages were stocked according to guest preferences.

Continued...

- **Welcome Aboard Preparation:** Prepared the yacht for guest arrival by setting up welcome drinks and snacks, creating a warm and inviting atmosphere from the moment the guests stepped aboard.
- **Casual (Buffet) Service:** Assisted an informal meal setup, such as a casual lunch dining, ensuring a relaxed yet attentive service that aligned with guest expectations.

Solo: Service for 1 Day Charter on 6 September (ten guests)

- **Welcome Aboard Preparation:** Stood ready with refreshment towels, snacks, and welcome drinks, receiving warm and delighted smiles from guests.
- **Casual (Buffet) Service:** Organized and served lunch, ensuring that presentation is satisfactory and up to standard.
- **Mooring Operations:** Handled lines during docking, securely tying the yacht to the dock, and assisting with fenders and other equipment.
- **Key Accomplishment:** Received positive feedback from guests for outstanding service, attention to detail, and ability to anticipate their needs.

Exterior (Day Work, August 2024)

- **Exterior Cleaning & Maintenance:** Performed multiple wash downs, scrubbing the teak and non-skid, cleaned hulls, and polished stainless steel using a cleaning compound.

M/Y | 80ft

Day Work | August 2024 |

Interior

- **Guest and Crew Cabin Cleaning and Detailing:** Performed thorough cleaning of guest and crew cabins, including dusting, wiping all surfaces, and vacuuming, ensuring a pristine environment. Also conducted deep cleaning of guest cabins, focusing on high-touch areas like handles, switches, and glass surfaces to maintain the yachts luxurious appearance.
- **Bathroom Sanitation:** Ensured guest and crew bathrooms were cleaned and sanitized, ensuring all surfaces were spotless.
- **Silver & Glassware Polishing:** Ensuring all silver- and glassware items were gleaming and looks pristine after polished.

Exterior (Day Work, August 2024)

- **Exterior Cleaning & Maintenance:** Performed multiple wash downs, scrubbing the teak, and cleaned hulls.

S/Y | 42ft

Day Work | August 2024 |

Interior

- **Pre-Handover Preparation:** Thoroughly cleaned and prepared the yacht for handover to new owner, ensuring that all areas were immaculate and met the highest standards of cleanliness and presentation.
- **Deep Cleaning Tasks:** Performed deep cleaning tasks such as polishing surfaces, scrubbing steps, sanitizing all high-touch areas, using cotton buds and toothpicks to reach into small areas and corners, ensuring a spotless environment.

Exterior (Day Work, August 2024)

- **Exterior Pre-Handover Preparation:** Performed a full wash down, and applied cleaning compound to remove stubborn marks from various surfaces.

SKILLS

- | | |
|---------------------------------|----------------------------------|
| • Conscious Guest Anticipation | • Adaptability & Problem Solving |
| • Housekeeping & Cleaning | • Team Coordination |
| • Adept Meal & Beverage Service | • Deck Maintenance |
| • Communication & Teamwork | • Mooring |
| • Attention to Detail | • Attentiveness |

REFERENCES
