

The Crew Report

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DECK

The two cadetship programmes that are improving superyacht career options for those entering the industry.

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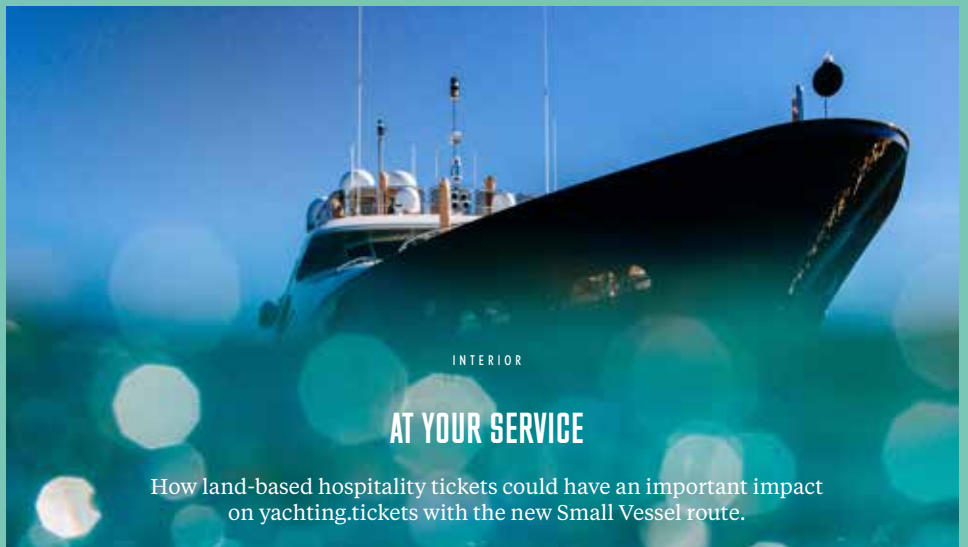
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CAREERS

SMALL PACKAGES

Why small vessels offer big career opportunities.



INTERIOR

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WELCOME LETTER

Yet again, captains and crew find themselves at another event in the saturated yachting calendar. The Monaco Yacht Show is obviously a sales event, focused on owners and their high-value assets, as is Cannes, FLIBS and everything in between. At these shows, there's always the odd seminar looking to change the world and solve all the industry's problems, but a seminar here and there isn't going to do very much. Not to mention that there is no guarantee that captains and crew will attend them in the first place – the moment your yacht has a showing, you're back on board.

Just imagine a place with discussion after discussion, workshop after workshop, where you can choose which days to attend because either your yacht's in a local shipyard, in the process of being built or because it's not a busy

time of year, you've actually got time off or are on rotation; workshops all about the future of the industry, from today's deckhands to tomorrow's captains. After all, what is this industry without crew? Nothing. So this ideal must include crew. Captains and crew must be part of the forward-thinking discussions that will mould our industry into the amazing one we know it can and should be – an industry crew can be proud to be a part of, and one that will turn potential owners into existing owners, and therefore turn potential crew into existing crew.

For once, unlike so many other discussions on the 'future' of the industry, I'm not talking about a 'crew utopia' that exists only in conversations and never reality. No. What I'm talking about is The Superyacht Forum, taking place 13-16 November in Amsterdam, which,

this year, will have a whole different meaning for crew.

In the past, captains and crew haven't been the main focus of the event (previously called the Global Superyacht Forum) but this year, everything changes. And I mean *everything*. We don't believe crew are a separate industry – if anything, you're the most important part of the superyacht industry – and you're integral in driving this industry forward. Each and every day of this now four-day event (previously three days) will have a focus on yacht operations. In short, that means you.

So if you're interested in attending, email *The Crew Report* Editor, Lulu Trask, at lulu@thesuperyachtgroup.com, and we'll explain how you can play a role in the most important industry event in the calendar. Have your say.

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GRASS ROOTS

Lulu Trask suggests that when it comes to engaging with new recruits, we should shift our focus away from existing crew and put pressure on the training schools.



BY LULU TRASK

Recently, I was at an event where a year 12 student said, "I hadn't previously considered a career in the maritime industry, but now it's definitely an option for me." She had taken part in a month-long programme at the Maritime Skills Academy in Dover, UK, that, over four sessions, aims to introduce students to the idea of a career at sea, partly by having them sample the STCW training.

While these 'join the maritime industry' initiatives are rarely superyacht-specific, they are programmes that engage the local community and can only serve to open the doors to a career in which the superyacht industry makes up a small, but significant, sector.

Engaging with people before they're too far down the line of career decisions is key, and is something everyone in the superyacht industry is talking about, but not many are actually doing. (Maritime Professional Training, in the US, is another that has been offering this for some time.)

What's more, teaching people about the superyacht industry by jumping off a platform into a 3m-deep, sea-temperature swimming pool and donning the gear required to fight fires, and then

actually fighting them, is worlds away from Instagram snaps with the hashtag #yachtielife. This presentation of an idealised vision to an unfiltered audience is in stark contrast to practically teaching people who, by just being on the relevant programme, are willing to consider a superyacht career.

So while training in the STCW sense has largely been considered as something green crew do, once they've made the decision they're going to pack their bags and head to Palma to face weeks or months of dockwalking, perhaps we should be using it as a sales tool for the superyacht, and wider maritime, industry.

Our industry – and I'm equally guilty of this – always talks about crew as the ultimate sales tool; the crew is front of house and the reason clients do or don't book repeat charters. But perhaps it's time to take a bit of a pressure off the crew and transfer it to the training schools to encourage them to open their doors and use their knowledge to educate potential crew about the industry. And to those training schools that are already doing this, a big thumbs-up from TSG Towers. [U](#)

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SAIL AWAY HOME: CREW REPATRIATION

MANY CREW DON'T GIVE A THOUGHT TO REPATRIATION UNTIL THEY WANT TO LEAVE THE YACHT AND RETURN HOME. WHAT RIGHTS DO CREW HAVE IN THESE SITUATIONS? AND CAN CREW BE REPATRIATED ON COMPASSIONATE GROUNDS?

BY RACHEL ROWNEY

Repatriation is a regulation enshrined in the Maritime Labour Convention, 2006 (MLC) 'to ensure that seafarers are able to return home'. Effectively, repatriation provides crew with the right to be returned to their 'home port' when their contract ends. This includes flights, accommodation and other travel expenses.

All commercial vessels are required to adhere to the MLC requirements, but Liam Dobbin, managing director of wilsonhalligan Yacht Recruitment, explains that private yachts also tend to follow the same agreement laid out by the MLC, even though it does vary. "It's driven by the captain. If they are managed or they've got an external management company and they are still private, it will be a fairly standard contract and crew will be repatriated," he explains.

Rebecca Thornley-Gibson, head of employment at Ince & Co, says that anything outside of the requirements stated in the MLC (outlined in the sidebar) would have to be agreed on a case-by-case basis with the owner and/or captain. "It could be that in a Seafarer's Employment Agreement (SEA), there are additional repatriation obligations that have been contractually agreed, such as in the event of some sort of personal trauma, but that would have to be something

that is very much negotiated between the yacht owner and the crewmember in their contract."

New legislation was introduced in January 2017 (an amendment to the existing MLC), which was the result of a collaboration between the International Labour Organization (ILO) and International Maritime Organization (IMO). The new requirements mean that owners now must have a contract of insurance (or other financial security in place, such as a bond) to cover their liabilities for repatriation. Previously, if an owner was to declare bankruptcy, they would not be accountable for paying the costs for crewmembers.

Mark Needham, partner at Bargate Murray, believes that the MLC merely confirms a long-standing tradition found within the yachting community. Previously, bringing crew to the yacht and sending them home was treated as more of a gentlemen's agreement, therefore for owners adhering to the MLC isn't a huge difference. "My experience has been very positive. Owners have adopted this and understood that this is a requirement and have complied with it. It's not been a meteoric shift for the owners to do it, it's just enshrined it into law now."

Similarly, Helen Warren, director at Sovren House Group, insists



“The reality is that if somebody found out that they had an emergency going on back home, their contract would have to be terminated.”

there are fewer issues with repatriation in the industry nowadays. “There aren’t as many crazy stories of crew being left as there used to be, because crew and yachts are becoming more professional,” she says. The MLC was introduced primarily to protect seafarers who would not be able to afford transport home, not particularly common for superyacht crew who typically have high salaries.

Repatriation on compassionate grounds is a slightly greyer area in the industry. It is often the case that seniority, time spent on the vessel and the relationship with the owner play an important role in whether leave is granted in circumstances not outlined in the MLC or aboard a private vessel. Dobbin says that wilsonhalligan, as a yacht

recruitment consultancy, often receives requests to place crew temporarily as cover for a crewmember. “Some of the crew pay for themselves to get home as they’ll have their allowances each year. If it’s an emergency situation, they will fly home at their own cost, the yacht will get a temp on board and then the crewmember will come back in three weeks, after the funeral, for example.”

Due to the unforeseen circumstances that usually surround compassionate leave, Thornley-Gibson explains that the crewmember legally has very few options if their yacht owner, manager or captain isn’t willing to offer them time off. “The reality is that if somebody found out that they had an emergency going on back home, their contract would have to be terminated.

Crew would be bringing the contract to an end unlawfully because they wouldn’t be giving the required notice.” As there is no legal statute for compassionate leave, the reality for crew is that if they wish to return home for personal reasons, they would effectively be breaking their contract, giving the yacht the right to fire them.

Upon signing a contract with a yacht, crew have to stipulate their ‘home port’ to where they wish to be repatriated if and when their contract ends. Marianne Richards, operations manager at Hill Robinson Yacht Management, says that, in practice, there is a certain flexibility to where the crewmember can be repatriated, but only within reason. “We talk to the captain all the time when we are



MARITIME LABOUR CONVENTION, 2006 (MLC)

Seafarers should be entitled to repatriation:

- (i) in the event of illness or injury or other medical condition which requires their repatriation when found medically fit to travel;
- (ii) in the event of shipwreck;
- (iii) in the event of the shipowner not being able to continue to fulfil their legal or contractual obligations as an employer of the seafarers by reason of insolvency, sale of ship, change of ship’s registration or any other similar reason;
- (iv) in the event of a ship being bound for a war zone, as defined by national laws or regulations or the seafarers’ employment agreements, to which the seafarer does not consent to go; and
- (v) in the event of termination or interruption of employment in accordance with an industrial award or collective agreement, or termination of employment for any other similar reason.



employing crew to make sure that they are not committing to any ridiculous repatriation terms and conditions," she says.

The management team will sometimes take into consideration crew being sent to different locations if the costs are similar, the crew are legally allowed to go to that country and they have been working on the yacht for a prolonged period of time. It would be unlikely for a yacht to agree to send a new crewmember back to Australia if they had joined the vessel in Antibes, for example, until they had finished their trial period. However, in compassionate cases, there is no legal requirement to contribute to flights and accommodation, especially if the crewmember wishes to be sent to somewhere other than their home port. In most cases, in these situations crew would have to organise transport and payment themselves.

When speaking to crew, it's not uncommon to hear horror stories from their time in the industry. One stewardess and her partner – who was also the captain of the boat – were fired by their manager while they were on compassionate leave. "After a year-long challenging refit, we rushed home just before Christmas when a close family member fell extremely ill. The family member died the day after we arrived home. Three days after the funeral, the manager phoned to say we were fired," she remembers.

"Being fired while on compassionate leave was one of the most stressful experiences of our lives," she adds, exemplifying how insensitive the industry can be. "We were unable to defend ourselves because we were already so devastated dealing with our loss and having been away from home during a difficult time."

Evidently, this case is not typical although it does highlight a bigger issue where crew can be placed in a vulnerable position. However, there are happier anecdotes of crewmembers' compassionate repatriation. Dobbin recalls a more heartwarming example where crew clubbed together to send a colleague home for a funeral. "In one instance, for a laundryman, the crew did a whip-round and got him the money to fly him home to bury his family member."

In situations of heightened emotion such as a death in the family, crewmembers being denied the opportunity to go home does seem incredibly unfair. However, the attitudes in these scenarios are dependent upon the individual yacht and should be treated on a case-by-case basis. On board a smaller vessel where it's all hands on deck, or if the crewmember has just joined, it is at the discretion of the captain or owner.

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“Everybody makes every effort to work around people’s personal lives, but at the end of the day, we’ve got an owner who is paying a lot of money for their crew and we need to make sure that their needs are met as well. It is a case of negotiating and working out what is reasonable to achieve,” says Richards. This highlights the unchangeable element of the yachting industry: the crew are at their owner’s disposal.

In future, there are ways for crew and owners to anticipate compassionate incidents and work together on contracts. Needham suggests that repatriation on compassionate grounds is something that owners could incorporate into contracts to improve owner/crew relationships. “I always think that a happy crew makes for a better yacht ownership experience,” he says. “When you’re talking about compassionate repatriation, that could be part of the

package that an owner can put together in the same way that owners of businesses seek to incentivise their staff and make it a happy working environment by offering other benefits.”

The industry continues to progress in its protection of crew, with the MLC’s stance on repatriation ensuring safety and security when a contract is terminated wherever the yacht is in the world. The human element of sending crewmembers home, especially in times of personal distress, cannot be quantified in regulations across the industry. Perhaps we can encourage a more compassionate approach to these situations, one that is respected by both the yacht’s management team and its crew. **RR**

“In compassionate cases, there is no legal requirement to contribute to flights and accommodation.”



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A CREW PARADISE

SUPPORT VESSELS HAVE BEEN REFERRED TO BY SOME AS A 'CREW PARADISE'. HERE, KENAN SEGINER, FORMER CAPTAIN OF SUPPORT VESSEL *GARÇON*, SHARES HIS EXPERIENCE OF THIS ENVIRONMENT AND DISCUSSES THE MAJOR DIFFERENCES FROM A CONVENTIONAL SUPERYACHT.

BY GEORGIA BOSCAWEN

Life on board a support vessel is very different from that of a conventional superyacht, but certainly has its advantages. So we decided to gain insight into what it's like to work on board what has been referred to as a 'crew paradise'.

The daily upkeep and work on board a support vessel might be similar to that of a superyacht, but there are some very noticeable differences. "You've got the ability to play with big boats and tenders, and properly focus on the maritime side of things without interfering with the guests' lifestyle," says Kenan Seginer, ex-captain of 67.1m Damen support vessel *Garçon*. "This makes a big difference with the crew, as they can get on with what they're doing, so it feels very operational."

Superyachts are designed to give crew a discrete access to the boat when there are owners on board. However, because support vessels are designed around the crew, rather than owners or guests, there is a different approach. "If you're working on a yacht, there is a part of it that makes you feel like you're behind the scenes," explains Seginer. "You're making sure you've washed the boat and you're doing it without the owners in sight, so you're always trying to find the right time to do it and

do it in a discrete way. But on the support vessel everything is very operational – it's not so much on the service side of things, it's closer to the shipping and maritime side."

When working on a support vessel, crew will be working closely with big tenders, helicopters, submarines and all the kit that they get really excited about. The purpose of a support yacht is very different from that of the mothership, although both vessels have the same objective – to ensure that the owner's experience is as enjoyable as possible. "A support vessel is a ship designed for carrying kit and crew – there are no areas they feel they can't access," says Seginer. Everything from the large cabins to gyms have been designed to keep the crew happy. And while the vessel is purpose-built for crew, it's still a pleasant environment for an owner to come into. It can even be used as a yacht in its own right, although this is rare.

Clearly, the working environment from the crew perspective is very different when living without the owner on board, and while this is just one element it appears to have an impact on the general morale among the crew. "On a superyacht, it's



Jeff Brown

quite quiet. Every department is busy doing their work and there's not much interaction," says Seginer. "Interaction on a superyacht is very quick and tends to happen at lunchtime, if at all, whereas on a support vessel there is always a lot of interaction between a lot of the crew, and it's a very nice feeling. If you have a good team on a support yacht, there is a real family feel to it."

Seginer ran *Garçon* using a rotational method to offer junior crew other experiences when more senior crew were on leave, as well as to keep the team well rested. "On the deck, we had 12 months on and six months off, and 10 on and five off in the engineering department, which meant the junior engineer would be stepping up and down as the senior engineer would be stepping on and off. Everybody

had two thirds of their time on board and one third of their time off. It makes a big difference; you can go all around the world and the boat is kept working all the time because the crew is well rested."

In this case, *Garçon* was the support vessel to 87m motoryacht *Ace*, which has just under 30 crewmembers on board. But while the two crews

“

On a support vessel, there is always a lot of interaction between a lot of the crew and it's a very nice feeling. If you have a good team on a support yacht, there is a real family feel to it.

”





Jeff Brown

Above: 67m Garçon under way. Previous page: 67m Garçon's vast deck for tenders and toy storage.

would work to support (for want of a better word) each other, they were not rotated between the two. Seginer and the captain of *Ace* were, however, completely in tune with each other, with the sole intention of working to give the owner the best experience possible. So if further staff were required to help on the mothership, it would be all hands on deck and a case of working together.

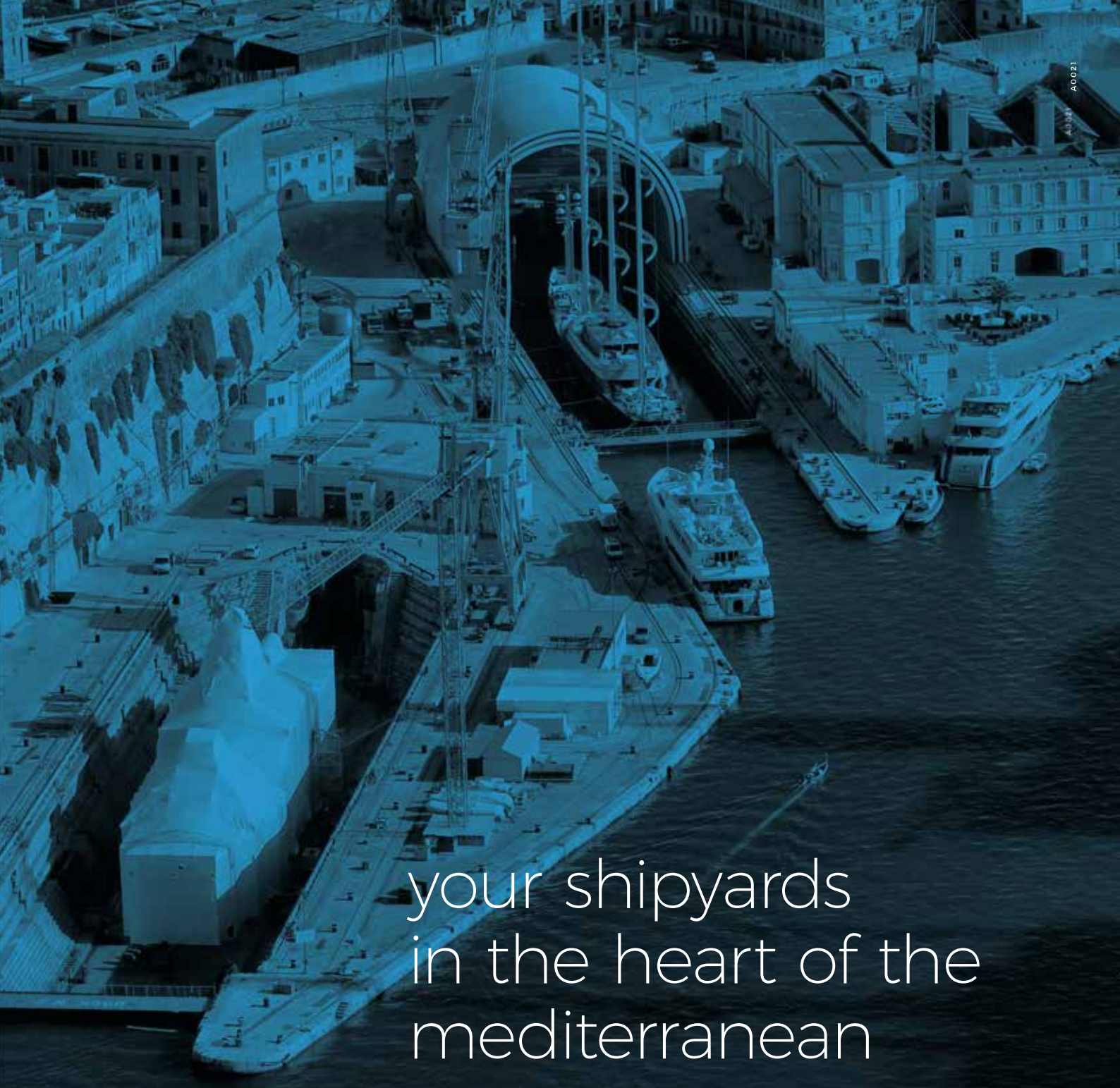
"We worked as a team. It's really important that the crew on the support yacht are 'yachties' and they understand what the mothership is trying to do," adds Seginer. "It's also really important that the support vessel and mothership captains know each other well, work well together and are able to think outside the box." So even though the two crews are, in essence, separate, because the support crew may be needed to lend a hand and must keep the owner's wishes in mind, there has to be a certain level of experience to ensure the crews work together seamlessly.

"On a support vessel, deck crew need to be able to operate pretty decent-sized tenders," says Seginer, who says he's a "massive fan" of taking on green crew. However, on a support vessel this can be difficult. "We found that we

were comfortable bringing a junior crewmember in, but the team has to be quite experienced – we are a support vessel, supporting a mothership, so it's really important the crew understand what the mothership is doing." At short notice, Seginer would be willing to send his crew to the mothership to support its crew with things such as setting up for a party or covering up the yacht in heavy rain. "If you have support crew who don't really understand what it's about, it's not that simple, so it's an environment that, more often than not, has experienced crew."

While work on board a support vessel offers a functional and practical role, as opposed to the service life of a superyacht, there is still a requirement for interior crew on board. "The boat needs to be taken care of to a yachting standard," explains Seginer. "It's still a big task when you think about it. You have 16 crew, plus six additional interior staff, including helicopter pilots, so their cabins, uniforms and other things still have to be taken care of." Although it is rare for owners and guests to spend time on the support vessel when they need to use tenders or the helicopter, it can and does happen. As a result, the crew needs to be equipped to handle this with ease.

Life on board a support vessel is clearly very different from that of a superyacht, and while there may be many challenging aspects of the job, such as dealing with larger equipment, there seems to be a genuinely positive attitude towards it. "If you have the money to buy a superyacht," concludes Seginer, "the experience of having one that is supported with a well-run support vessel is fantastic multiplied by a million." BB



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CAPTAINS

The figures behind management



THE SUPERYACHT INTELLIGENCE AGENCY TALKED TO SENIOR CREW ABOUT A MUCH-DISCUSSED TOPIC AND ASKED: DOES MANAGEMENT HELP YOU TO RUN YOUR YACHT?

BY LULU TRASK
DATA SUPPLIED BY RUSSELL
COCKERTON & ROBERT HEADS

The debate about 'managers versus captains' has been done to death. So much so that I'd go so far as to say that market sentiment on this topic has changed significantly. Whereas two or three years ago we'd hear regular complaints from captains bemoaning their management company's efforts to get overly involved, or from managers about captains who thought their way was law, now, instead of complaints, we're having conversations.

But while the attitude towards yacht management is improving, the range of services under the umbrella 'yacht management' is vast; some simply offer ISM, while others provide anything and everything up to and including crew recruitment and payroll. Therefore, the value of comments about the pros and cons of management is becoming tricky to quantify against the varied scopes of services. That's why The Superyacht Intelligence Agency, part of The Superyacht Group, undertook its Yacht Management Sentiment Survey to put some numbers alongside the opinions we've been hearing for so long.



THE CREW REPORT
ISSUE 82

CAPTAINS SECTION
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THE COSTS

There are a range of services offered by management companies and many have a 'pick 'n' mix' selection. The majority, however, now offer an all-encompassing management service, from ISM to crew payroll. Of the 500gt-3,000gt category, almost half (47 per cent) pay €5,000-€10,000 per month for the full suite of management services, while 33 per cent pay between €10,000 and €20,000.

For those superyachts above the 3,000gt threshold, where management has to deal with an additional set of rules and regulations, 50 per cent pay more than €20,000 a month for the full scope of services. What is slightly disconcerting is that 19 per cent of superyachts under 500gt – a threshold below which superyachts are subject to significantly fewer regulations – are paying that same figure of more than €20,000. This begs the question: how are these companies justifying such an expense, and why are owners of smaller vessels willing to pay it? The answer could be down to something as simple as poor budgeting.

Even more concerning, sitting alongside this €20,000 sum, is that when asked about the cost-value of management companies, 53 per cent rate it below 50 on a sliding scale of zero (extremely poor value) to 100 (excellent value) and only 22 per cent judge it to be between 76 and 100.

THE FUTURE

With the imposition of new regulations becoming ever more frequent, yacht management companies will undoubtedly play an integral role in the future of the superyacht industry. These companies should – and many already do – support and assist captains where required, with the best interests of the owner as the end goal for all.

While The Superyacht Intelligence Agency's report reveals a number of questions over certain areas of management – namely the cost-value conundrum – we cannot ignore the general agreement on the part of captains and senior crew that management does help when it comes to operating a yacht. Nor can we disregard the fact that 26 per cent of

survey respondents rank the cost-value of management companies between 76 and 100 on the sliding scale. There are, it seems, plenty of captains out there who are very happy with the management services they receive.

But we should always be striving, as an industry, towards improvement. So how can the prospect of yacht management become a more appealing one for captains? Their wish list includes everything from officially regulated management companies to the necessity for management companies to be separated by speciality. "The under-one-umbrella approach is not in the owners' best interests," said one captain.

Yet the general message received in this open-ended call to action was 'less interference', which suggests two things: either management companies are interfering to the point of hindrance in the daily operations of superyachts, or there needs to be a clearer understanding on the part of captains about why management companies are doing what they're doing. Or, perhaps more likely, it's a little bit of both. ¶



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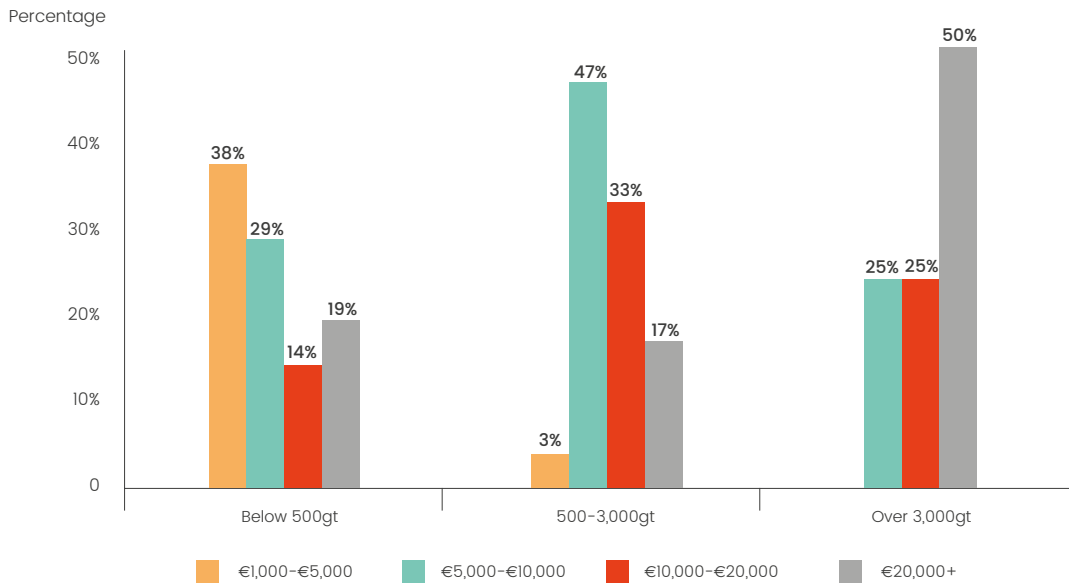


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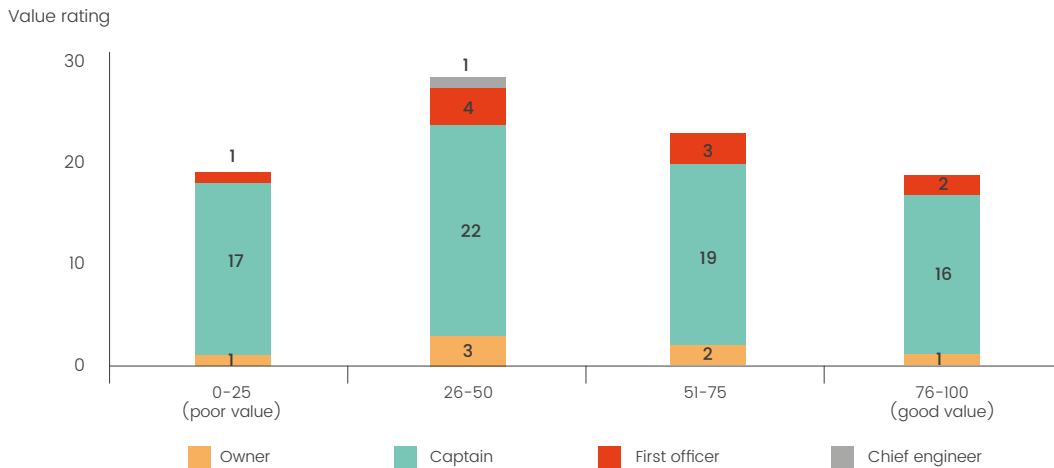
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Management data

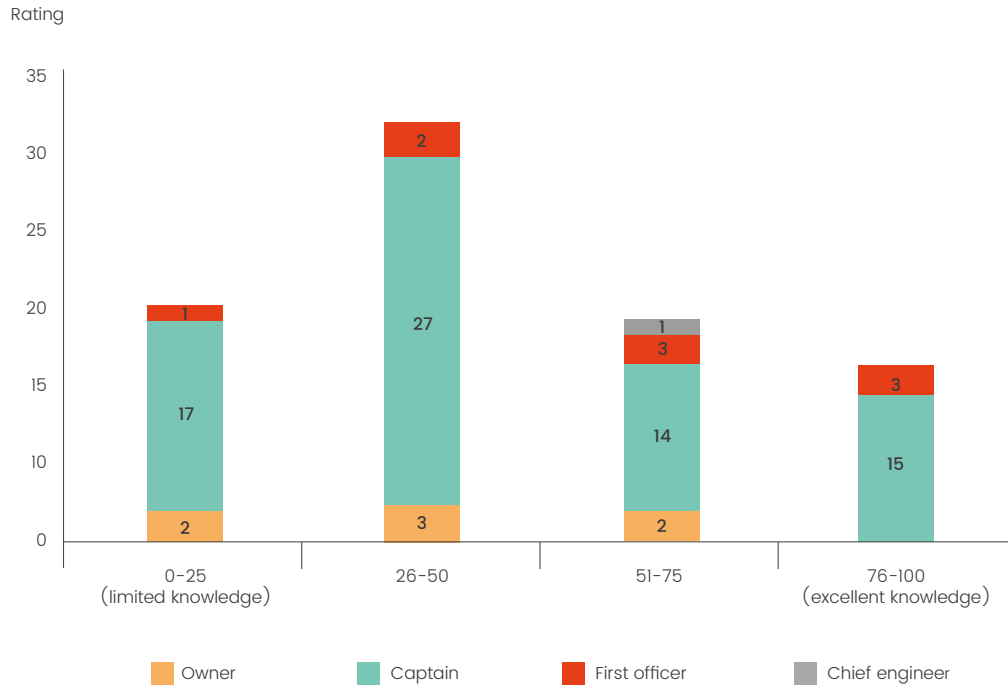
Cost of full-management services by gross tonnage



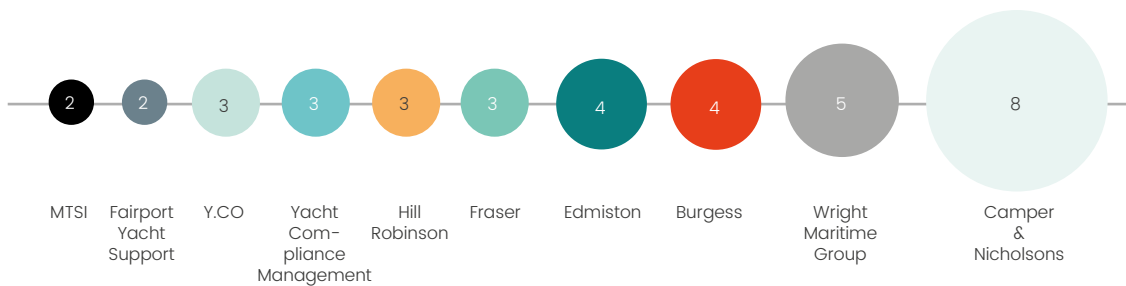
Cost value of management companies



Technical knowledge of management companies



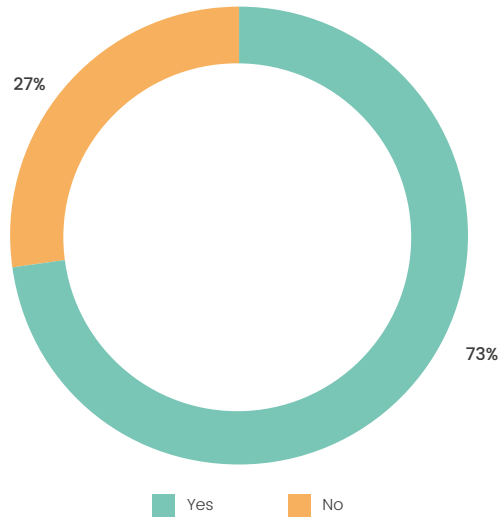
Which management company have you enjoyed working with most?



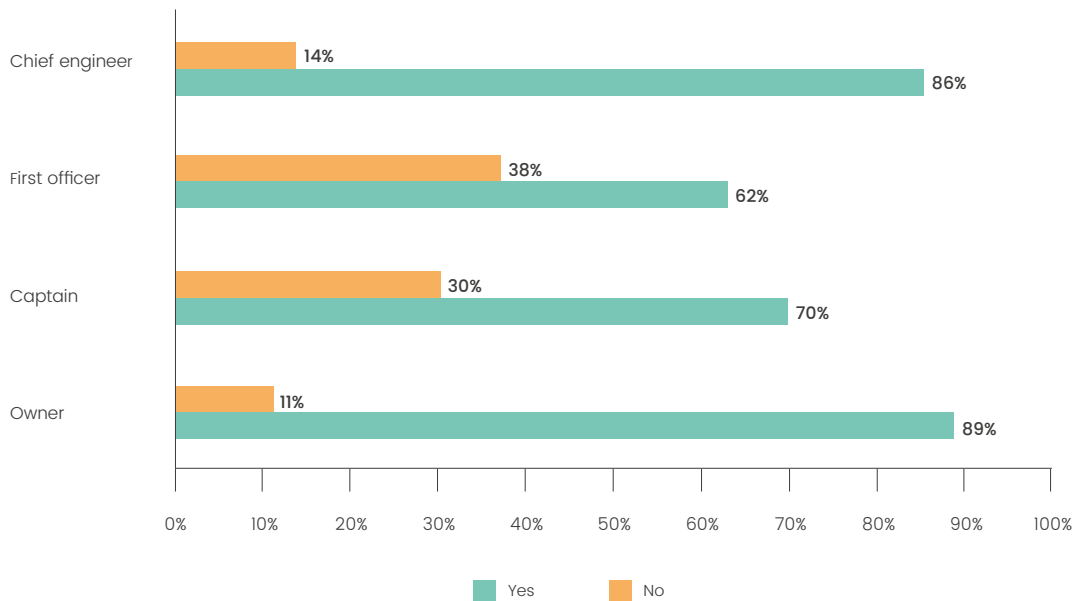
Results based on single answers



Does management help with a yacht's operation?



Does management help with a yacht's operation?



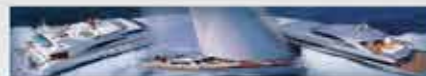


						
		Sara	Alex	Ambra		
						
Antonella	Tanja	Daniela	Federica	Cecilia	Federica	Emanuela
						
		Anita	Vivien	Xenia	Adriana	Alessia
						
		Andrea	Sabrina	Anna Lisa	Jenny	Saija

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Captains' comments

THE ISSUE

A common problem in our industry is the high level of crew turnover, which is particularly prevalent in the junior ranks. Here, a number of captains give their insight into why they believe this issue exists and offer solutions to combat the problem.

”

Captain Maurizio Capitani, *M/Y My Johanna*

My idea is to consider having a 'crew-recruitment department' (or work together with a recruitment agency) to organise a rotation for five months on and one and a half months off. This way, all the crew can take a breath and regain their energy, ready for five more months on board.

Another idea would be to have two complete crews for every yacht and organise a rotational period on board and ashore, which is very easy. Only a few yachts are applying this policy and they seem to be achieving good results.

**HAVE TWO
COMPLETE CREWS
FOR EVERY YACHT**



XX



Captain Boris Sore, M/Y Pida

We should understand that there are two very different reasons for the movement of crew. Naturally, your crew should move up, otherwise they are not ambitious or skilled enough, both of which are bad. Their living habits change, as well as their perspective, and they may want to look for another boat location. The second scenario is when your crew leave to be on a similar boat, and this is the one we should worry about. In my opinion, if this happens, someone has failed in the work-rest-fun-friends-family balance. It may be the captain, the manager or the owner.

The times in which we live have changed. It used to be hard to hear of a job vacancy, and even harder to travel to get it. Today, information is gleaned very quickly, everybody is on the web at all times and even getting push notifications for jobs. It was never like this before; dockwalking was the closest thing you could do. Agencies were in only one place, whereas now you have them anywhere, and they're all on the Internet. You have some owners paying more and others paying less, and crew find out very quickly when there is a 'better' boat to work on.

WHEN CREW LEAVE TO
BE ON A SIMILAR BOAT,
WE SHOULD WORRY

Captain Dario Savino, M/Y Regina D' Italia

LONGEVITY BONUSES
CAN BE USED TO
MOTIVATE CREW

Crew turnover has always been the dark side of the equation. I have been on busy and under-crewed charter yachts with very high crew longevity, with back-to-back summer and winter charters (and the owner filling all the spaces in between). In those circumstances, the crew have very little time to argue. On the other hand, on very relaxed private yachts, with few guests and days off, the crew have more time to find a reason not to get along with each other, and they make life on board less bearable. When this happens, people decide to leave because their days are full of tense relationships.

There are ways to decrease crew turnover, such as a longevity bonus, periodical salary increases or charter tips, all of which can be used to motivate lower-rank crew to stay longer, as well as giving crew the freedom to plan and develop a proper sea career. Another idea is the option to adopt a rotation (like on a merchant ship) with three or four months on and one off, which could be easily achieved by employing full-time extra deckhands and stewardesses. This would allow people to have a private life, even when working at sea.



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Captain Michael Schueler, *M/Y Rasselas*

A SINGLE TURNOVER CAN
COST UP TO €20,000

Crew turnover is one of the biggest, financially unmeasured problems in yachting. The belief of many fellow captains I talk to is that each time a lower-rank crewmember leaves, it costs the yacht owner up to €5,000, even €10,000. With officers it can easily get up to €20,000 in flights, paperwork, specific boat training, safety drills, uniforms, 'lost' inventories, mistakes and breakage.

Instead of looking at this problem from this bigger perspective, what if we simplified it to the most basic form by looking for the solution in each individual? As a captain, ask yourself, "What can I do to improve myself to make yachting better for my crew, shoreside support or owner?" You can only really control yourself, but imagine what yachting would be like if we all did it? The only focus we

all should have is legally, safely, and hopefully ethically, making yacht owners happier than they have ever been on their yacht to ensure they stay in the industry for the rest of their lives. The money is just simply the result of us successfully reaching our goal.

Captain Luca Triggiani, *M/Y Exuma*

The lower ranks are very important. I would even go as far as to say that their contribution is fundamental. As they are the lowest-paid crewmembers, we first of all need to understand what their objectives are. Is it about making money or wanting to build a career in the yachting industry?

When they are motivated, the risk of them changing employment reduces automatically. A captain should recognise the importance of reducing turnover and discuss with management about turnover reduction. If the aim is to keep them on board, longevity bonuses could be a solution.

WE NEED TO
UNDERSTAND
CREWMEMBERS'
OBJECTIVES

”



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THE HUMAN FACTOR

BY BRUNO SANTOS PASQUIER

AS BIGGER SUPERYACHTS CONTINUE TO BE DELIVERED, WE HEAR FROM BRUNO SANTOS PASQUIER, CAPTAIN OF A 90M+ MOTORYACHT, ABOUT THE IMPORTANCE OF 'HUMANISING' THE YACHTING EXPERIENCE, ESPECIALLY FOR THE CREW.

One of the things that differentiates the superyacht industry from its maritime counterparts is the people in it. Whether that's the owners, the guests, the yacht managers or the crew, there's an element of something real about this industry, something I didn't get when I worked in the merchant navy.

In fact, that's why I left the merchant navy. It was getting too big and there were just too many people to have proper, human relationships. I remember when I first joined yachting 10 years ago, I was told that, as a chief officer, I had weekends off. Obviously, this isn't the case for all (or even many) superyachts, but there was an understanding that I would benefit from having my weekends available. In the commercial world, you would work for the duration

of your contract without having any days off. So despite many complaints about the long hours for those working on charter yachts, especially busy ones, that time off is still in closer reach than if one were to work on board a commercial ship.

What perhaps makes the superyacht on which I work most 'human' is that we have 15 different nationalities on board, something I'd recom-

mend to any captain, where appropriate to meeting an owner's requirements. Of course, with a large crew of 36 (during the busy season), it's easier to have a wider range of nationalities. Often you hear about exceptionally large yachts with very large crews being compared to a hotel or a business, without that level of crew interaction. But I don't think that has to be the case. Of course, having 15

What makes the superyacht on which I work most 'human' is that we have 15 different nationalities on board.





Whatever our ‘titles’, whether that be captain, owner, manager or crew, we’re all people and we all benefit from that level of human interaction.

nationalities is, in many ways, more complicated, but it’s also better. We all have different experiences and it’s fun to learn from our differences, and work with them proactively and successfully. It’s obviously working for the crew, too; my chief officer has been here for 11 years and my bosun for 10 years. I really think this mix of nationalities is the heart of the boat.

It’s also incredibly important to let those members of the crew experience the boat. By that I mean they need to be mentored so they can improve their careers. On a yacht of this size and tonnage, the Officer of the Watch (I have one chief officer and two second mates) is responsible for sailing the yacht during his watch. Experience is gained daily throughout these watches,

although always under the captain’s supervision and with my assistance at all times. With time spent together, your officers’ confidence is gained, and it is good to give them opportunities to manoeuvre the yacht inside the port. They need to be given a chance to improve and believe in themselves.

Continuing this human experience off the boat is just as important. I’ve heard from colleagues that other management companies in the industry will be giving the captain orders without even having had a face-to-face conversation with them. With our management company, it’s more down to earth. We’ve known each other for a long time and we’ll regularly meet for lunch or dinner to discuss what needs to be discussed. As with the crew, this relationship is like

a family. Again, this comes with good and bad – we quarrel and have different opinions at times, but we’re in it together and, as a result, it works well.

Sadly, the masses of paperwork and regulations made the commercial sector less ‘human’ and yachting is heading that way. In the bridge, I have reams of paperwork, but it’s still better than in the commercial world and, we have to remember, it’s in the name of safety.

Perhaps it sounds strange talking about the idea that an industry full of humans could really benefit from being ‘more human’, but it’s important to remember that whatever our titles, whether that be captain, owner, manager or crew, we’re all people and we all benefit from that level of human interaction. [BSP](#)

ABOUT BRUNO SANTOS PASQUIER

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DECK

A head START



AS THE SUPERYACHT INDUSTRY LAMENTS THE LACK OF QUALITY CREW TO OPERATE THE GROWING FLEET, CADETSHIPS AT A HANDFUL OF TRAINING CENTRES ARE SEEING AN INFLUX OF CANDIDATES THAT COULD HELP SOLVE THE PROBLEM, AS WELL AS GIVING ITS STUDENTS AN ADVANTAGEOUS START TO THEIR CAREER IN THE SUPERYACHT INDUSTRY.

BY BRYONY MCCABE

The UKSA and, more recently, Warsash Superyacht Academy have both been offering academic officer trainee schemes to help a novice progress to Officer of the Watch (OOW) certification level through a combination of academic studies and seagoing experience. These cadetships, which are the norm in the merchant navy, are setting a new standard for yachts.

The UKSA's four-year Professional Yacht Cadetship (PYC) is designed to provide a structured progression through the RYA Yachting scheme to MCA Deck Officer training, leading to the MCA OOW (Yachts <3,000gt) Certificate of Competency (CoC). By combining phases of training at UKSA with paid work placements on board superyachts, the scheme aims to deliver professionally trained officers to meet the growing demand in the sector. The cadetship also includes the option of a foundation degree in Operational Yacht Science.

Lauren Stiles, the UKSA's cadetship manager and industry guidance adviser, says the programme supplies committed and competent candidates. "Our PYC prepares students for all aspects of the industry, both positive and negative, therefore better preparing them for a superyacht career," she explains.





Warsash Superyacht Academy, part of Southampton Solent University, launched its three-year cadetship in 2016 in collaboration with Trinity House. Specifically tailored to the superyacht industry, it leads to the MCA OOW (Unlimited) CoC. The programme consists of five phases that alternate between academic studies at Warsash and time at sea to gain practical experience on board superyachts and commercial vessels. Cadets will also achieve full academic exemption for the study towards Chief Mate (Unlimited) and a foundation degree in Marine Operations or Marine Engineering with the option of an honours top-up degree.

Lars Lippuner, director of Warsash Superyacht Academy, believes the issue of the Unlimited ticket is what sets the programme apart. "The Unlimited aspect means that the maritime education is much more rigorous, and that students are given the best career prospects as there are no limits in terms of sector, type of vessel or length of vessel," he says. "In this respect, the cadetship attracts crew who are looking towards a lifelong career plan."

Dan Snook, currently working as a deckhand on 45m sailing yacht *Salperton*, began his phase one training at the UKSA in 2014, and believes the experience has been integral to his yachting career so far. "It allowed me to gain honest inside knowledge and expectations of the industry," Snook reflects. "Alternating phases of sea time and courses allows me to put into practice what I have learned in the classroom and vice versa."

“In terms of starting out in the superyacht industry, it is fairly unusual for someone to come in with an OOW ticket, particularly with an Unlimited ticket.”

Throughout the programme, cadets are given access to the UKSA's industry guidance and mentoring which aims to keep in touch with students and graduates on a regular basis. As professionals in the industry, graduates often come back for advice and guidance when necessary – one aspect that Snook has found particularly helpful. "Even when you are working on board a yacht in a different country, friendly advice from one of our course managers is only a phone call away," he adds.

Increasingly, the UKSA has had direct contact from captains and officers, both UKSA alumni and others, seeking recommendations for quality crewmembers because of its reputation for cadet training. "Graduate cadets who are now senior crew are keen to help current students break out into the industry," says Snook.

Warsash's September 2016 intake included the first select group of cadets aiming specifically for the yacht industry and they underwent an enhanced training programme to better prepare them for the sector. Lotty Astbury, in her first year of the cadetship, finished sixth form

last year and, in preference to the conventional university route, was attracted by the option of a cadetship at an esteemed maritime school that promised to launch her into a professional career.

"In terms of starting out in the superyacht industry, it is fairly unusual for someone to come in with an OOW ticket, particularly an Unlimited ticket," she explains. "Therefore, I think the cadetship will speed up my career progression."

Warsash believes there are many good reasons to consider obtaining an OOW (Unlimited) CoC, as opposed to a yacht-restricted CoC. Not only does it allow students to work as a deck officer on any size and type of vessel, including the increasing number of superyachts above 3,000gt, it also increases their chances for career success and gives candidates an advantage when applying for top positions within the sector. Additionally, it opens up further maritime career options, and there is the opportunity to progress to Master Mariner (Unlimited), often described as the pinnacle of maritime education and training.



TWO OF A KIND

Warsash Superyacht Academy's cadetship

Duration: Three years

Ticket achieved: MCA Officer of the Watch (Unlimited) and exemption from further academic tuition for Chief Mate (Unlimited)

University degree: Foundation Degree (FdSc) Marine Operations or Marine Engineering, with the option to follow with Honours (BSc) top-up degree

Practical experience: Sea service obtained on board superyachts, sail training vessels and commercial vessels

Other: Additional superyacht-specific courses include tender operations, superyacht operations, RYA certification, paint care and hospitality induction

Sponsorship: Full sponsorship available

UKSA's cadetship

Duration: Four years

Ticket achieved: MCA Officer of the Watch (Yacht less than 3,000gt)

University degree: Optional Foundation Degree (FdSc) Operational Yacht Science

Practical experience: Periods of practical employment on board superyachts, with up to three years' paid work during the course

Other: RYA certification, business module and yacht-maintenance training

Sponsorship: Funding opportunities and bursary scheme available for many students

As well as the core tuition, Warsash candidates will also obtain sea service on board superyachts, sail training vessels and commercial vessels. Astbury has already had three months' experience on board Windstar Cruises' ship *Wind Surf*. "Gaining experience working on a variety of different vessels, which in terms of day-to-day operations are very similar, means I have a breadth of different experiences to bring with me to the superyacht industry," she adds. "The most important thing is that, at the end of the cadetship, I will have a professional qualification for a very well-defined job role."

Unsurprisingly, Astbury's goal is to take on a captain role of a large superyacht, and she's confident she will be in the best position to get the first foot in the door through Warsash's various industry connections and networking opportunities.

Both schemes put prospective students through a careful selection process to ensure they are fully aware of the

long-term commitment needed for a successful career in yachting. This acts as a filter for the industry and ensures cadets are aware of its demands. With the foundation degree aspect of each course, the cadetships are being seen more and more as viable alternatives to the traditional academic routes often taken by the same calibre of students.

Some prominent superyachts have shown interest in the cadetships and a number of management companies have been interested in giving their support to such schemes with a view to offering even more opportunities in future. Warsash is even looking to expand the cadetship programme into other departments, specifically for ETOs and engineers. With the speed at which these initiatives are gaining momentum, cadetships could be the industry's answer to the shortage of quality crew and, for those who are career-minded, a sustainable and well-rounded introduction to yachting. **BM**

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RUNNING DRY

BY DAVID SIMMS

FOLLOWING A RECENT HELICOPTER INCIDENT THAT HIT THE SUPERYACHT HEADLINES, DAVID SIMMS, DIRECTOR AT HELIDECKS TRAINING SOLUTIONS, HIGHLIGHTS THE IMPORTANCE OF REGULAR, CURRENT TRAINING WHEN IT COMES TO HELIDECK PROCEDURES.

My career in aviation started in 1991 with the Royal Navy, and I can clearly recall the words of my flying instructor as we flashed up the aircraft in preparation for my very first training flight. He explained that I had three virtual buckets: the first two are empty and you should aim to fill them – the first bucket is ‘experience’, the second, ‘knowledge’. “The third bucket,” he told me, “is already full to the very brim and this bucket is full of ‘luck’.”

The idea behind this analogy is that each time we operate an aircraft, a little luck spills from our bucket, but as it spills we must hope the first two buckets are filling quicker than the third is emptying. If the bucket of luck runs out without the first two being sufficiently full, we have a potential problem:

with no luck remaining, and only partially full buckets of experience and knowledge, we open the door to an incident. With these thoughts echoing in my ear, we lined up on the runway and opened the throttles.

Fast forward 26 years and I find myself using the same analogy. How do we ensure that the first two buckets fill before the third is empty? In principle, it’s straightforward enough. Although we will never remove all associated risks from aviation, we can mitigate. We must ensure we are fully focused and prepared – suitable procedures and current, appropriately trained crew are the baseline starting points.

Aviation is unforgiving and aviation at sea even more so. Before we operate aircraft from our yachts, our focus and preparation





Helicopter operations taking place on board.

We must never get complacent when operating our helicopters. Any operation must be underpinned by appropriate procedures.

must be nothing less than 100 per cent. We must not allow ourselves to become distracted because when things go wrong in aviation, they tend to go wrong quickly and with catastrophic results. Thankfully, helicopter accidents are rare in our industry, but we should remember that more helicopter-capable yachts are being delivered by our build yards, flying rates are increasing and the demands on our crews intensifying.

During the cruising season, long hours for our crews are the norm and it is a fact that tired people make mistakes. To mitigate this, we must ensure our crews

are well rehearsed. Many of us are familiar with the term ‘human factors’. It is being used increasingly frequently as the commercial aviation industry has realised that human error, rather than mechanical failure, underlies most aviation accidents and incidents.

A recent case of a helicopter attempting to land on a yacht off the coast of Norway ended in disaster, although, luckily, no fatalities. At the time of writing, the incident remains part of an ongoing Air Accident Investigation, and although not wishing to speculate, the primary trigger of the accident is beyond reasonable doubt in my view. There are several videos online of an unsecured object that leaves the yacht and strikes the helicopter rotor (perhaps caused by the downwash of the helicopter).

Why reference this incident? Firstly, it happened in our industry. Secondly, my feeling is that this was

preventable if appropriate ‘pre-helideck preparation’ procedures had been in place and followed. Of course, the ongoing investigation may determine that mechanical failure rather than human error was to blame, but the point remains valid: procedures and training can prevent incidents.

Helicopters on large yachts are increasingly common. They are versatile and add significant benefit to the superyacht’s operation, but my message is simple and, hopefully, clear. We must never get complacent when operating our helicopters. Any operation must be underpinned by appropriate procedures and, additionally, we must ensure that those responsible for helicopter operations are trained. Regular, recurring training will ensure that knowledge builds proportionally with experience. Don’t allow that bucket of luck to run dry. **DS**

ABOUT DAVID SIMMS

10 YEARS

IN SUPERYACHT INDUSTRY

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TRIATHLON

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INTEREST IN AVIATION BEGAN WHEN HE STARTED PARAGLIDING, AGED 16

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THE COMMERCIAL HOSPITALITY SECTOR IS IN A LEAGUE OF ITS OWN WHEN IT COMES TO TRAINING STANDARDS AND FORGING PROFESSIONAL CAREER PATHS FOR ITS EMPLOYEES - IN STARK CONTRAST TO THE SUPERYACHT INDUSTRY. BUT HOW SUITABLE ARE CANDIDATES WITH HOSPITALITY BACKGROUNDS AND QUALIFICATIONS AS SUPERYACHT CREW, AND IS THEIR EXPERIENCE PROPERLY RECOGNISED?

BY BRYONY MCCABE

Most high-calibre hotels, restaurants and cruise ships require employees to have a professional hospitality degree or qualification. This prerequisite allows the hospitality industry to be viewed as a viable career path and ensures that those working in it have an in-depth understanding of its structure and operation, as well as its related sectors. A common thread is the focus on identifying, understanding and responding to the needs of consumers to provide an excellent customer experience.

Many hospitality management programmes also offer a strong blend of business courses, including accounting, economics, marketing, administration and human-resource management, along with resourceful soft skills and core communicative skills. It could easily be argued that this knowledge, combined with any experience gained putting it into practice in the commercial hospitality industry, would be a positive asset to any interior crewmember looking to work in yachting. However, the skillsets of candidates with hospitality backgrounds attempting to break into the superyacht industry are not always recognised or indeed welcomed.



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INTERIOR SECTION
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Peter Vogel, managing partner and principal trainer at Luxury Hospitality Group, believes that the pros far outweigh the cons, although he recognises there are differences between the industries. "On a superyacht, the interior crew will often have 20 different roles, whereas on cruise ships or in hotels, the staff will have one main focus," he says. "Although hospitality people may come in with a specific, in-depth knowledge of one particular area, it doesn't necessarily mean they have the 360-degree skillset needed for working in the interior department of a superyacht."

On the other hand, Vogel points out, people who come from hotels or cruise ships tend to have a really good work ethic and attitude that adds value on board most superyachts. "They really do understand what hospitality management systems and structures are all about," he explains. "These are areas that the interior sector of the superyacht industry can struggle with, so should be a welcome asset."

For Erin Bloom, trainer at the Stewardess Training Academy, any kind of hospitality background is relevant to superyachts. "It is the awareness that experience creates and knowing when someone wants something," she reflects. "The most important factors for a guest on a superyacht are food and service, and both can really make or break a trip. Those with hospitality backgrounds and qualifications are trained properly in service and that can make a real difference on board."

Having worked with a couple of chief stews with professional hospitality degrees, Bloom also believes that one differential is the importance placed on training the interior team – an element that can be lacking



Caroline Vlietstra

on board some yachts. "They would notice the little things, such as making sure everyone had the correct posture and taking time to train us to provide the highest level of service in the proper way, which adds a lot of finesse to a team," she adds.

Furthermore, those with hospitality backgrounds who have invested significant time and money in proper training and qualifications will naturally be career-minded – something that could alleviate the problem of longevity in the interior department that so often frustrates the industry.

Maha Yachts, the latest initiative from Adrian Zecha, in partnership with CEO Stephen White, aims to create a destination club, with members purchasing four weeks' annual usage of the group's fleet of luxury superyachts. The Indonesian luxury hotelier is taking a different approach to the interior department on board the fleet by supplying the hospitality crew from his hotels, to provide a continuity of service in line with his brand.

Peter Vogel at Luxury Hospitality Management's Waterland Estate.

“ People from other sectors can offer a different type of experience that needs to be valued, and they often require less training. ”



“A yacht is essentially a floating hotel; clients expect the same high level of service and hospitality,” explains Zecha. “The hotel industry is a profession and the people who enter it expect to make a career out of it. There is possible career progression in hotels, whereas it is more difficult for crew on board superyachts because it is not really an industry yet. That is why I think the industry tends to be so disjointed from a service perspective.”

While the above examples may be desirable attributes in superyacht crew, it can still be very difficult for people from hospitality backgrounds to break in to superyachts. “The industry finds it hard to accept them,” explains Vogel. “Back in the day, it was totally different and the crossover was looked upon favourably, but now it feels like the industry is frowning on skillsets outside of yachting because we are ‘seven stars.’”

Vogel believes this attitude can be permeated by existing crew. “There are many crew in leadership positions on board superyachts who shouldn’t be leaders because they often haven’t had the right training,” he says. “People who come from different hospitality backgrounds

often prove their expertise very quickly and mid-management on board superyachts can be threatened by this.” Vogel adds that recruitment agencies can also be a factor. By not knowing or understanding the level of expertise of candidates from hospitality backgrounds, it can be hard to sell them to the yachting community.

Bloom agrees that the reluctance to properly acknowledge other hospitality backgrounds and qualifications can often come from the captains, management companies and recruitment agents. “They can think that these people will be hard to retrain but, in reality, everything comes down to the attitude of the person,” she says. “People from other sectors can offer a different type of experience that needs to be valued and they often require less training.”

While Bloom adds that much depends on the boat and the type of interior position the candidate is looking for, many boats will prefer to train interior crew in-house for the more senior positions. Therefore, those coming into the industry from hospitality backgrounds might have to face the reality that they are not going to go straight in at the top.

“The attitude in yachting needs to change so that when someone comes on to superyachts from another industry, we should respect their experience more, not start them from the bottom just because they have no experience on board superyachts – that makes no sense,” says Vogel. “Instead, we should be embracing their knowledge because we are short on crew and we will need them.”

Much is changing, and the superyacht industry is gradually growing up, particularly in respect of training the interior department. While G.U.E.S.T. Standards, the accreditation body, is guaranteeing the quality of training in our industry and, therefore, benefiting those already working on superyachts, this is not a solution to the recruiting problem. For a long-term solution, the industry has to regard other industries in a better light. When we begin to respect the hospitality side as one of the main factors in the overall superyacht experience, and take it more seriously, we’ll have a much better chance of attracting talented crew from other industries who want to. **BM**

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WE CATCH UP ON EVERYTHING THE NEWLY NAMED 'G.U.E.S.T. STANDARDS' HAS BEEN, AND WILL BE, DOING FOR INTERIOR SUPERYACHT CREW.

BY ALICE WRING, G.U.E.S.T.

Since its launch in 2013, the past few years have seen G.U.E.S.T. Standards gain great momentum and influence within the yachting industry, with wide industry recognition from numerous professional bodies. Endorsed by established and respected industry associations such as MYBA, PYA, SYBAss and ISS, the accreditation body is now looking further afield, building relations with shipyards, the private aviation industry and the domestic household sector among others.

To date we have issued 6,562 certificates to students taking courses with our 23 accredited training providers located globally, and 141 Certificates of Competence have been issued to students who fulfil all the requirements for either the Introduction (G.U.E.S.T. 1), Advanced (G.U.E.S.T. 2) and Management (G.U.E.S.T. 3) levels of the G.U.E.S.T. Program. We have also hosted numerous G.U.E.S.T. Awareness Days in France, Italy, Palma, Amsterdam, Fort Lauderdale and Miami, inviting charter brokers, yacht managers, yacht builders, crew agents, captains and interior crew to workshop days, to witness the benefits of this interior training programme. Our latest event (at the time of writing) took place at the end

G.U.E.S.T. grows

of June in Antibes to a sold-out crowd of interior crew, with great feedback from all who attended. One of the interior crew attending told us, "Having over 10 years in hospitality and seven years on board yachts, it is great to finally have appreciation and attention [given] to the interior crew. I hope this training will improve future crewmembers' work ethics and knowledge."

The future is looking bright, with a re-structure soon upon the cards for G.U.E.S.T. Standards. "We will be operating as an industry-supported entity, where it will have universal support from all luxury sectors and interested parties," explains Joey Meen, G.U.E.S.T. Standards CEO. "G.U.E.S.T. Standards will continue to be the awarding body for recognising standards for excellence in hospitality and service training, and will continue to recognise training providers who deliver the G.U.E.S.T. Program's standardised qualifications for luxury hospitality and service, which meet the minimum requirements to uphold the G.U.E.S.T. Standards."

At this year's Monaco Yacht Show, we will be hosting our annual Table Setting & Cocktail Competition on Wednesday 27 September 2017, for yachts taking part



Carmen Blake Photographie

in the show, followed by an exclusive workshop for interior crew and the competition prize giving ceremony on Friday 29 September. Another exciting event will take place the day after The Superyacht Forum in Amsterdam, with a cocktail event and day of workshops for industry professionals on Friday 17 November, 2017. And at the beginning of next year, we will be hosting our very first event for yacht owners in London, bringing them an awareness of the standards we are promoting for the crew on their yachts. The past few years have seen such strong recognition of G.U.E.S.T. Standards by the industry, and the pace is not slowing down with so many exciting projects in the foreseeable future. AW

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WINNING WITH WINE

BY MAX DE BEAUFORT-SUCHLICK

AS SUPERYACHTS BEGIN PREPARATIONS FOR THE CARIBBEAN SEASON, THE CHOICE OF WHAT WINE TO ORDER CAN BE AN OVERWHELMING TASK FOR CHIEF STEWS. HERE, MAX DE BEAUFORT-SUCHLICK, SALES AND OPERATIONS MANAGER AT ABERCROMBIE FINE WINES, ADVISES HOW TO APPROACH THE PROCESS AND HIGHLIGHTS SOME STANDOUT WINES THAT ARE SURE TO BE A HIT ON BOARD.

I caught the wine bug (to use a dreadful cliché) when doing a summer internship at a wine wholesaler while at university. Several years of living in denial followed, but I finally bit the bullet and began my career as a wine broker. I thoroughly enjoy supporting superyachts and their crews, ensuring they have the best wine for their owners' and guests' requirements. But sourcing wine can seem a mammoth task for many crew if they don't have the requisite wine experience. However, with just a few pointers, the process needn't be so overwhelming.

If you are heading to the Caribbean, we would advise waiting until the yacht has crossed the Atlantic before restocking for the season, for two reasons. Ideally, wine shouldn't be stored on board for any longer than it

needs to be – movement and temperature fluctuations can negatively affect the ageing process (particularly for red wine) and, as such, a rough Atlantic crossing at a high cruising speed is best done with an empty cellar. Secondly, wine can be delivered VAT-free to the Caribbean, although local taxes still apply on certain islands. Your best bet is to buy from suppliers that store their wine in bonded facilities and can deliver throughout the region.

Some owners and charter guests encourage suggestions and feedback from the chief stew on what they should be drinking, and with the Caribbean season fast approaching, here are some recommendations.

RED

When it comes to red wine, many clients are often happy to stick to the well-trodden paths of broad-shouldered Bordeaux or structured super Tuscans.

However, for those who are perhaps a little more flexible or open to suggestions, we would recommend a delicious red Burgundy. The delicate, terroir-driven Pinot Noirs of the Côte d'Or create wines that epitomise elegance, finesse and intensely sweet red fruits. They are perfectly suited to enjoy – even slightly chilled – while basking under the Caribbean sun. Their versatility is also a big selling point: lighter, fresher red Burgundy can be served with lunch, whereas more structured, full-bodied styles are well suited to an evening meal.

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andy@thesuperyachtgroup.com



Navigating a Burgundy wine list can be a bewildering exercise and it's easy to spend an awful lot of money on a Grand Cru that leaves you feeling disappointed, not to mention short-changed. We would therefore recommend seeking advice from a trusted supplier who can guide you through your selections.

Red Burgundy domaines to look out for: Drouhin-Laroze, Roche de Bellene, Laurent Ponsot, Domaine des Lambrays.

WHITE

At Abercrombie Fine Wines we love white Burgundy just as much as red, so it would be remiss of me not to recommend it here. There is such a broad spectrum of styles of white wine in Burgundy. Chardonnay is king – from the steely minerality of Chablis to the voluptuous, mouth-filling wines of Chassagne-Montrachet, it's sometimes hard to believe you're drinking the same variety of grape. This broad spectrum of flavours and styles means a suitable pairing can be made for almost any meal and makes drinking Burgundy a joy and a pleasure.

White Burgundy domaines to look out for: Jean-Philippe Fichet, Patrick Javillier, Michel Colin-Deléger, Bruno Colin.

It's rare that we receive a wine order that doesn't feature at least one case of rosé. It's even rarer that the rosé in question isn't Whispering Angel.

ROSÉ

It's rare that we receive a wine order that doesn't feature at least one case of rosé. It's even rarer that the rosé in question isn't Whispering Angel. Referred to in certain circles as 'Hamptons water', this ubiquitous wine's annual production has grown from 160,000 bottles in 2007 to around 4.6 million bottles today. *Disclaimer: other rosés are available!* [MDS](#)



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It is this last point that hints at the rationale behind MIN 524 and the SV certificates. It evolved from a working group set up by the MCA that included representatives from the fishing, tug and offshore support vessel industries, the UK Border Force, National Workboat Association, two engineering institutes, the International Association of Marine Institutes, the main UK training providers serving yacht engineers and, of course, the MCA itself. "All these vessels are using the same engines and similar systems, and as none of these other sectors had specific certification, MIN 524 [and] the SV certificates were seen as a sort of dual-purpose solution," Tuite continues. "It gave those other sectors specific qualifications, which is obviously quite important, but it also expands the opportunities for qualified engineers by opening up all these other sectors."

"Bearing in mind the new structure had to satisfy all sectors of the Small Vessel community, the overall outcome has served to benefit the yacht engineer in many ways," explains Tim Moss, head of engineering at bluewater. "For existing engineers, you can keep your current Certificate of Competence (CoC) for as long as you like, but it will retain its current limitations," Moss explains. "If you are mid-training, you will have to continue in the current system as you cannot mix and match the current Yacht (Y) and the new Small Vessel (SV) courses and exams. You can only convert a CoC, but you can easily transfer that CoC by following one of the routes shown in MIN 524."

The advantages of converting your CoC, according to Moss, include the fact that not only is moving up the ladder once in the new system faster in most cases, but also the new SV courses and exams are more relevant. This includes the removal of the Y2 Advanced Hotel Services module from the new SV syllabus, meaning for current Y3 CoC holders transferring to the new SV Chief Engineer 9,000kW is quicker and cheaper.

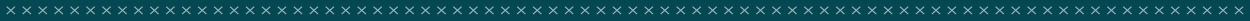
There is also now a fast-track route from SV Second Engineer to SV Chief Engineer 9,000kW, 3,000gt. There are no offshore mileage limitations for the new Small Vessel CoCs, the new SV CoC should be recognised by all STCW signatory nations and each sea service day underway will count as 1.5 days while holding a SV CoC for Yachts only. Further, the CoCs are interchangeable with other Small Vessel sectors,

giving pathways out for yacht engineers and pathways into yachts for engineers in other small vessel sectors.

"The fact that it's giving others the opportunity to work across different maritime sectors is a great thing," enthuses Tuite. "In today's market we sometimes see huge spikes in the yachting sector, and then it slumps a little bit – normally when that happens you will find another market is picking up, and this definitely allows people to cross over a lot more easily and find work. I imagine most people will want to do this because it massively expands their possibilities of getting work at the end of it."

There are also advantages for those embarking on a career in the engine room or those who have not yet attained the Y4 ticket. "In the new 'experienced seafarer' route, the existing AEC and a new one-week course –

Not only is moving up the ladder once in the new system faster in most cases, but also the new SV courses and exams are more relevant.



AEC 2 – is the start point for all new engineers to the structure, unless exempt by the MCA through previous experience,” says Moss. “If you have already undertaken AEC 1 you do not need to do it again. The skills test and MEOL(Y) have been absorbed into the new SV syllabus and a two-week workshop module to gain the Second Engineer CoC.”

As Moss points out, there are other advantages for new engineers too. The new SV courses and exams have been redesigned to suit candidates from small vessels rather than from large ship or merchant navy backgrounds and are therefore more relevant. Furthermore, the routes to promotion are quicker, and the ‘infamous’ auxiliaries course has been split into two parts, reducing the volume of the syllabus where Part 2 will be undertaken at a higher level CoC equivalent to the old Y3. “The mandatory Training Record Book,” Moss adds, “will improve training standards and aid proof of experience and actual sea service days. This should be available from the MCA soon [at the time of writing].”

The three new routes in are through an MCA-approved programme with a Diploma in Maritime Studies: Small Vessel Engineer, the experienced seafarer route similar to the existing Y4-Y1 route, and an alternative route for Graduate Engineer/HND/HNC students and apprentices. “It’s opening quite a few different routes to get to the end qualification,” says Tuite.

To get a gauge on how the new SV certificates relate to the old Y certificates, Y4 equates to Small Vessel Second Engineer, Y3 and Y2 combine to become Chief Engineer (Limited to 500gt and 3,000kW), although these engineers can also act as Second Engineer on a vessel up to 3,000gt and 9,000kW, and the Y1 ticket equates to Chief Engineer (Limited to 3,000gt and 9,000kW).

So what does all this mean for existing courses and the introduction of the new courses? “The current Y courses are planned to run until 2021,” says Moss. “The new SV courses and exams will be delivered, by bluewater at least, from September 2017 onwards.”

The effects could be profound, not only in opening up new career pathways for engineers who were previously restricted to yachts, but also in helping fill the void of qualified engineers as the superyacht fleet continues its annual growth by allowing those from other sectors with experience of similar machinery and systems to cross over. Indeed, the allure of superyachting might well encourage such migration between the vessel sectors. “At the moment the tug and offshore sector is in a bit of a slump, and so the SV CoC is beneficial to those who have sea time and some of the qualifications within the workboat market who would want to get into the superyacht sector, which is expanding,” concludes Tuite. “However, whether or not the superyacht industry will always be expanding is another question, and if there is a market slump at some point then I think you will see a reverse flow of engineers into other sectors, thanks to opportunities presented by the new SV structure.” **IT**

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I found my first proper engineering job courtesy of an outstanding captain who saw my potential (and who still supports my career progression to this day and is the first person I call on the way out of the exam office with my certificate in hand), although I still had to face prejudice.

Cabin arrangements really do limit the choice of jobs and, unfortunately, as more boats turn to the MLC, most job adverts now ask for men because of cabin arrangements. If a male engineer leaves then they look to replace them with another male engineer – it’s not discrimination, but just the way things are. The answer, of course, is to make it to chief engineer on a big boat and get your own cabin, and I am working on that.

I don’t know how many boats have or haven’t considered me for work once they’ve seen my CV, but I can honestly say that all the captains and chief engineers who have hired me have been 100 per cent ‘gender-blind’ and have never once questioned my ability to do the job. It means that the boats I work on are more diverse and make for a nicer environment in which to live.

Engineer 2

As a female engineer it is hard, but not impossible, to compete with the males, especially for a chief-engineer or sole-engineer position, but once I am in and prove myself, things easily fall into place.

I can recall one occasion doing a yard period in Fort Lauderdale when I was the relief chief/sole engineer on board. When the contractors came, wanting to speak to the chief engineer, as soon as I approached them and introduced myself they started laughing. In those moments I congratulate myself, knowing that I’m working on board as an equal with men who respect me.

My advice to captains when selecting crew is that whenever a female’s CV comes to your attention, see us as equally qualified, experienced, skilled candidates who are just as capable and proficient as men.

**Engineer 3:
Class 2 Unlimited**

I began my cadetship in 2008 at South Tyneside College. My sea time during my cadetship was not easy – I was met with sexism and hostility on a lot of my vessels. Being a woman in an engine room is too much for ignorant minds to handle. I believe my progress has been stunted by working under these narrow minds, but again I persevered and have just passed my UK Class 2 Unlimited CoC. I plan to sit my chief engineer exams in January 2019, and as for these narrow-minded guys, I’ll be their boss.



Engineer Zehra Aksu appears in our online portion of this feature, on superyachtnews.com/crew

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Setting the bar higher

On the flip side we see too many that have been around for years, moving from job to job demanding ever-increasing salaries but never updating their skills or repertoire. Relying on years of experience and old qualifications isn't going to work for much longer. The bar needs to be set higher.

Notwithstanding existing star performers who should be appreciated and rewarded, we believe there needs to be an injection of fresh talent to keep other yacht chefs on their toes and to demonstrate the standards we should be aiming for.

Tried and tested talent

This year has seen the launch of the Amandine Chefs Academy (ACA) which aims to raise existing standards and increase the recruitment of more restaurant-trained talent. As part of the ACA, Amandine has already introduced culinary skills testing to gauge the quality level of their chefs. Being able to taste our chefs' food gives an invaluable insight into the chefs Amandine recommend, whether they've been in the industry for years or are just starting out. It's a good start, however it doesn't stop there.

Land to Sea Training

We've recently seen a surge of exceptional land-based chefs applying for yacht jobs. But there's an understandable resistance to recruiting a newbie. The transition from restaurant to galley is not straightforward. Provisioning, budgeting and menu planning are very different at sea. Communicating directly with owners, guests and crew can be demanding, working on your own or in a smaller team takes getting used to and often the biggest challenges of all are the character fit, adjusting to life on board and overcoming the perception that restaurant chefs have big egos!

That's where the Amandine Chefs Academy comes in. From October 2017 we'll be running monthly training courses to give land-based chefs the information required to understand how being a chef in a galley is different to working in a restaurant. The course covers a range of topics and has been compiled with input from Captains, senior crew members, yacht managers, and industry bodies. It's intended to give peace of mind to anyone wanting to recruit newcomers and for the chefs it will ensure there are fewer barriers to being considered for that perfect yacht job.

Hopefully this new course, along with Amandine's existing skills testing, will help fast-track the yachting careers of even more talented chefs and ultimately create a new breed of inspiring yacht chefs at the top of their game.

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GALLEY

Domestic appliances – a galley no-go



A COMMON COMPLAINT FROM CHEFS ON BOARD SUPERYACHTS IS THE FAILURE TO REPLACE INTERIOR EQUIPMENT ON A REGULAR BASIS. IN THE GALLEY, THERE CAN BE FREQUENT MALFUNCTIONS OF EVEN THE TOP BRANDS OF DOMESTIC APPLIANCES THAT CAN'T QUITE HANDLE LIFE AT SEA.

BY GEORGIA BOSCAWEN

While it's not necessarily the environment itself that puts a certain level of strain on domestic appliances, there is something about superyachting that makes it difficult to accommodate these appliances. So why do so many superyachts have domestic appliances on board at all?

"Typically, what we see in superyachts is that the galley has been designed by the interior designers," says Ralph Olingschlager, director of GN Espace Galley Solutions. "The trouble here is that designers tend to look at the galley in terms of the best domestic set-up and, as a result, input domestic appliances which are physically smaller than commercial-grade ones." The layout of a galley is an essential aspect that needs to be dealt with at the start of the project planning. Yet galley space is often considered from a domestic perspective, and this can be detrimental to the usage and the longevity of the equipment that will fit on board.

For a designer, a domestic set-up may appear adequate, and one that can be altered in future. However, because the allocated spacing has been planned around smaller domestic appliances, it may be difficult to replace existing



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GALLEY SECTION
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"If yacht designers employed a chef to assist with the design, I would say that would be the best company to go to for the design of the galley alone," says Cameron. Having the additional knowledge of an experienced chef during the design and construction process may prevent the need for a galley refit or regular replacement of inadequate appliances.

"Once you have a set-up like that, the only thing you can essentially do to get it right is to strip it out and start again, which is obviously a costly business," explains Olingschlager. GN Espace Galley Solutions often gets involved with refit projects where there is a need to rework the galley to fit the right equipment. When a chef decides to change their domestic induction hob for a commercial-grade one, it's not always as simple as placing an order and having it fitted. "When someone comes to us with a request for a new appliance, you look at what they have and what spaces they have available, and often it just doesn't work," says Olingschlager. "As a result, you end up replacing it with another domestic appliance because it's just the way the galley is set up and the dimensions available."

However, sticking with domestic appliances isn't always as bad it seems. While they aren't designed to cope with the levels of use required on board a superyacht, they will last a few years before they need replacing. "A hob would last four or five years on average. It's quite a long time, so from a longevity perspective, domestic equipment is not actually too bad," Olingschlager admits. However, it's the power and effectiveness of the equipment

“ My motto is ‘best buy once’ rather than twice or more as you’ll end up spending the same amount of money replacing average domestic kit. ”

that is the biggest problem. "It's generally power-outs and shortages that may blow certain items, but this is an engineering issue," says Cameron. "Domestic appliances are extensively used to an industrial level, which does mean that they are likely to pack up sooner."

However, according to Olingschlager, if you buy poor quality appliances, they will break down. The intensity of usage is the main contributor to a breakdown, not the environment or even the salty air. "Saltwater has absolutely no influence. Possibly when you're cooking pasta with salt water, and it splashes over, it could have an effect, but it is not the salty air or saltwater from the sea that has any influence on longevity," explains Olingschlager. He reveals that on smaller boats there has been the odd occasion where water has entered the cockpit, come down the hatch and into the galley, and this causes problems. However, this is highly unlikely on board a yacht over 30m. So the longevity of the appliances on board has little to do with the environment itself.

While it's preferable to have industrial-grade equipment on board, when it comes to a busy superyacht galley, it appears that high-quality domestic equipment is able to cope with the environment, at least for a few years. But the biggest sacrifice is in the power and the frequency of use, which most domestic appliances are simply not designed to cope with.

The message is to bring in additional parties at the development stage of the galley so that it can be devised with those who understand the spacing and can identify the correct commercial-grade equipment needed to run a galley in the most effective way possible. This is likely to avoid the need for a full galley refit five years down the line, and create a far more effective and longer lasting environment for the chef. "My motto is 'best buy once' rather than twice or more as you'll end up spending the same amount of money replacing average domestic kit," says Cameron. **BB**



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More than 30 pairs of hands are involved in the production of Noma's dishes. This cannot be replicated on a yacht.

Practical considerations on board a superyacht will affect what a chef can produce on a plate. For example, if the guests are eating outside on the aft deck on a windy day at anchor, chefs will be wasting their time plating up and using micro herbs, light foams or edible soils.

Chefs new to yachting have to learn to adapt quickly and be a 'jack of all trades', and those from fine-dining backgrounds will bring new

techniques and ideas into the industry, but they have to be flexible and prepared to hit the ground running as they won't be able to rely on their brigade to get the job done.

Yacht chefs have to plan ahead and expect the unexpected. They must be able learn how to provision in remote locations, using what's available locally to create their menus and be resourceful. Provisioning companies can help with this, and all and any provisions are accessible thanks to global shipping. However, not all yachts allow their chefs to use this resource, so a chef will often have to shop in person in local markets. For smaller yachts, this is more enjoyable for the chef as they get to see, touch, smell and taste what is on offer locally and discover what is in season.

Add into the mix the fact that storage space for equipment is limited, as is fridge, freezer and dry-stores space on board most yachts. On larger yachts with walk-in fridges and freezers, and larger galleys with a section for pastry, much more can be done, but on smaller vessels it is a challenge that yacht chefs have to overcome on a daily basis. As such, the modern yacht chef will often

use equipment such as sous vide (water baths) to control the cooking of their cuisine, while more and more are also using the latest molecular techniques to add the wow factor to their dishes with gels, spheres, foams and dry ice.

A land-based chef from a Michelin-star restaurant who comes into yachting will need to pick up these skills quickly, and many chefs struggle as sole chefs as they are simply not used to doing all the work themselves – from pot-washing and cleaning their own galley to provisioning, upkeep of stores, menu-planning, costing and budget control, not to mention catering for any and every dietary requirement and feeding the crew healthy and varied food. It takes a special kind of person to succeed in a yacht galley. The good news is that thousands of chefs do so every year.

This season has seen many chefs still looking for work and a large number of new entrants to yachting arriving in the main ports since early April. Many of these chefs are from fine-dining restaurants on land, and this brings new ideas, fresh enthusiasm and passion, which can only be good for yachting as a whole. [E](#)

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BY FELIX SOWERBUTTS

Crew are the nuts and bolts of a superyacht's operation – the front line. They are responsible not only for the owner's yachting experience but also their return on investment. While the yard's primary objective is delivering a quality product to an owner, it will also want to closely monitor the long-term condition of the product, which inescapably puts its reputation on the line. But a shipyard has restricted access to ensuring a yacht's upkeep upon delivery, so it must therefore look at the constituent parts of the operation where it can enforce some form of control over, and add value to, the product lifecycle.

With this in mind, where better place to start than with a yacht's crew, who are there to provide first-class service and play a pivotal role in safeguarding the condition of a yacht and its consequent value? Akin to the blood, sweat and tears poured into a yacht's construction by shipyards is an owner who has invested millions and up to four years or beyond for their dream yacht. Subsequently, an owner and the yacht's builder will want to ensure the crew is sufficiently trained to handle the on-board equipment.



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properly.” After three years of in-house training, Caccavallo says the yard has experienced considerably fewer ‘mistake’ warranty claims, which she refers to as “claims surfacing as a result of not knowing how to use the on-board equipment properly”.

A sales representative from a top Dutch shipyard recently said to me that you could give two identical boats to different owners and three years later they can be millions apart in value, because of how they’ve been looked after. He added that “starting with the right platform and maintaining it” are the tricks to the trade for ensuring a depreciation rate of no more than 30 per cent for an owner. For this, it’s useful to have an owner who knows what he/she needs to pay to ensure the upkeep, but none of this can be achieved without a consistent captain and crew who know how to maintain a quality platform. So from an owner’s standpoint, the value in having shipyards nurturing and continually developing the crew on board is substantial.

One person who has worked very closely with high-calibre owners, to ensure the service on board is on point, is Peter Vogel, managing partner at Luxury Hospitality Management. As a former butler, chief steward, interior manager and fleet hospitality and event manager, as well as a history in the cruise line industry where, he says, “They take training a lot more seriously than in the yachting industry”, Vogel recognises the need for a top-quality service. While it’s of course important for a shipyard to offer crew training to maintain the product, it’s just as important that the experience of yachting is enhanced by expert on-board service.

Vogel worked with Paul Allen, owner of motoryachts *Octopus*, *Tatoosh* and *Meduse*, for nine years. “We started training all our people on their skillset and experience, but made sure they were learning from the most advanced people in the industry,” he says. “While I didn’t have millions of dollars at my disposal, if I needed something I could have it.” Allen allowed Vogel to bring in the industry gurus. “We would have the mixologist for cocktails learning from the number-one mixologist in the industry.” While it’s a huge bonus to any operation to have substantial resources at your disposal, he says it’s principally about analysing and understanding the structure of the crew.

The superyacht industry has adopted a reverse procedure of training crew before fully understanding the dynamic of the team.



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Luxury Hospitality is establishing a working relationship with some major shipyards, who are grasping the need for enhancing on-board service. Vogel offers an example of training they would do on a 90m boat on a shipyard's behalf. "We will spend about 10 days with the interior crew in advance of a yacht being delivered and about five days on the boat before they do their first trip. Then, about three to six months later, I'll go back again, and following this we'll visit the boat roughly two times a year." More than anything, it's to inspire the crew to see what they can become, as opposed to training them. "Once you have a quality assurance management system on board a yacht, regardless of how it's run – it can be on an excel spreadsheet – you begin to understand how to find the right people, the team's composition and where people fit in. Once you have that sorted, that's when you train people – not the other way around." Vogel says the superyacht industry has adopted a reverse procedure of training crew before fully understanding the dynamic of the team – something he feels hotels, aviation, estates and the like carry out in the correct order.

"Shipyards are very much taking the lead on this," continues Vogel, who is about to establish a substantial in-house crew training academy at a northern European shipyard, which at the time of writing must remain confidential. "The big builders have realised more and more that it's not just about building boats anymore, but offering additional services of how to manage the boats," he continues. "The future of our industry beholds more of the human factor. With the right combination of on-board quality assurance management and a performance management tool to measure a crew's engagement, you can deliver a quality service."

Vogel doesn't expect these will become mandatory courses in the short term and that they will remain voluntary, but the increasing professionalism of the yachting industry will unquestionably see this training as being increasingly recognised on board. The owner will experience better service, a better product lifecycle and subsequent product value; the shipyard has an extra service offering competitive advantage, less warranty work and product residual value; and the crew are inspired by the next level of professionalism. It's very much a win, win, win. FS

“ With the right combination of on-board quality assurance management and a performance management tool to measure a crew's engagement, you can deliver a quality service. ”



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WE LOOK AT GROWING ONLINE PORTAL E, WHICH STREAMLINES THE CAREER PROGRESSION PROCESS FOR CREW, FROM TELLING THEM WHAT COURSE THEY NEED NEXT AND WHERE IT'S AVAILABLE, TO WHERE THEY ARE IN THEIR LONG-TERM CAREER PLAN.

With ever-changing certification and training requirements, crew can sometimes find it complicated to pinpoint what courses and sea time they need to achieve the next steps in their career. Yotspot's free online platform, accessible on any device, and specifically optimised for mobile, removes that headache, by guiding you through your career.

How does it work?

The section most important to crew is the Yotspot 'My Career' section. It outlines (based upon the MCA routes to certification) each and every course/module needed for a crewmember to go from, say, a junior deckhand to a Master 3,000gt, including the sea time required. It is designed for all departments (deck, engineering and interior) and provides an individual career map specific to the crewmember. In other words, it's personalised for you.

A personalised career plan

Let's say you decide to register with Yotspot and complete your crew profile. Based upon what you've chosen to tell them, they know exactly what qualifications you currently have and therefore know exactly what you need to do next as part of your career progression.

You then simply need to visit your 'My Career' section, which will show you a snapshot of where you are in your career plan (it will tell you, 'You are here'), so you can instantly see what module/qualification you need to do next.

Modules that show up in green will have already been completed by you, but clicking on a module which has not yet been completed will then generate a list of training providers who run the course within your chosen location (selected within your profile). This instantly shows the courses you need, which is really helpful. You can then either book and pay with a credit/debit card, if the facility is provided on the platform, or you can send a course enquiry direct to the training establishment, saving considerable time and effort compared to searching Google for hours, checking prices and availability. With Yotspot, it's all under one roof. Very convenient and very easy.

Live course updates

The 'My Courses' section offers a live update of every single course you still need to complete as part of your career progression, as well as any ancillary courses you might be interested in, that are running within the next



THE STATS

- 30,000+ REGISTERED CREW, WITH 250 JOINING PER WEEK
- 150 NEW COURSE ENQUIRIES GENERATED PER MONTH, A FIGURE THAT HAS DOUBLED SINCE 2016
- 6,000+ COURSES, FROM OVER 850 TRAINING PROVIDERS WORLDWIDE
- 5,000+ JOBS POSTED PER YEAR
- 75 PER CENT INCREASE IN UNIQUE MONTHLY VISITORS (35,000+) SINCE 2016

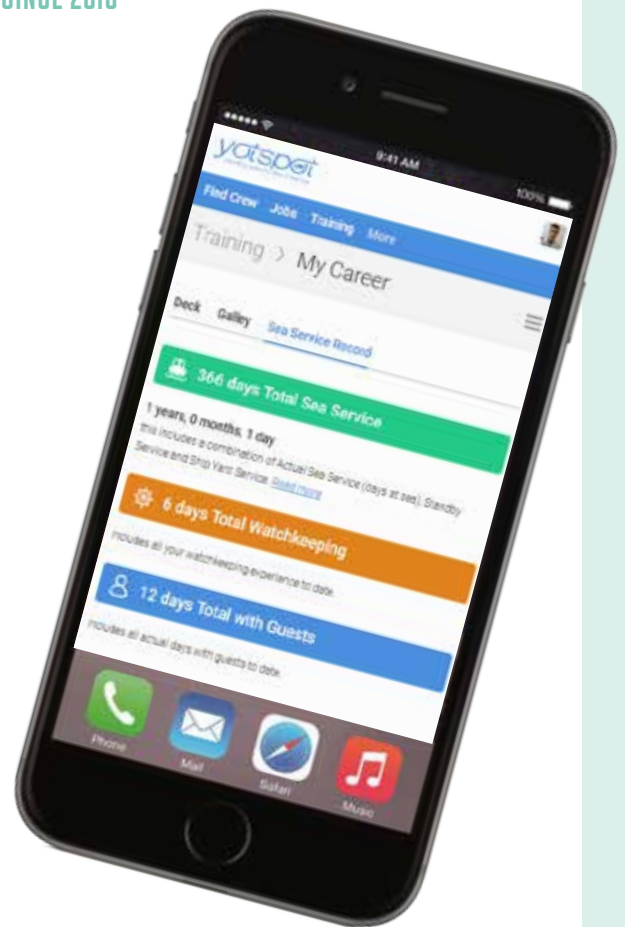
month, in your location, which training providers upload for free. Basically, it's a live timetable of courses (just think of a train timetable). This part of the website is constantly updating, as it relies on date-sensitive information and availability from the training course providers – no outdated courses on here!

This is all meant to make your life, as crew, easier, so you can: filter your course search by date, location, whether accommodation is included, whether the course is PYA-accredited or MCA-approved and cost (you can also choose your currency); sort your course search by price, start date, user rating (think TripAdvisor), distance and special offers.

The Sea Time Calculator

The Yotspot Sea Service Record enables you to keep a digital copy of your sea time in a safe and secure location. This system is designed to make it as easy as possible to record this information through automatically importing your job history, so you can allocate the days to the appropriate location (for example, actual days at sea, stand-by service, shipyard service, watchkeeping and actual days with guests). Simply choose a start/departure date and end/arrival date, and that's it!

This information is then added to your profile to provide additional insight to an employer when you apply for jobs. You can also download sea service testimonials from this section (to fill in and get signed by the captain), and Yotspot even helps you refer your Sea Service Testimonial to the PYA (subject to membership status). Whatever you're looking for this season, Yotspot have you covered ...



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THE MARITIME AND COASTGUARD AGENCY (MCA) NOTICE MIN 543, WHICH CAME INTO EFFECT ON 24TH MAY 2017, IMPLEMENTS NEW ARRANGEMENTS FOR THE VERIFICATION OF SEA SERVICE TESTIMONIALS IN THE YACHTING SECTOR.

BY CAREY SECRETT, THE PYA

Prior to this M notice, the MCA had been happy for seafarers to submit their sea service directly to its office, but now it has transferred the task of verifying Sea Service Testimonials (SSTs) from its own staff to an MCA-approved 'verifying organisation' such as the Professional Yachting Association (PYA), which, since 1994, has been approved by the MCA to verify sea service on its behalf.

WHAT DOES THIS MEAN FOR YACHT CREW?

From now on, all seafarers in the yachting sector who wish to apply for an NOE or for the renewal of a CoC will be expected to have their SSTs verified by an approved organisation, such as the PYA, prior to submission to the MCA. The MCA has stated in the MIN that failure to submit pre-verified sea service under these revised arrangements 'will cause severe processing delays of around 160 days'. It has strongly recommended that seafarers in this industry use a Service Record Book (SRB) as this is the 'preferred method of sea service verification of the MCA'.

HOW CAN THE PYA HELP BOTH MEMBERS AND NON-MEMBERS WITH SEA-SERVICE VERIFICATION?

The PYA has been verifying sea service on behalf of the MCA

Changes to MCA Sea Service verification and its effect on you

as part of the service for its members since 1994. There will be no change in the procedures for members of the association who are already using a PYA SRB and who, as at present, need to submit only a correctly entered SRB to the MCA.

What's changed is that the PYA is now approved by the MCA to verify sea service for non-members, for which there will be a charge of €50 per testimonial. Both members and non-members can upload their sea-service testimonials directly to a secure online area where they can log in to see the status of verification for each piece of sea service.

WHY CHOOSE THE PYA AS YOUR VERIFYING ORGANISATION?

MIN 543 requires compliance with quality management protocols, which make the processes undertaken on its behalf now subject to strict audit and control measures by the MCA. The PYA has been authorised and audited by the MCA to verify sea service on its behalf for 23 years – no other verifying organisation has this track record. If there are problems with your sea service, our highly experienced team is able to assist you and solve any problems, ensuring that everything is perfect for your application.

BENEFITS OF PYA MEMBERSHIP

Although the PYA can verify sea service for non-members, there are many reasons, in addition to getting a SRB, why it is worth becoming a member. The PYA is the only association committed to looking after the interests of professional yacht crew specifically. In addition to providing members with a professional, long-established and highly regarded sea-service verification service, members also benefit from impartial and accurate advice, support and information on careers, regulations, certification, welfare issues, non-payment/contractual problems and much more.

The PYA hosts a range of events throughout the year that educate crew on topical issues or provide them with Continuing Professional Development opportunities. (PYA members will always have either free or reduced entry to all PYA events.) These are always extremely popular and the information circulated at PYA events is often being reported for the first time, thanks to our tireless efforts to work with administrations and experts to provide accurate and impartial advice to crew.

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“Living within smaller spaces isn’t just about learning to be tidy, it’s also about learning to live in close proximity to other people, day in, day out,” continues Booth. “It’s about learning to be patient and tolerant of individuals that you may not agree with 100 per cent of the time. It’s about learning to manage disagreements, cultural clashes and different personalities with maturity and maintaining a healthy working relationship in the meantime, for the sake of the owner and guests.”

On 100m+ vessels, the crew dynamic tends to be very different. There is no need to get on with everyone when crew numbers can be as large as 60 or 70. As a result, some of the essential people skills that are learnt on board a smaller superyacht, including learning to interact with owners and guests, are simply not required, and this can be to the detriment if those same crew end up moving down the size ranges.

“When you are on board a 35m charter yacht with 12 guests, you will get to know all of them individually throughout the course of the charter,” explains Joseph Robinson, lead recruitment consultant at Faststream. “On the largest vessels, you don’t really get the chance to engage with owners

“ Living within smaller spaces isn’t just about learning to be tidy, it’s also about learning to live in close proximity to other people, day in, day out. ”

and guests, and when the situation arises you may not be prepared.”

Owner and guest interactions are not always as simple as they may seem. While it is in no way difficult to speak politely, guests do not want to interact with a well-spoken robot. Understanding how the line that needs to be toed between professionalism and familiarisation varies from owner to owner, and guest to guest, is all part of the learning process, and this can only be developed through exposure to a variety of people and circumstances.

“It is also important to understand how expectations vary through the superyacht size ranges,” says Katie Burton, senior consultant at

Faststream. “From 30–50m, crewmembers are going to have varied jobs with numerous responsibilities, and the same is true of 50–90m vessels, albeit to a lesser degree. However, when you move beyond 90m, responsibilities are limited to specialist tasks.”

Booth explains that while on board *Aurelia* there is no shortage of occasions where he, as captain, has had to chip in and help out with a variety of tasks if their usual practitioners are otherwise engaged. “Working on a smaller superyacht you learn a real diversity of skills. Upskilling in this way and learning to work as a team will create more potential career pathways, as well as making your skills more desirable to current and future employers.”



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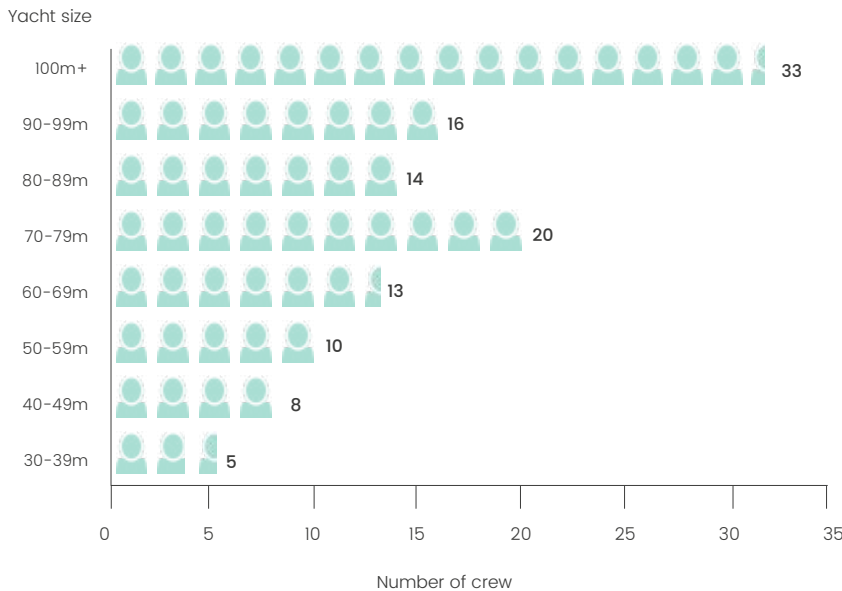
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Average number of crew on board yachts 30m+



Source: The Superyacht Intelligence Agency – SuperyachtIntelligence.com

“ Working on a smaller superyacht you learn a real diversity of skills. Upskilling in this way and learning to work as a team will create more potential career pathways. ”

The biggest yachts, Booth adds, are, out of necessity, incredibly departmentalised. To run them any other way would be chaos. As a result, employers of vessels are not necessarily looking for candidates that have a limited amount of varied experience, but for candidates who would be content to focus on very specific tasks. For some green crew this may be appealing, for others it may not.

“One past stewardess from *Aurelia* is now working on a high-profile 100m+ superyacht as the purser,” continues Booth. “She highlighted the route she wanted to take in her career and she quite rightly took it. However, I know for a fact she is capable of driving all the tenders on board that yacht, as well completing

other necessary tasks.” While, in this case, her job doesn’t require knowledge of the roles played by other crew on board, knowing what goes into your colleagues’ jobs is important in developing a sense of understanding and empathy for what others are doing on board, something best learnt on board smaller superyachts.

More than just instilling an appreciation for what others are doing, developing a variety of skills and learning to engage with guests and other crew is something desirable on any size of vessel, but is best instilled when working on board a smaller superyacht. “Generally speaking, people who have worked on smaller superyachts are more accustomed to hard-work days,” Burton explains. “They have a knowledge of how the yacht works, they are a lot more hands on, they work longer hours and they are more prepared to help out with a variety of tasks. They drive the tenders, they’ve held watches and they have far greater all-round experience.”

Booth is prepared to go one step further. When hiring crew, as a bonus attribute, Booth looks for candidates who have experience on even smaller vessels. To really fit the mould, although *Aurelia* is a motoryacht, Booth wants crewmembers who have experience of sailing and have developed a certain instinct for conditions and how they may affect the yacht. While such candidates are not always immediately available, Booth’s point is clear. Qualifications are all well and good, but there is no replacement for experience, time served and breadth of knowledge and skills – and these are easier to come by on board smaller superyachts. RJ

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THE BENEFITS OF GOING PRIVATE

BY AMI IRA

WORKING ON A CHARTER YACHT, WITH THE ADDED BONUS OF AMPLE TIPS, IS OFTEN THE PINNACLE OF A CREWMEMBER'S CAREER AND AS SUCH MEANS CHARTER IS A MORE COMPETITIVE MARKET FOR CREW. HERE, AMI IRA, PRESIDENT OF BLUEWATER USA, HIGHLIGHTS WHY A PRIVATE YACHT MIGHT BE THE BETTER CHOICE.

Generous tips are the norm on charter yachts, so why would any crewmember want to work on a private yacht? As someone with experience of both, and more than 20 years placing crew on both, there are pros and cons for each. But for those crew, especially green crew, desperate to work on a charter yacht, it's worth giving private yachts a little more thought. Here's why ...

FAMILY

If you work for one family, because you see them regularly, you often get to know them far better than any charter guests. You learn their specific likes and dislikes – how many sugars they take in their coffee, whether lemon or lime in their gin and tonic and what newspapers they read. Therefore, you can better anticipate their needs,

making each visit better, which brings tremendous satisfaction to service-oriented crew. There are many wonderful owners out there and being able to help them enjoy their 'second home' is amazing. Sometimes it is the only place they can actually relax, and being a part of that feels wonderful.

LIFE EXPERIENCES

Not only do you build a stronger relationship with the owner, but crew on private yachts also tend to experience more shoreside time as the owners often want your company when they explore the area, whether it be shopping, hiking, diving – all types of excursions. There's rarely any shore time for you when you work on a charter yacht and you'll see most of the ports you cruise to from





There are a lot of 'charter yachts' that will hire you on a reduced salary, dangling the carrot of tips, yet will do only a handful of charters.

the porthole, leaving you with a severe fear of missing out. On private yachts, owners often take pleasure in treating you to these special experiences and want to share their adventure with you.

QUALITY OF LIFE

On private yachts, because you aren't normally up until 2am and back working again at 7am, with party animals experiencing a yacht for the first time, there tends to be less drama and less crew turnover, because crew aren't getting burned out from lack of rest. Therefore, you get the added bonus of longevity on your resumé.

Often, you have a 'home base' where you can get into a routine of working a relatively normal week, possibly take regular exercise and even make plans for weekends off! If you don't have a base and are fortunate enough to be on a private yacht with an extensive cruising itinerary, some owners will pay you for reciprocal time, meaning that time when guests are on board that would normally be time off is accrued for you to take later when there

aren't any guests. Because of the business aspect of charter yachts, it's quite rare for them to cruise off the beaten path outside of the 'milk run' as there's less charter demand. So if you joined the yachting industry for the wanderlust of travel, private can be the way to go.

WORK EXPERIENCE

A private yacht is not a commercial activity for the owner and so the threshold for making mistakes is higher. Therefore, it is more likely that you will be cross-trained to do other job duties on board, having time to practise and refine different skills. This expands not only your knowledge and value to the yacht, but also your skill set and marketability for future positions. And because, typically, the owner of the yacht gets the benefit of your training for longer than charter-yacht owners, they are more likely to pay for further education or at least offer a schedule that will allow time off to take a course, rather than using your holiday time once a year or waiting for a yard period.

From a recruitment standpoint, we often hear crew say they want to work on a charter yacht because they think they'll earn more money. But in all honesty, there are many 'charter yachts' that will hire you on a reduced salary, dangling the carrot of tips, yet will do only a handful of charters. So you may end up disappointed that you're not travelling, not earning tips, not growing your skill set and not actually experiencing the world at all. Instead you're waiting for a phone call from your charter agent, which may or may not come.

At the end of the day, what is important in life are the people you spend it with and by that I mean your fellow crew, your captain and your employer. With a private yacht, the variables don't change nearly so much. The stability gives you time and space to stretch, breathe and grow, all while saving your earnings and taking care of yourself. After all, life is short and, as the saying goes, 'if it sounds too good to be true, it often is'. **AI**

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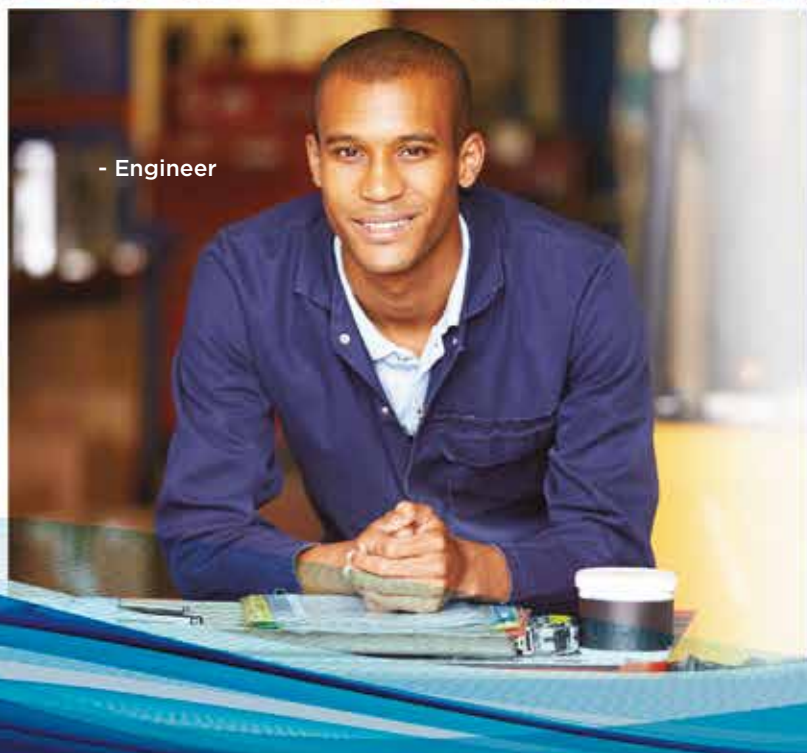
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