



# SuperYachting

SOUTH AFRICA







- SUPERIOR TRAINING - COMMITTED TO EXCELLENCE - EXCEEDING EXPECTATIONS -

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## Why choose SYSA?

- Longest running and most well-known and respected super yacht Steward/ess course in South Africa and the globe.
- We have successfully trained over 2 500 Steward/esses and Chief Steward/esses, most of whom found employment in the industry, some of our very first students are still actively working in the industry and have gone on to make a very successful yachting career for themselves.
- We believe in quality, realistic, honest, practical, relevant and professional training and teaching our students what realistically and actually happens in the industry, rather than only focusing on the romantic and idyllic part of yachting.
- Our training is conducted by Instructors with collectively over 35 years' specialized super yachting industry Steward/ess experience (not sailing yachts, Cruise Ships or Catamarans, as those are vastly different industries).
- We believe in simulating real-life situations and expect very high standards of presentation, behaviour, professionalism, punctuality, manners, teamwork, performance of each student during their course to prepare them for their careers on super yachts.
- We annually attend the world's largest Yacht Trade Show, the Monaco Boat Show, to keep up to date with new changes, trends and regulations within the industry.
- Some of our instructors still work actively in the industry, frequently returning to South Africa with the newest and most current information and passing it onto our students.
- The SYSA Steward/ess course is recognized by captains and crew agents and other major role players in the industry as an innovative, professional, thorough, experienced, applicable, honest and trustworthy training facilitator who teaches our students real-life and practical, useful industry and career skills.
- We were the first school in South Africa to pass the gruelling audit from the G.U.E.S.T. programme and were one of the first schools in the world to hold this super yacht training accreditation.
- We were ranked as one of the top three G.U.E.S.T. schools in the world in 2013 - 2018, until we decided to no longer participate in the programme. We did not change anything to the course structure, content, syllabus, methods of teaching after leaving the programme, which ensures students still receive the same quality of training from this course.
- Our classes are small to ensure that each student receives individual attention, guidance and assessment.
- We assist our students after graduating at Super Yachting South Africa with CV writing, career advice,

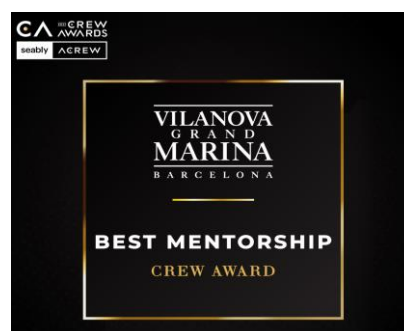
future progression training and general guidance, mentorship and advice.



- In 2020, Isobel was selected as one of the last three finalists for a **LIFETIME YACHTING ACHIEVEMENT AWARD** in the very prestigious ACrew/Maritime MT Crew Awards (for this award, you are nominated by peers and finalists are then chosen by peers and professionals in the yachting industry).



- In 2021, Isobel was again nominated – this time for the **MENTORSHIP AWARD** in the ACrew/Seably Crew Awards.



- Isobel Odendaal is highly regarded as one of **THE** Steward/ess experts in the industry and regularly forms part of a team of expert judges at the Monaco Boat Show's Table Setting Competition, or on international yachting discussion panels, as well as authors several Steward/ess articles for respected and reputable yachting publications annually.
- Isobel Odendaal's Facebook group, **Yacht Stewardess and Steward Tips**, has been voted the most popular and useful group by yachting publications several times and has over 17 500 Steward/esses in the group who ask for and receive support, mentorship, advice and guidance.

# Our School

**Longest running super yacht steward/ess course in South Africa – since 2008! Longevity, professionalism and experience are a big part of our credibility!**

## Our Mission Statement:

“To provide entry-level steward/esses super yacht training presented in a high-quality manner that is reasonably priced and delivered consistently in a clean, comfortable, well-maintained and attractive manner, staffed by friendly, attentive and highly qualified, efficient people.”

We provide quality, relevant and up-to-date training to individuals who want to enter the super yachting industry. Through practical and theory sessions, we equip each participant with the necessary skills and knowledge to find an entry-level position on board any size sailing or power yacht. We strive to be professional in our dealings with each client, giving them the most up to date and recent information relevant to their chosen career.

## Who is Super Yachting South Africa?

We first opened our doors in 2008 and have been going from strength to strength ever since. We introduce new, relative and internationally accredited courses regularly and our team is headed up by Industry experts, between them over 50 years' experience in the Steward/ess and Deck departments. As a result, we are able to provide the best and latest information possible on how to succeed and advance in the world of Super Yachting!

## Our Commitment:

Our first and foremost commitment is to our students – ensuring each of them meet the standards of excellence expected by the yachting industry. Our training is hands-on, practical and skills-orientated. By training our students to these exceptional standards, not only are we giving them the knowledge to excel as junior crew, but also instilling a professional and disciplined mind-set.

## Our Goal:

Our goal is to ensure that crew enter the industry as professional, disciplined, responsible and knowledgeable crew, capable of taking initiative and making an impression right from the start. Our training packages are specific to the needs of each individual crew member's needs, depending on their work-related experience.

We teach our students that the correct skills, a positive attitude, excellent manners, great work- ethic and personal work etiquette above all are what make you the complete package. We encourage them to be team players, motivated, dependable, detail-orientated, responsible, self- reliant, persistent and driven.

Through continuous study, research, employing super yacht veterans and attending the world's biggest Super Yacht Trade Shows, we meet not only the highest standards of training and most up-to-date super yacht information, but we ensure that our graduates are the best prepared crew in the industry. The Super Yacht industry is rapidly growing. This has created a serious need for qualified and professionally trained crew members across the board. Furthermore, the professional approach adopted within the Super Yachting Industry has created numerous possibilities for career advancement.

Super Yachting South Africa has a good standing reputation with both captains and crew agents in the industry, as they know that our students have been properly trained and prepared, which makes them more than just inexperienced crew members. It also shows that an individual has put time, effort and money towards a yachting specific course – demonstrating that she/he is driven and eager to succeed – an asset to any yacht! We teach them that work ethics, discipline, determination, professionalism and passion to find placement will be noticed in the industry right from the start.

The competition in the Yachting Industry is fierce, and with many individuals looking for work with only their basic qualifications (like just an STCW certificate), it is considered a huge bonus if an inexperienced person has done additional yachting courses, upskilling themselves, preparing and equipping them to better perform their duties.

## Our Guarantee to You:

All our Instructors worked in the Super Yacht Industry for many years in the most senior positions on board and our information is up-to-date, relevant and applicable and will prepare you for a career in this highly competitive industry.

### Corine Howell

“The Chief Stew just simply said: ‘Wherever you did your training has done a **marvelous job**, because I have never met a green stew who knows soooo much, not just about the interior, but also exterior, and tricks and trades of the industry’. All thanks to you I got this job, and I am being paid above average, because the captain felt it would be unfair to pay me less – due to my skills and knowledge. All thanks to you and your **AMAZING COURSE!!!**”

### Christie Rowson

“Thank you very much again for the Stew course – it truly **exceeded expectations** and I feel FAR more prepared for the industry now!”



We are not a crew placement agency, but the SYSA Steward/ess course deals with the entire process of applying for a job on a super yacht, including crew agent information, how to compile a yachting CV, visas, interviewing etc. Once these courses are completed, the student has access to our digital course manuals, which is priceless, as it contains more than 10 years of actual yachting experience in a very practical way. This serves as a great tool in the working environment, and can be referred to at any time.

Our goal is to assist you in any way possible starting a career in this amazing industry! Our school is located in Cape Town, and all our courses take place around the V&A Waterfront and Foreshore areas of this beautiful city.

We have broken down the various job descriptions on board and have compiled course packages to ensure each crew member is able to perform the various duties on board the yachts and contribute positively right from the start.

## Our Instructors

Our training is conducted by instructors with over 25 years' specialized super yachting industry Steward/ess experience (not sailing yachts, Cruise Ships or Catamarans, as those are vastly different industries).

### Isobel Odendaal

Isobel's more than 35-year hospitality career started in 1990 working in fine dining Restaurants and gaining extensive experience as a Waiter, Restaurant Manager, Hostess all through school and university and Hotel Manager of several upmarket Boutique Hotels and villas in South Africa and USA.

Her passion for service and hospitality led to a 10-year career in the super yacht industry working her way up from Stewardess, Chief Stewardess, Medical Officer and then Purser on private and charter yachts up to 90 meters.

Isobel has done extensive Maritime and Hospitality training, including WSET Level III and Advanced Wine Diplomas, Advanced STCW Medical training (Ship Captain's

Medical), Level II Food Health and Safety, Professional Guesthouse Management Diploma, Professional Barista and Cocktail Training, various accounting programmes, ISPS and ISM training and successfully starting a Training School in her home country, South Africa, early 2008 after leaving the yachting industry.

She co-owns the school, Super Yachting South Africa, one of the first schools in the world to be approved to teach the specialized G.U.E.S.T. Steward/ess Programme, but we decided to pull out of the programme in 2019 due to the tremendous financial strain it was putting on the company. Our syllabus is still exactly the same high standard and contents as it was during the G.U.E.S.T. programme.

Isobel Odendaal writes a bi-monthly column about Steward/ess tips and learning material on OnboardOnline – feel free to read all her useful interior articles on <https://www.onboardonline.com/crew/operations/interior/> She also writes regularly for various professional yachting publications.

Her extremely popular Facebook group was chosen as "The Most Popular Group to Follow for Yachties" – by internationally acclaimed yachting publications – TWICE!

This Facebook group, Yacht Stewardess and Steward Tips, <https://www.facebook.com/groups/619356654765166/> has been voted the most popular and useful group by yachting publications several times and has 17 500 Steward/esses in the group who ask for support, mentorship, advice and guidance.

Isobel Odendaal is highly regarded as one of THE Steward/ess experts in the industry, and regularly forms part of a team of expert judges at the Monaco Boat Show's Table Setting Competition, or on international yachting discussion panels, as well as authors many Steward/ess articles for yachting publications each year.

Read more about Isobel's yachting and hospitality career here:

<https://www.onboardonline.com/crew/departments/interior/isobel-odendaal-of-super-yachting-south-africa-on-25-years-in-the-industry/>



In 2020, Isobel was nominated and went through to one of the last three finalists in a **YACHTING LIFETIME ACHIEVEMENT AWARD** in the prestigious ACREW Crew Awards held annually in Europe – candidates are nominated and judged by their peers and professionals in the yachting community. This is a huge honour! She has AGAIN been nominated in 2021 for an award in the ACREW Crew awards – this time for **MENTORSHIP AWARD**.

#### **Sarah Buys**

“Thank you so much for such an informative week. I feel like what I have learnt is invaluable. I really enjoyed being in your class”

#### **Kylie de Vlieg**

“I would not have this job without the foundation of knowledge I got from you.”

#### **Yolande Loubser**

“When I went for the interview, she said **she saw I did my training with you** and knew I had proper training, which was one of the reasons she appointed me. I just want to thank you. I use what you have taught me every single day – your support has been absolutely invaluable.”

#### **Chané de Clercq**

“Thank you so much for your wonderful classes, you are **truly one of the best teachers I have ever had**. Being so passionate about what you do made me absolutely thrilled for my future. **I had the best time!** And thank you for all of your effort and the extra gifts and notes you made us.”

#### **Vashna Dumont**

“Thank you for a **great Stewardess course** and all the additional info you have provided me, this will definitely make a difference in my career moving forward. I feel **so much more prepared** to go to Antibes!!”

#### **Tatum Condon**

“Many thanks for the **amazingly informative** week last week, as well as my special birthday surprise on Friday during the Stew course.”

#### **Amber Hoffman**

“IT'S OFFICIAL - I GOT THE JOB!!!!!!!!!! Thank you for everything Isobel! For believing in me and seeing my potential and of course, for being such an **awesome mentor and instructor!** The position is in the Caribbean, so I need a work permit and the company will get the ball rolling with that application process asap. So, if all goes according to plan, I'll be starting mid-May. Isobel, I am SOOOOOOOOOO EXCITED!!!! My first job in the industry and it's all because of you. Thank you, thank you, thank you!!!! I'll keep you updated on all the adventures that follow.”

#### **Simone Cross-Forrest**

“Dear Isobel. Thank you so much! I have learnt so much in these last 5 days and I am so excited to go into the industry knowing that **I've learnt from the absolute best.**”

#### **Cassandra Pritchard**

“Thank you for the incredible week, I learnt so much and loved every minute of it. I so **appreciate all the effort** you've gone through to make this course perfection.”

#### **Kendra Sinovich**

“Thank you very much for the Stewardess course last week and your extensive training, I am feeling **much more confident** in my abilities to take the next few steps in my stew journey.”

#### **Katie Ludwig**

I am certain you're fully into your new week's batch of Stewie students, moulding and shaping them into soon-to-be stewies. It would be a **tremendous help** if you would please take a moment of your time to look over my attached CV. Your extra help and efforts are so greatly valued. Thank you again for your colourful instruction of the SYSA Stewardess course last week. Your teachings and shared experiences have formed a **lasting imprint.**”





International  
Multi-Award  
Winning Facility



Save the Sea  
GO  PLASTIC FREE





# SYSA Steward/ess Course

**Want to start a new career?**

**We can assist with everything you need!!**

- We believe in simulating real-life situations
- We have a nearly 100% success rate in past SYSA Steward/ess graduates finding employment on board yachts – a fact that we are VERY proud of!!

This course is offered in beautiful Cape Town, South Africa.

## SYSA 5 Day Introductory Steward/ess Training Course

- This course deals with the breakdown and practical application of Steward/ess duties and acquiring the skills needed to be a Super Yacht Steward/ess – such as: detail cleaning, table settings, how to find a job, CV writing, visas, stain treatment, expert laundry skills, handling exquisite fabrics on board, Silver Service and other fine dining service, wine and mixology knowledge and service, basic yachting terminology
- This highly interactive course consists of a balance between theory and practical, to give the students maximum exposure and experience

As part of our service to candidates looking to work in the super yacht industry, we assist our graduates in professionally preparing a yacht standard CV, provide confidential assessments to potential employers and advise you in regards to job opportunities, visa applications, career progression, offshore bank accounts and Seaman's Discharge books.

We are a boutique company that focuses exclusively on the Super Yacht Industry and the additional services we offer focus on making our students stand out head and shoulders above the rest when entering this very specialized and professional industry.

Our team of Instructors and Directors tailor-made every SYSA course (following the strict international standards and syllabus) to provide crew with the skills required to make a fantastic impression and perform the required tasks to the highest standards. Our classrooms, equipment, training yachts and boats and jet skis are state of the art. Our standards of training, assessment and evaluation is very high, and we expect only the best attitudes, performance, discipline, punctuality and participation from our students, as this simulates the levels of quality and perfection that will be expected of our crew once they enter the industry.

- This course is a totally different course to the STCW and cannot be taken at the same dates as the STCW course

Apart from teaching you the Steward/ess skills needed to do the job, we also cover the following in the SYSA Steward/ess course:

- Advice/guidance on visas
- Advice/guidance on Seaman's Books
- Assistance with opening an Offshore Bank account and expat taxes
- Yachting CV template – there is a very specific and structured way to compile this
- Worldwide list of crew agencies to contact whilst seeking a job
- Worldwide list of crew accommodation
- Advice on daily expenditure in port of call prior to getting the job

It is highly recommended for entry-level crew to complete the full five-day package to maximize your chances of finding a job quickly, acquiring all the skills you will need for your new career and making your CV as attractive as possible to a future super yacht employer.

We believe that students learn best when they actively participate in the lessons and practical sections of the course and that they feel valued when Instructors encourage them to share their knowledge with their peers.

## Module 1: Interior Introduction – 3 Days

The Interior Introduction module is a 3-day basic course created to immerse entry-level Steward/esses into the world of yachting. This module aims to give them an all-encompassing introduction to the varied role of and interior crew member. It outlines all the major responsibilities that a Steward/ess will be expected to face – and will also cover a range of important issues from life at sea, to yacht etiquette and safety. Upon completion of this course, new interior crew should be sufficiently prepared to take the next step in their onboard career.

- Demographics of the industry
- Different types of yachting
- Guidelines on how to enter the industry (CV, visas, where to go, when to go, looking for a job, interviewing, crew contracts, salary expectations, crew agents)
- Yachting life – life at sea on a professional yacht
- The departments onboard a yacht
- The role of the Interior Department
- Your role as a Steward/ess
- Personal presentation, correct dress, punctuality
- Communication and behaviour, verbal and written communication and body language

- How to interact with guests and awareness of cultural differences, such as guests from USA, Britain, Russia, Asia, etc.
- Yacht Interior Housekeeping – guests onboard or no guests onboard
- Pre-guest checklists
- Steward/ess Scheduling and Rotations
- Garbage/Rubbish disposal
- Cabin cleaning and detailing
- Cleaning caddy
- Yacht interior surfaces – do's and don'ts
- Yacht interior fabrics – care and handling
- Laundry labels
- Crew and guest laundry
- Washing machine, tumble drying and ironing
- Correct way to treat various linens
- Ironing, folding and presenting laundered garments
- Yacht safety
- Hazards in the interior
- Cleaning chemicals – correct use
- MSDS and Hazard Symbols

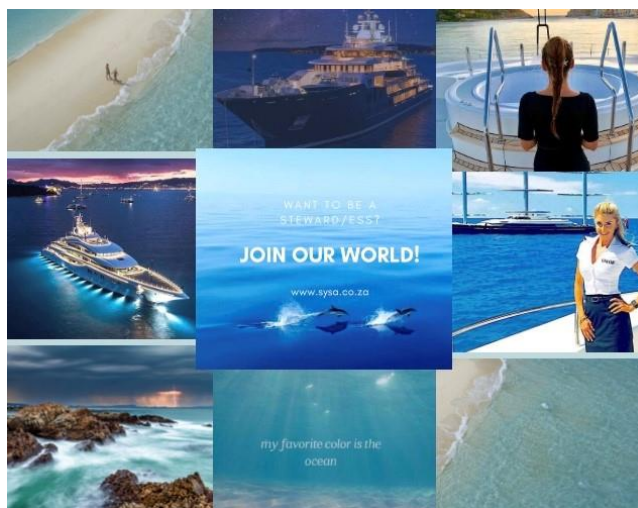
## Module 2: Basic Food Service – 1 Day Wine and Mixology Introduction – 1 Day

Although many entry-level Steward/esses are already skilled in food service and hospitality, this basic service course covers a range of service types and has adapted guest table service to yacht industry standards, which are regarded as the highest service standards in the world. Onboard, you will be expected to be extremely flexible and report to the style required by each guest – be it plated, silver service or platter. This course component highlights the fundamental difference between the various service types and also describes the all-important practical overview of table service and decoration and beverage service as it is done on yachts.

In-depth knowledge of wines and cocktails is something that develops gradually and with years of experience. Interior yacht crew are expected to be ready to serve and suggest the correct wines or beverages to compliment meals and prepare cocktails professionally.

Being prepared with fundamental knowledge in both areas is vital and can be achieved in this intensive course component. We cover the basics of food and wine pairing, wine regions and grapes of the world, as well as the main spirits and cocktail preparation.

- Service Definitions
- Different Styles of Service – American, English, Russian, Butler Style, etc.
- Caviar Service
- Hors d'oeuvres, Canapés, Appetizers, etc.
- Breakfast service
- Mise en place for service
- Beverage Service – Tea, Coffee, Cocktails, Wine, Water
- Working with menus, preference sheets and cheat sheets
- Introduction to the world of wine
- Wine tasting principles as well as a practical wine session, tasting various SA and International wines
- Food, wine and cheese matching
- Faulty wines
- Grapes and wine regions of the world
- New world and old world wine making and countries
- Service of wine – opening, pouring, presentation and serving
- Spirits and cocktails
- Cocktail service
- Main spirit styles
- Practical cocktail blending session

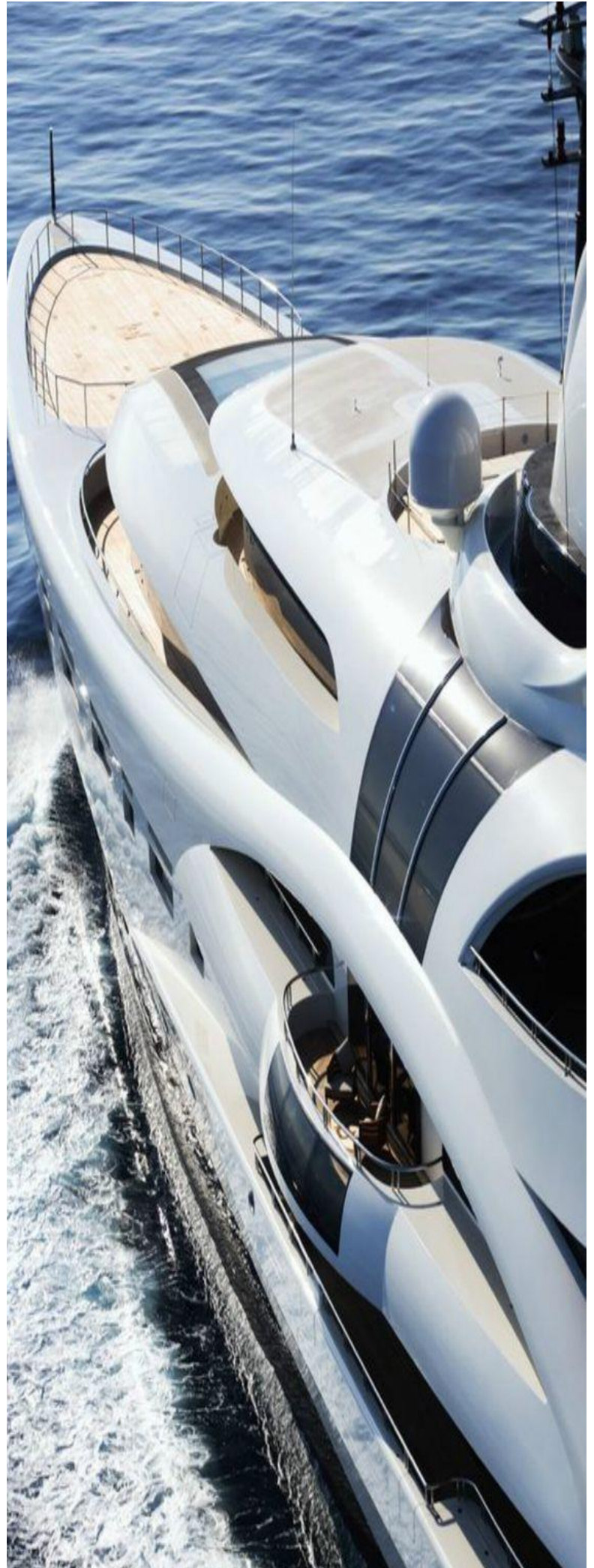


### What do we offer our Steward/ess graduates?

- Ongoing support, advice and mentorship
- 400-page digital manual and an additional 16GB flash disk loaded with relevant information for Steward/esses. This legendary manual is also available digitally for use and referral after the course is completed and students graduated.



- Our classes are small to ensure that each student receives individual attention, practical guidance, evaluation, assessment and constructive criticism and debriefings. We assist our students after graduating at Super Yachting South Africa with CV writing, career advice, future progression training and general guidance, mentorship and industry advice. We believe in quality, realistic, practical, relevant and professional training, and expect very high standards of presentation, behaviour, manners, performance of each student to prepare them for their careers on super yachts
- We believe in teaching our students what realistically and actually happens in the industry, rather than only focusing on the romantic and idyllic part of yachting
- At SYSA, we focus on fully preparing new recruits (or 'newbies/greenies', as they are called in the industry) for working on board these amazing vessels and instilling the skills, attitude and highest levels of professionalism and etiquette, in order to make a fantastic first impression on board and following the correct career path. The international standard, experienced-based training courses we offer, prepare crew in every aspect of being a Steward/ess on board.
- Most courses run from: 07:00 – 17:00
- Students are requested to not make any appointments during a day a course takes place, as our accreditation require a minimum guided learning hours and a student cannot receive his/her certificate should they miss any of the training.





# Awarded Best Yacht Training Programme in South Africa

The A1 Offshore Excellence Awards named SYSA the **2017 Best Yacht Training Programme in South Africa**.

## ACREW YACHT AWARDS 2018 - 2023

SYSA Steward/ess course graduate **Carli Steenkamp** received the **Best Stew Award 2018** at the **ACREW 1st International Crew Awards ceremony** held in **2018**. We also had **FIVE** students as finalists in various Steward/ess categories for **2019 ACREW Awards** – two of which won in their categories – **Anna Steyn** for Purser and **Micaela Letley** for Stewardess. In **2020**, AGAIN, we had several former students as finalists and winners in the award categories – **Karine Rayson**, **Micaela Letley** and our co-owner **Isobel Odendaal**. In **2021**, we had several former students in various **Steward/ess** and other categories, either as **nominees** or **winners**. In **2022** again, **FIVE** former **SYSA Steward/esses** were **nominees and winners** in various categories. In **2023**, we had another finalist in the Chief Stew category.

## FINALIST IN ACREW 2020 'LIFETIME ACHIEVEMENT AWARD' AND 2021 'MENTORSHIP AWARD'

Isobel Odendaal was one of the final three finalists in the **LIFETIME ACHIEVEMENT** Award in the prestigious annual ACREW Crew Awards. Candidates are nominated by their peers in the yachting industry and go through a rigorous voting, screening and interviewing process.

In 2021, she has AGAIN been nominated for an ACREW Crew Award, this time for **MENTORSHIP** Award.

## 17 500 Members and Voted "Most Popular Group"

Isobel Odendaal, co-owner of SYSA and Principal of the SYSA Steward/ess programme, is the Administrator and founder of a Facebook group for Yacht Steward/esses where 15 000 members ask for advice and share industry-related tips daily.

It was chosen as "The Most Popular Group to Follow for Yachties"- by an internationally acclaimed yachting publication – TWICE!

The group called – **Yacht Stewardess and Steward Tips**, has been voted the most popular and useful group by yachting publications several times and the members ask for support, advice, guidance and sometimes just share a humorous moment with each other.

Please join us on the group anytime!  
<https://web.facebook.com/groups/619356654765166>

## Longest Running Steward/ess Course in South Africa and Successfully Trained more than 2 500 Superyacht Steward/esses

The SYSA Steward/ess training programme is the longest running super yacht Steward/ess course in South Africa! We have successfully trained over 2 500 Steward/esses and Chief Steward/esses, most of whom found employment in the industry, many of our very first students are still actively working in the industry and have gone on to make a very successful yachting career for themselves. **We were the first super yacht training school in South Africa to pass the grueling audit from the G.U.E.S.T. Auditors and one of the first yacht training schools in the world to hold this prestigious super yacht training accreditation.**

## International Multi-Award Winner

At the Monaco International Boat Show, SYSA received the PYA (Professional Yachting Association) Award for the Steward/ess school with the largest number of successfully issued certificates of any G.U.E.S.T. Steward/ess school in the world. We received this accolade every year until 2018.

## Up-to-date and Relevant

We annually attend the world's largest Yacht Trade Show, the Monaco Boat Show, to keep up to date with new changes and regulations within the industry.

Isobel Odendaal has spent the past 27 years in the super yacht industry.

Many of our SYSA instructors still work actively in the yachting industry as freelance crew, regularly returning to South Africa with the newest, most current and relevant information and passing it onto our students.

## Judge at the Prestigious Monaco Boat Show Table Setting Competition

SYSA's co-owner, Isobel Odendaal, has been invited several times to serve as a Judge at the prestigious Monaco Boat Show Table Setting Competition.

She is highly regarded as one of THE Steward/ess experts in the industry, and regularly forms part of a team of expert judges at the annual Monaco Boat Show's Table Setting Competition, and has also been selected to be part of international yachting discussion panels, as well as regularly authors Steward/ess-related articles for well-respected yachting publications.

## Nearly 100% Employment Success Rate of our former Steward/ess Graduates

We have a nearly 100% success rate in past SYSA Steward/ess graduates finding employment on board yachts – a fact that we are **very** proud of! We are often contacted directly by Captains and Chief Stews specifically requesting our school's graduates and many of our former students employ newbies who are also SYSA trained, because they know they received high quality and relevant training.

## 100+ Industry Publications

As an esteemed member of the yachting industry, Isobel Odendaal regularly contributes to Super Yacht related publications. Please view this link for articles authored by Isobel and other yacht professionals.  
<https://www.sysa.co.za/interior/publications/>



# Essential Courses for Entry-Level Steward/esses

## Training requirements for an entry-level Steward/ess are as follows:

Bookings through SYSA – please contact us for more information and course dates:



**Steward/ess course R 7950**



**Food Health Safety course R 3550**



**STCW and PDSD course R 9500**



**MCA ENG1 R 3000**

## STCW Basic Training (5 modules – PDSD, PSSR, PST, First Aid and Fire Fighting)

- This is essential for any crew member on board (it is Maritime law)
- Course duration: 11 days (always from a Thursday to the next Sunday)
- This course runs from 08:00 to 17:00 every day
- Price: R 9 500
- Accommodation not included
- Please contact us for availability and dates
- This course is a total separate course than the SYSA Steward/ess course and cannot be taken on the same dates as the Stew course
- The STCW course DOES NOT give information regarding visas, CV writing, how to find a job, Offshore Bank accounts, job interviews, crew agents, where to go and does not teach any work skills of a Steward/ess, etc. – that is all covered during the SYSA Steward/ess course only
- Note about the STCW PDSD (Proficiency in Designated Security Duties) STCW – Manila Amendments - (This is above and beyond the compulsory STCW Basic 4 Module training). As of 01/01/2014 new provisions of the Manila Amendments to STCW concerning Security Training are now in effect. Everyone who works on an ISPS compliant yacht must now hold the following

certificate: Proficiency in Designated Security Duties (PDSD) (all crew to hold this by Jan 2015)

A super yacht steward/ess must fulfil his/her safety and security role in a case of an emergency. His/her role will depend on the position, the size of the vessel and his/her qualifications. His/her role will be allocated to her by the Captain or Chief Officer (again depending on the size of the vessel) and must be taken very seriously.

## What is the STCW and PDSD and is it Essential that I Complete it?

- Proficiency in Designated Security Duties (STCW A-VI/6 – 2)
- Elementary First Aid (STCW Code A-VI/1 – 3)
- Marine Fire Fighting and Fire Prevention (STCW Code A-VI/1 – 2)
- Personal Safety and Social Responsibility (STCW Code A-VI/1 – 4)
- Personal Survival Techniques (STCW Code A-VI/1 – 1)

All these above modules together make the full basic STCW (including PDSD, EFA, PSSR, PST and Marine Fire Fighting).

Without the STCW modules, you won't get a job – not a legitimate one at least. This is a Basic Safety Course that anyone who wishes to work on a sea-going vessel has to complete. It is legislated requirement by the International Maritime Organization (IMO) and you need it whether you are going to work on an oil rig, Cruise Ship or the fanciest mega yacht in St Tropez. We will never suggest any kind of training package without including this course as part of your essential training. Due to the strong competition for jobs on super yachts, it is strongly advised to complete more courses than just the STCW Basic Training Certificate and PDSD.

## MCA/Highfield Food Health Safety for Catering Level II (FHS)

MCA/Highfield Internationally Accredited Food Health and Safety Certificate Level II

This qualification is already mandatory on all UK/MLC flagged commercial vessels (about 80% of all super yachts), and very soon all yacht Steward/esses and Chefs will need to hold the MCA approved Food Health and Safety qualification. We do not advise that you try to join the industry without this qualification.

- Course price: R 3 550 (this includes your exam and certificate fee in the UK)
- Duration: 2 days
- For course dates, contact [isobel@sysa.co.za](mailto:isobel@sysa.co.za)



## MCA ENG 1 Medical Certificate

- This is a very basic medical check-up to prove you are fit to work as a yacht crew member
- This is mandatory for any crew member working on board
- You have to book and pay this directly with Dr Rosendorff, the only MCA ENG 1 approved Doctor in South Africa
- **If you have diseases such as diabetes, epilepsy, cancer, take anti-depressants, etc. it is advisable to FIRST contact Dr Rosendorff before booking any courses!!**
- You cannot do this at any doctor, it must be a doctor who is approved by the MCA to provide this certificate
- To make this appointment, please call Dr Rosendorff – Tel: +27 21 424 2003

This appointment must NOT be made on a day that you have another course - you will need a separate day for the ENG 1 appointment.

### What is an MCA ENG 1 Certificate and why do I need it?

An ENG 1 Certificate is as important as the STCW Basic Training Certificates, if not more. Most yachts will not even look at your CV if you have not completed the STCW Course and they also expect you to have a valid MCA ENG 1 Medical Certificate. It is a Medical examination, done by an MCA (Maritime and Coastguard Agency) Certified Medical Doctor, stating that you are fit to work on board a yacht. It is normally valid for 2 years. Please note that this cannot be done at any normal general practitioner, it has to be a Doctor who is affiliated with the MCA.

## Additional Courses

### Should you be interested in adding additional and beneficial qualifications, we recommend:

- Flower Arranging Course
- WSET Wine Course Level 1 or 2
- Barista/Coffee Course
- Massage Course
- RYA Powerboat Level II
- RYA Personal Watercraft/Jet Ski

## Experienced Steward/esses:

- SYSA Chief Steward/ess Course
- STCW and PDSD Refreshers
- STCW Medical First Aid
- STCW Advanced Sea Survival
- STCW Medical Care Aboard Ship
- STCW Advanced Fire Fighting
- Highfield Level III in Food Safety and Supervision

### Essential courses for entry-level Steward/esses are:



**Steward/ess  
course R 7950**



**Food Health  
Safety course  
R 3550**



**STCW and PDSD  
course R 9500**



**MCA ENG1  
R 3000**

Bookings through SYSA – contact us at [isobel@sysa.co.za](mailto:isobel@sysa.co.za)

### STCW Crowd Management and Passenger Safety (Crowd Control)

The STCW Crowd Management and Passenger Safety Certificate (also called Crowd Control Certificate) STCW A-V/2-1&2 is not a mandatory requirement on all yachts, however it is fast becoming a requirement for many positions on large vessels, including for Steward/esses and Chief Steward/esses. As an entry-level Steward/ess, you don't yet know which vessel you will be employed on, so we do recommend that you complete this STCW qualification prior to joining a yacht.

Course fee: approx. R 2 000.00

Course Duration: 1 Day

**\*This is currently not offered in SA, the school that offered this has permanently closed due to COVID.**

### Objectives

Crowd Management Training and Safety Training for crew providing direct service to passengers in passenger spaces provides participants with the skills to be able to control a crowd in an emergency situation on board, locate essential safety and emergency equipment on board, communicate effectively with passengers during an emergency, demonstrate the use of personal life-saving appliances and comply with the ship's safety and emergency procedures.

## Course Outline

Module One: Crowd Management

Module Two: Safety training for personnel providing direct service to passengers in passenger spaces

Module Three: Passenger Safety

## Completion

Exit level: After successful completion of the course the trainees will be competent to provide direct service to passengers in passenger spaces provides participants with the skills to be able to control a crowd in an emergency situation on board.

Assessment: Written assessment

## Yacht Flower Arranging Course

- Duration: varies
- Price: varies

This course focuses mainly on practical flower arranging design, skills and techniques and is highly interactive and practical. It will develop a Yacht Steward/ess' confidence with flower arranging and ordering and equips her/him with the skills to create stunning yacht flower arrangements. This course is taught by a 10-year super yacht Chief Stewardess/Purser. It is an essential skill for a Steward/ess to acquire and could really make her/his CV stand out above other candidates. Students also learn to maintain and extend the life span of fresh cut flowers. The course is only offered for a group with 6 or more people. Please contact Isobel for more information please contact [isobel@sysa.co.za](mailto:isobel@sysa.co.za)

## WSET Wine Course Level 1 or 2

As a yacht Steward/ess, you will be serving and storing the world's best and most expensive wines. Our employers expect us to have knowledge of wine regions, correct food and wine pairing, decanting techniques, storing their wine collections correctly and at the correct temperatures, to only name a few.

As an additional qualification, the WSET Level 1 or 2 would be very beneficial to add to your skills set after joining the industry. WSET provides best-in-class education and qualifications to inspire and empower the world's wine and spirits professionals and enthusiasts. They offer a comprehensive suite of qualifications covering wines, spirits and sake.

- WSET Wine Course Level 1 or 2 (1 or multiple days)
- Prices and course days vary as per specific course chosen
- It is becoming the standard for yachts to expect the certification levels of WSET (internationally recognized) Wine Training when hiring Steward/esses

- The WSET Level 1 and 2 courses are recognized by the G.U.E.S.T Programme as an equivalent to the G.U.E.S.T Wine Intermediate Course

Please contact Isobel for booking information – [isobel@sysa.co.za](mailto:isobel@sysa.co.za)

## Barista Course

A wonderful additional skill to add to your basic knowledge and skills would be by completing a Barista qualification. Steward/esses sometimes make dozens of Barista quality coffees per day and having knowledge of how to prepare the perfect Espresso and milk foaming will be an asset on board any yacht.

- Duration: 3 days
- R 4 500.00 (price subject to change)

Professional Barista Course (PBC). This is a course tailored specifically to training people needing coffee-making techniques in their jobs (like Steward/esses). This is an introduction to coffee, followed by an extensive cover of the subject from the origins of coffee, how it's grown and roasted, to the brewing of Espresso-based coffee drinks and milk steaming techniques. It includes extensive Espresso machine use, grinder equipment, adjustments and maintenance.

Please contact [isobel@sysa.co.za](mailto:isobel@sysa.co.za) for more information.

## Massage/Beauty Therapist Qualifications

As an additional qualification, some candidates choose to add Massage Training. This will enable you to work as a Stew/Masseuse on board, which is mostly a 50/50 role on board (50% Steward/ess and 50% Masseuse). Many yachts prefer to have a crew on board who can multi-task in various roles.

- Massage Course – times and prices vary according to courses chosen
- Price: varying between R 2 000.00 and R 10 000.00
- For booking and course information, please contact [isobel@sysa.co.za](mailto:isobel@sysa.co.za)

**I am a qualified Masseuse/Beauty Therapist/  
Hair Stylist/ Physiotherapist/ Yoga Instructor/  
Personal Trainer- am I able to join the Yachting  
industry with this qualification?**

Absolutely! Stew/Masseuse/Beauty Therapists are a very precious commodity due to the extra skills they can provide to the owners and guests of the yachts. However, additionally, we strongly advise that you also qualify yourself as a Steward/ess to better your chances at finding this very popular multi-tasking position on board. You will often be employed as a Steward/ess, as

well as a Masseuse/Beauty Therapist/Hair Stylist/Personal Trainer/Physiotherapist, so you need to offer the extra skills of Steward/ess, because your job on board will often consist of both Steward/ess and Beauty Therapy services.

### RYA Powerboat Level II – 2 Days – R 5 000

Not only do we teach the full RYA syllabus of this internationally accredited license (for power boats under 9 meters), but we also add super yacht skills to make this course applicable for the industry. Our very expensive training equipment simulates pressure even during the training phase, as some of the speed boats and semi-rigid boats on yachts can be in excess of US\$ 2 000 000! Our experienced instructors teach students the key aspects, skills and tips of tender driving. During training, we focus on super yacht specific skills expected of crew driving the tender. We also focus on teaching crucial navigational and key safety elements relevant to the super yacht industry.

This course is a great add-on for crew in an effort to making their CVs attractive and themselves as marketable as possible to find employment on a yacht. Super Yacht guests are regularly ferried between the yachts and the shore, and it is essential to hold a license for this rigid inflatable boat (RIB) before you can drive the yacht's tender. This two-day course covers all aspects of RIB driving, close quarters handling, planning manoeuvres, man overboard recovery, collision regulations, launching, fuelling, etc. and on successful completion, the students are issued the RYA Powerboat Level II Certificate.

### RYA Personal Watercraft Course (PWC) – 1 Day – R 3 500

This industry-specific license is essential for Deck crew who often take the yacht owner or his kids on the jet skis. The license is also a prerequisite to the Personal Watercraft Instructor's Course, which will then allow the holder to issue the guests on board with a temporary license to drive the jet skis for the duration of their time on board.

This course is designed for first-time and experienced riders alike. We advise that all crew (exterior and interior) qualify themselves before applying for a job – as this can often be the difference between being hired or not. As crew, you cannot operate a jet ski without this license, which is why it is a good license for any crew member to hold.



## SYSA Chief Steward/ess Course

If you are looking to progress into the position of 2nd Steward/ess on a large yacht, or Chief Steward/ess on a smaller yacht, this is a perfect course to consider!

### SYSA Chief Steward/ess Course

2 Days – R 5 000.00

**\*\*For maximum benefit, a minimum of two years' experience as a Steward/ess on board yacht is required to complete this course:**

Course Syllabus Includes:

- The Role of Chief Steward/ess on Board
- Interviewing for a Chief Steward/ess Position
- Website as part of an Interview Tool
- Crew Agents
- Chief Steward/ess Contract
- Hiring and Interviewing Steward/esses
- Writing of a Steward/ess Training File
- How to keep Steward/esses motivated and organized
- Effective Communication
- Worldwide Provisioning
- Medical Inventories, Guest Information, Crew Information
- Guest Preference Sheets/Cheat Sheets
- Flowers and Flower Orders
- Advanced Cleaning
- Guest Welcome Folders
- Writing Crew Profiles
- Guest Activities in Caribbean
- Guest Activities in Mediterranean
- Formal and Informal Table Settings with tasteful Embellishments
- Entertainment Planning and Silver Service
- Buffets, Parties, Picnics, Theme Ideas
- Communication with Chef
- Menus
- Wine Provisioning and Storage
- Matching Food and Wine
- Champagne Service
- Stocking the Bar
- Popular Alcoholic Beverages
- Glassware on Board
- Steward/ess Scheduling with Guests on Board
- Packing and Unpacking for Guests
- Amenities offered to Guests
- Organizational Methods for extensive libraries or books, music and films
- Convenience and safety in storing provisions
- Shopping list templates
- Purchasing and Care of Fine Service ware and Linens



- Setting up a yacht for a Boat Show or Prospective Buyers
- Maintenance Schedules on board
- Crew Uniforms
- Budgets
- Inventories
- Dealing with Dayworkers
- Dealing with Chandlers and Suppliers
- Further Chief Steward/ess Qualifications
- Collection of Helpful Books
- What to leave behind when you leave a yacht
- Shipyard Projects/New Builds
- Dealing with Customs/Visa issues on board
- ISPS/ISM
- Purser-related duties
- Crossings – Preparation and Stowing

For any details: Contact [isobel@sya.co.za](mailto:isobel@sya.co.za)

**SYSA teaches and encourages the use of environmentally friendly products to ensure the survival of the ocean, its animals and the very place we work.**

## Course Dates

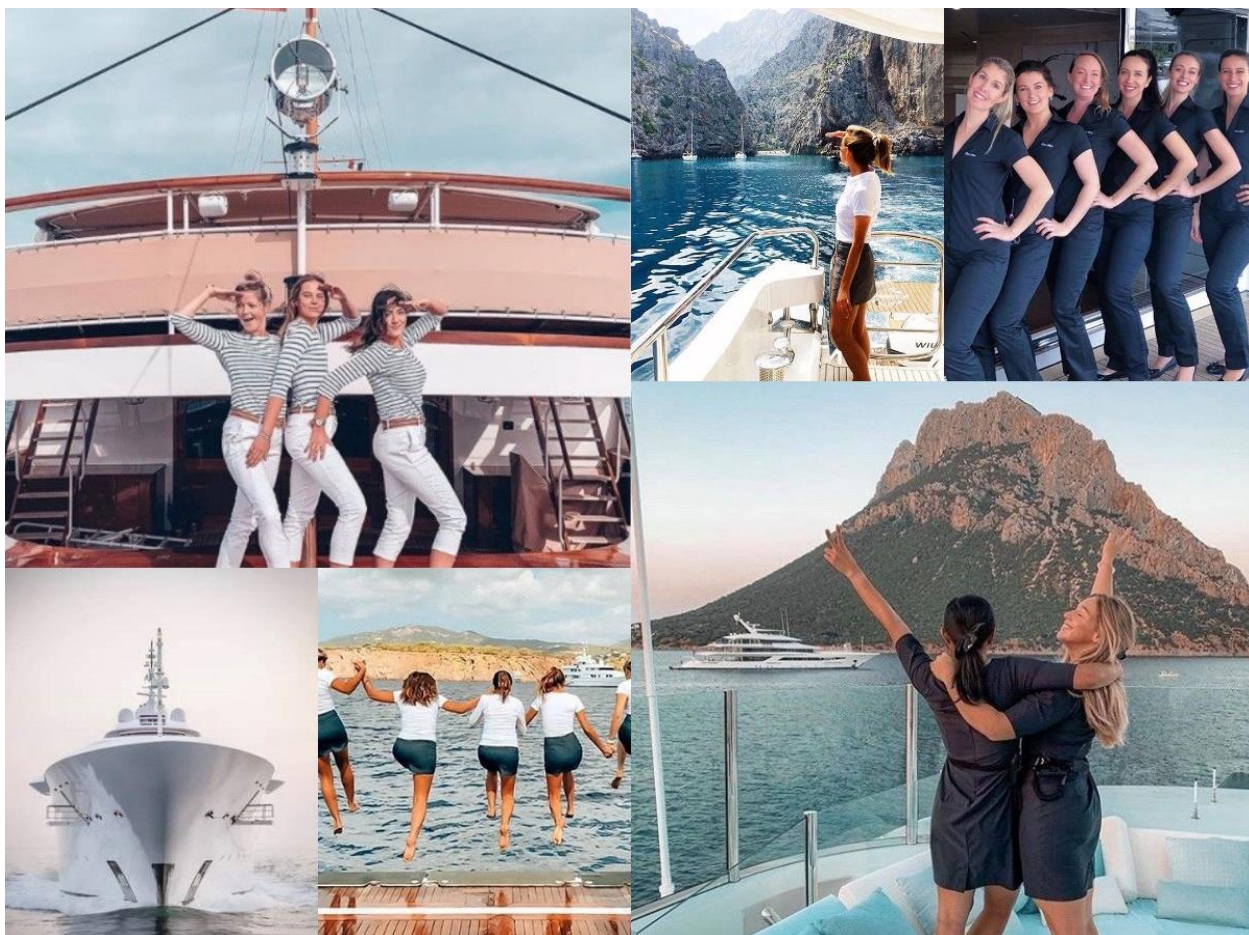
Our agents will assist you in booking all your training modules. We put together a training package – suitable for your schedule, using dates provided by you, sourcing the best prices from all the different training schools (if a course is outsourced).

### What dates are available for my training courses?

This will depend on what courses you are planning on completing, as well as your schedule. Please contact our Course Administrators regarding upcoming training dates. Remember that certain months are very busy training months and you must book long in advance for certain courses.

If you have any questions after reading our Prospectus, please contact us anytime, we will always get back to you as quickly as possible.

For more information on any courses and dates, please contact us on [isobel@sya.co.za](mailto:isobel@sya.co.za)





### Corine Howell

"Where do I start? **All I can say is, MIND BLOWN!!** I have attended many courses in my life, but never have I ever attend a course that is so informative, interactive and so much FUN. Thank you for not spoon-feeding us, but forcing us to think like yachties. Thank you for preparing us for the 'real world' and sharing your stories to give us an idea of what to expect. Life on land seems like a walk in the park! **Thanks to you and your incredible training course**, I feel confident starting my career in the yachting industry and I will definitely recommend your academy for anyone considering this journey. P.S. – If my yacht sinks you will be the first person I phone!!"

### Kirsty van den Bergh

"I feel so privileged to have learnt from your vast knowledge and experience over the last week."

### Hannah Moritz

"Your **Stewardess course is so well known over in the Med**, just thought I'd let you know! You are a famous legend, I'm telling you! Thanks again for all your amazing help. You are truly such an inspiration to all of us Stewies – everyone speaks so incredibly highly of you and I am so happy to have done the course with you!"

### Jessica Sandell

"Crazy how many Stew courses you are running! That's definitely a good thing as your course is brilliant. When I was in Antibes last year, **I got offered a job purely based on the fact that the Chief Stew recognized your course on my CV** and was so impressed with the other students who had attended the course."

### Ashleigh Proudfoot

"Thank you so much! And thank you for an **amazing course** and for being a really caring and great teacher! I found it thoroughly enjoyable."

### Nicole Collen

"Thank you for the extensive effort you put into the Stewardess classes. After ten years of tertiary education, **I can honestly say it was the most interesting course I have ever done.**"

### Gina du Plessis

"I would like to thank you so much for the most amazing 5 days of learning from you, I have not stopped bragging about you and your high level of professionalize to everyone back home. It was really an unreal level of education in such a short period of time, I appreciate all your hard work and effort."

### Telana Van Wyk

"I just want to thank you again for everything, I would have been lost without all your tips and advice. I am so blessed! Thanks again!"

### Megan Gilham

"Your Stewardess course has been an incredible help and I have felt so comfortable in this environment from day one because of it. So thank you again for your incredible teaching!"

### Cobie Janse van Rensburg

"**We had the BEST time during training with you!** I am astounded at the amount of experience and knowledge you have about the yachting Industry – it was really the most organized course I have ever attended! It was so loaded with information and I think even if the course was for an entire month, we still would not know half of what you know. Thank you so much for parting with so much of your knowledge and experience and that you **answered every single question so thoroughly**. I don't know how anyone can enter the Industry without completing your Stewardess course. Thank you thank you thank you!"

### Kirsten Martins

"Your **passion for the industry** and your store of knowledge is just amazing, and I know we just saw the tip of the iceberg over our 5-day Stewardess course with you. Without your course and your shared knowledge, I would never have landed my now permanent position as 3rd Stew on board a stunning yacht – thanks to you I didn't mess up too badly or feel like a total fool during my trial of daywork. I just felt the need to share my gratitude with you... **Your work with us 'greenies' is immensely valuable and I am so grateful I decided to attend your course.** I am so proud to be a SYSA graduate and your guidance has been invaluable."

## Pricing

**We want to put suitable dates together for you!**

Bookings are done directly through SYSA, please contact us at [admin@sya.co.za](mailto:admin@sya.co.za)

If you follow all our advice given during the Stew course and relentlessly walk the docks and network and visit crew placement agencies, then it can take 2 – 12 weeks to get a job. However, there is such a thing as “daywork”, which will earn you money before you get a permanent job (more about all of this during the Steward/ess course).

Considering that you will be earning average \$/€ 2 000 monthly salary as a starting salary, with most to all living costs paid for, the financial investment you made for courses and going overseas, could be paid off within two months!



### SYSA 5 DAY STEWARD/ESS COURSE

<b>Module 1</b>		
Interior Introduction	R5 950	3 days
<b>Module 2</b>		
Basic Food Service, Wine and Mixology	R6 250	2 days
<b>Total</b>	<b>R12 200</b>	
<b>BOOK FOR BOTH MODULES</b>		<b>R7 950</b>

**R 4 250  
Discount**

**Essential Courses**

- STCW + PDSD R 9500
- MCA FHS Level 2 R 3550
- MCA ENG1 Medical R 3000
- Steward/ess Course R 7950

**Additional Courses**

- Flower Arranging R 4000
- WSET Wine Level 1 R 3000
- WSET Wine Level 2 R 8200
- Barista R 4500
- Massage R 2000 - R 8000
- RYA Powerboat 2 R 5000
- RYA PWC (Jet ski) R 3500

*Bookings through SYSA*

**SYSA Reviews**  
**Contact us**  
**Terms/Conditions**  
**Follow us**

Please read reviews from some of our previous students on this link: <https://www.sysa.co.za/interior/all-reviews/>

**Email:**

[admin@sysa.co.za](mailto:admin@sysa.co.za)

[isobel@sysa.co.za](mailto:isobel@sysa.co.za)

[info@sysa.co.za](mailto:info@sysa.co.za)

[enquires@sysa.co.za](mailto:enquires@sysa.co.za)

**Phone:**

+27 82 558 9400

+27 63 715 2892

**Physical classroom address for Steward/ess course:**

Super Yachting South Africa

Standard Bank Towers

12th Floor

2 Heerengracht Street

Foreshore, Cape Town

Please see the link below for our **Terms and Conditions**:

<https://www.sysa.co.za/interior/terms-conditions/>



@sysa\_yacht\_training\_stewardess



<https://www.facebook.com/superyachtingsouthafrica>



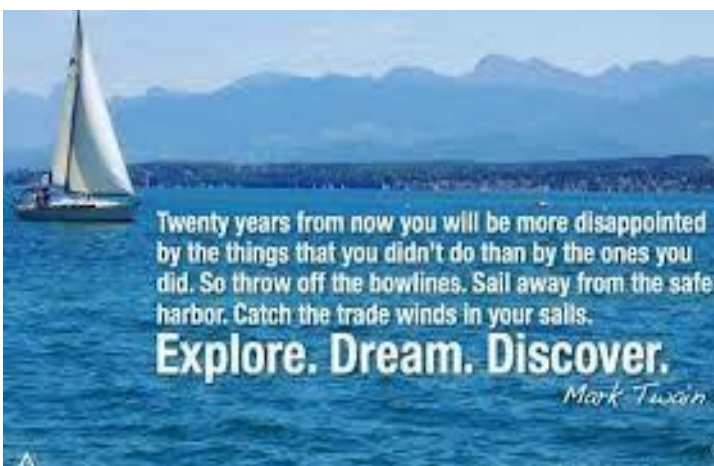
<https://www.facebook.com/groups/619356654765166>

**Zané Combrink (Stewardess and Chief Stewardess courses)**

"Your Chief Stewardess Course truly helped me, I am more confident and motivated, and I still refer to all the materials you gave me, and not to forget your Facebook group YACHT STEWARDESS AND STEWARD TIPS – that page is equivalent to the entire Google!! THANK YOU!!!"

**Demi Shae Pieterse**

"Thank you so much, I am so happy about my good test results! Absolutely loved every minute of the course, you are truly amazing at what you do!"





# Q&A: About the Steward/ess Role

## WHAT DOES A SUPER YACHT STEWARD/ESS DO?

What does a Steward/ess actually do on board? I am sure many people think we just smile nicely whilst serving tea and coffee to the guests on board (similar to that of an airline flight attendant).

So, what exactly does a super yacht steward/ess do?

A super yacht steward/ess wears many hats, think housekeeper, waiter, safety officer, guest relations, butler, laundry expert, florist and well-groomed host/ess.

### A typical day may include:

#### Drinks Service:

Drinking is at the cultural epi-center of every social group on the planet and a yacht steward/ess must be extremely competent with serving all types of beverages. Skills a steward/ess must possess are:

Wine knowledge, wine pairing wine storage and wine service

- Champagne service
- Port and Cognac service
- Beer knowledge and beer service
- Cocktail knowledge, preparation and decoration
- Spirits knowledge
- Hot beverages, tea and coffee service
- Storage knowledge of fine tea and coffee
- Soft drink and other non-alcoholic storage and service

Further to beverage service a good steward/ess will also be educated about tobacco and service of cigars, cigarettes and pipes. Food Service: Broadly speaking, there are five types of service that a steward/ess is required to competently master. These are as follows:

- Fine dining service
- American service or plate service
- English service
- Buffet service
- Russian service

In addition to the styles of service, a yacht steward/ess must be well versed in table management, table settings, courses and order of service. These duties and the success of a beautiful dinner or a bodacious party primarily lies with the Head Chef and Chief Steward/ess.

#### Housekeeping:

A super yacht is full of fine fabrics, and expensive art work, so a yacht steward/ess must be extremely proficient to handle such pieces; or may be required to work under the supervision of the Chief Steward/ess until that level has been achieved.

- Housekeeping duties will include cleaning cabins
- Cleaning public areas on board
- Cleaning the officers' cabins (on most yachts just the Captain's cabin)
- Cleaning the crew mess, laundry room, other crew areas

The details of housekeeping will depend on the size of the vessel and will be coordinated by the Chief Steward/ess.

#### Laundry Care:

The most common types of fabrics a stewardess must know how to launder correctly are:

Cotton/Silk/Wool/Mohair/Alpaca wool/Angora wool/Rayon/Polyester/Polycotton/Leather Linen/Acrylics

Another duty that has to be expertly executed and without fault, is ironing – using hand irons and roller irons. Laundry details and co-ordination will be explained by the chief steward/ess, and must be executed by the steward/ess. This is an area where many mistakes can happen so extra diligence is required here.

#### Flower Arranging and Plant Care:

Flower arranging and plant care is a fun part of the job. The reason why every good steward/ess should know how to arrange flowers is that you are on a yacht and you may not have access to or the budget to call a florist every time your flowers or plants need attention. On most yachts, this will be done by the Chief and Senior Steward/esses.

#### Personal Appearance:

Yes, I'm sorry to say that looks do matter in this industry. It is one of the things that I found hard to handle when I was being instructed to hire crew like steward/esses.

Not all yachts care about looks though. There is a light at the end of this (sometimes) superficial tunnel; and that is grooming and presentation. Grooming, personal hygiene and personal presentation is not hard to manage. Knowing your colours, how to apply simple and classy make-up, what hair style suits your face and how to wear your uniform can make a great impact on your overall presentation.

Professional Etiquette and Interpersonal Communications: Professional etiquette and communications in my opinion is one of the most under-rated assets of a steward/ess. These skills must be learnt over a period; where a steward/ess will learn how to speak and when to speak (a skill that many struggle to master); how to walk on a boat, and how to carry herself in front of very important people. Communication skills are not only limited to verbal



communications, but also include non-verbal communications, like a pretty smile, or non-direct eye contact (depending on the culture of the guests). All of these small things make all the difference to your guests having a truly relaxed and enjoyable experience on board.

### **STCW, PDSD and Safety Responsibilities, ENG 1 and MCA Food Health Safety:**

Finally, a super yacht steward/ess must fulfil his/her safety and security role in a case of an emergency. His/her role will depend on the position, the size of the vessel and his/her qualifications. His/her role will be allocated to her by the Captain or Chief Officer (again depending on the size of the vessel) and must be taken very seriously.

All Steward/esses must also hold and up to date and valid MCA ENG 1 medical certificate.

It is also mandatory on most yachts to hold an MCA accredited Food Health Safety qualification. Most yachts will not accept an online Food Health Safety as they did until about 4 years ago.

So that is what a super yacht steward/ess does.

### **What requirements are expected of entry-level Steward/esses?**

For a successful career as a Steward/ess, background training/experience in any leg of the Hospitality Industry is extremely beneficial, but not essential. The SYSA Steward/ess Course applies the hospitality experience you already possess specifically to a Steward/ess' duties on board. Being a qualified or experienced waiter/bar tender/events planner does not make you ready and qualified to be a Steward/ess on board, as there are very specific duties on board that you have not been assigned as a "land-based" hospitality expert. Our Steward/ess Course focuses specifically on safety at sea, silver service and wine service techniques as used on yachts, etc. This course is essential to finding a job on board, and has been compiled to advance your skills as a hospitality expert, or equipping novices with the necessary skills to be prepared for life as a Yacht Steward/ess.

For a complete breakdown of the course click here: <https://sysainterior.wordpress.com/steward-ess-courses/>

Training requirements for an entry-level Steward/ess are as follows:



**Steward/ess course R 7950**



**Food Health Safety course R 3550**



**STCW and PDSD course R 9500**



**MCA ENG1 R 3000**

Additionally, the following course options can also be considered:

- Flower Arranging Course
- WSET Wine Course Level 1 or 2
- Barista/Coffee Course
- Massage Course
- RYA Powerboat Level II
- RYA Personal Watercraft/Jet Ski

We can compile a complete training package for your schedule. For more information on any of the courses or dates, please contact us on [admin@sysa.co.za](mailto:admin@sysa.co.za)

### **I am a qualified Masseuse/Beauty Therapist/ Hair Stylist/ Physiotherapist/ Yoga Instructor/ Personal Trainer- am I able to join the Yachting industry with this qualification?**

Absolutely! Stew/Masseuse/Beauty Therapists are a very precious commodity due to the extra skills they can provide to the owners and guests of the yachts. However, additionally, we strongly advise that you also qualify yourself as a Steward/ess to better your chances at finding this very popular multi-tasking position on board. You will often be employed as a Steward/ess, as well as a Masseuse/Beauty Therapist /Hair Stylist /Personal Trainer /Physiotherapist, so you need to offer the extra skills of Steward/ess, because your job on board will often consist of both Steward/ess and Beauty Therapy services.

### **I want to join the super yachting industry as a Steward/ess - where do I go from here?**

Our goal is to assist you in any way possible starting a career in this amazing industry! Our school is located in Cape Town, and all our courses take place around the V&A Waterfront and Foreshore areas of this beautiful city.

We have broken down the various job descriptions on board and have compiled course packages to ensure each crew member is able to perform the various duties on board the yachts. Whether it is maintenance or guest-related, housekeeping or hospitality duties, we want our crew to hold up the 5-star industry standards as productive, hard-working, disciplined, professional and intuitive crew – from the moment they join the industry! It is important to understand that even though you have possibly worked in land-based hospitality before, the level of service on yachts is extremely high and everything we teach you is applied to yachts and delivering 10-star service in a moving environment.

The steward/ess' job is not regarded as the most glamorous in the world, and as a result, steward/ess job turn-over on the vessels is quite high. However, the lure of travel and good salaries, as well as the progression to Chief Steward/ess or Purser, means there is certainly competition for job openings. As a result, we look to maximize a student's chances of employment by putting together value-added courses and enabling them to find a job as quickly as possible. In the past, it was easy to hop on any yacht with minimal or no training, however, due to recent professional developments in the Super Yacht Industry, it is getting more difficult to join a yacht as a Steward/ess without the correct training (NOTE: A STCW CERTIFICATE ALONE IS NO LONGER SUFFICIENT QUALIFICATION TO FIND YOU A JOB AS A STEWARD/ESS ON SUPER YACHTS).

At SYSA, we focus on fully preparing new recruits (or 'newbies', as they are called in the industry) for working on board these amazing vessels and instilling the skills, attitude and highest levels of professionalism and etiquette, to make a fantastic first impression on board and following the correct career path. The internationally accredited, experienced-based training courses we offer, prepare crew in every aspect of being a Steward/ess on board.

As part of our service to candidates looking to work in the super yacht industry, we assist our graduates in professionally preparing a yacht standard CV, provide confidential assessments to potential employers and advise you regarding job opportunities, visa applications, career progression, offshore bank accounts and Seaman's Discharge books. We are a boutique company that focuses EXCLUSIVELY on the Super Yacht Industry and the additional services we offer focus on making our students stand out head and shoulders above the rest when entering this very specialized and professional industry.

Our team of Instructors and Directors tailor-made every SYSA course (following the strict international standards and syllabus) to provide crew with the skills required to make a fantastic impression and perform the required tasks to the highest standards. Our classrooms, equipment, training yachts and boats and jet skis are state of the art. Our standards of training, assessment and evaluation is very high, and we expect only the best

attitudes, performance, discipline, punctuality and participation from our students, as this simulates the levels of quality and perfection that will be expected of our crew once they enter the industry.

## Q&A: About a Yacht Contract

### What salary could I expect?

For a realistic look at entry-level salaries, please follow this <https://www.sysa.co.za/interior/salary-guidelines/> <https://ypicrew.com/yacht-crew-salaries-2020/>

### Do I get paid daily, weekly or monthly?

This will depend on the position in which you are employed. If you are hired as a dayworker on board, you will be paid in cash, either daily or weekly. If you find a permanent position on board, you will generally be paid once a month and the money will be paid directly into your bank account.

### How many holiday days am I entitled to?

The minimum is 2.5 calendar days per month of employment. On medium to larger yachts, however, it is a common practice for captains, chief engineers and senior deck officers to work on rotations, such as three months on three months off.

### How long are contracts for?

It all depends; some yacht crew jobs are seasonal jobs, typically these contracts run from April to end of September for the Mediterranean season and from October to March for the Caribbean season. Seasonal jobs are most of the time for junior steward/esses and deckhands. Some yachts under 40 meters with only a one-season program may also only hire a chef for that period.

Generally speaking, Captains, Deck Officers, Engineers, senior interior crew are employed on a permanent long-term contract. Commercial yachts, also known as charter yachts, will provide you with a SEA (Seafarer's Employment Agreement), which is the proper term replacing the word "contract". Private yachts are not required to issue a SEA.

### What are the working hours?

The MLC (Maritime Labor Convention) 2006 stipulates the limits on hours of work or rest shall be as follows:

Maximum hours of work shall not exceed:

- 14 hours in any 24-hour period
- 72 hours in any seven-day period or

Minimum hours of rest shall not be less than:

- 10 hours in any 24-hour period
- 77 hours in any seven-day period.

winter seasons, hurricane seasons, and weather in general. Many yacht crew often move between the Mediterranean and Caribbean according to the season, or work on off-season maintenance tasks or go on holiday and travel.

#### Jessica Wilkins

“Again, thank you for all the guidance this week, I could never imagine going into this without having done your course.”

#### Tiffany Bouwer

“Thank you so much for passing on these incredible job opportunities that are currently available through SYSA, **you are a legend** and I am so proud to have you and your exceptional reputation representing me in the yachting industry.”

#### Louna Prins

“Thank you so so so much for the **amazing and intellectually fulfilling week**. I appreciate all your insight and help, and our great conversations during lunch break.”

However, during a busy season you should expect to have to work unusual and long hours if required as yachts operate 24 hours a day, seven days a week. There are also many yachts that still do not operate under MLC, and work hours differ on those yachts. In short, be prepared to work harder than you have ever worked in your life. This industry is not just fun and drinks and games – it is VERY VERY hard work and long and demanding hours. Your time belongs to the yacht and the guests, and they expect a full commitment and a positive attitude whilst you are working.

#### Where will the yacht travel?

Wherever the owners want to go!

The Northern Hemisphere has the vast majority of the large private yachts and charter boats. About 80% of these are concentrated in the Caribbean, Miami, and Fort Lauderdale area. In recent years, however, there has been a boom in yachts visiting Australia, New Zealand, South Pacific, Russia, Alaska, even Antarctica! Another popular destination from April – September, is the Rhode Island, Martha's Vineyard and Massachusetts area in the USA. The destinations visited by yachts will depend on factors like yacht size and design, guest preference, summer and

#### Blair Fraser

“Excellent course! I loved every minute of it! Isobel is absolutely fantastic and I feel so much more prepared for the unknown – it would be **CRAZY not to do this course!**”

#### Nadia Brits

“The Manual you gave us is now my bible and I make sure I have that with me no matter what! It has proved to be very useful even at the strangest times!”

#### Kelly Evans

“Most of the agents have been really interested in your course and have been really impressed with my knowledge of the boats since doing it. It truly has given me an **advantage over the all the other newcomers** and some of the agents have put me up for the stew jobs that have asked for a season's experience.”

#### Caroline Warren

“I have realized more and more every day just **how valuable your Stewardess course was**. I literally live out of your manuals. Our Chief Stew had resigned, so whilst waiting for our new chief stew to arrive, your manuals were an absolute life saver! I honestly don't know what I would do without them!”

#### Chantelle Rautenbach

“I just wanted to thank you so much – everything you taught us has helped me so much! I would not have been able to handle this without your course and your guidance.”



## Is there a minimum age to work on yachts?

Yes, there is. The minimum age is 16. No person below the minimum age shall be employed. For some of our courses the age requirement is 18 years or older.

## What is the MLC 2006?

Maritime Labour Convention 2006 (MLC 2006)

The ILO's Maritime Labour Convention 2006 (MLC 2006) provides comprehensive rights and protection at work for more than 1.2 million of the world's seafarers. The Convention aims to achieve both decent work for seafarers and secure economic interests in fair competition for quality ship owners. The new labour standard consolidates and updates more than 68 international labour standards related to the Maritime sector adopted over the last 80 years.

The Convention sets out seafarers' rights to decent conditions of work on a wide range of subjects and aims to be globally applicable, easily understood, readily updatable and uniformly enforced. It has been designed to become a global instrument known as the "fourth pillar" of the international regulatory regime for quality shipping,

complementing the key Conventions of the International Maritime Organization (IMO).

The decision by the ILO to move forward and create this major new Maritime Labour Convention was the result of a joint resolution in 2001 by international seafarer and ship owner organizations, supported by various governments. They pointed out that the shipping industry is "the world's first genuinely global industry" which "requires an international regulatory response of an appropriate kind – global standards applicable to the entire industry". To read more about the MLC 2006, please click on this link: <https://seafarersrights.org/seafarers-subjects/maritime-labour-convention-mlc/>

## Will I get Medical Insurance on board a yacht?

On most yachts, yes. We do recommend to our crew that they get additional Travel Insurance to cover them during the days off when they are not on board, as this is often not covered by the yacht's medical insurance. Once they are employed, they can look at getting Crew Medical Insurance, which is more expensive, but specifically for Maritime Crew. We discuss this during the Steward/ess course.









## Q&A: About the Industry

### Parents: Is this a good career for my child?

Let's look at the positive your child can gain from this exciting career: A crew member is employed in a highly respectable and regarded industry, they will earn great money, travel to amazing destinations, meet, entertain and work for the top 1% richest people in the world, become independent, save remarkable amounts of money (if they responsibly save this and not blow it in every port they visit!), broaden their horizons, develop people skills, learn discipline and responsibility, and build character.

Like with any other training, whether University or Technical College, there is no guarantee for placement afterwards. Also, like with most other professional careers, you need to financially invest in training. But, what other career/training guarantees so many advantages directly after completion of courses? Being able to walk into a job with a great starting salary (in \$ or €!), plus not having any living expenses or monthly bills, crew can repay the cost of training within a month or three!

One of our main goals at SYSA is to instill a focus on saving and investing their hard-earned cash right from the start, we have involved Offshore Bankers and Financial Investors in this process to ensure that they do this properly, right from the start, whether they are going to work on yachts for one year or for ten years.

### How safe is the industry?

Imagine a 6 Star Hotel – the best in the World – and you still have not even come close to the level of service expected on a luxury Super Yacht. It is a very serious offence to be involved in any form of drugs or contraband or bring any of these illegal substances on board. Regular, random drug testing of the crew is quite common, because the yacht can be seized by custom officials if anything is found on board.

Captains and crew are regarded as professionals and no captain will ever willingly allow his crew to be put in a dangerous situation, whether it be drugs, prostitution, human trafficking, sinking or piracy. These occurrences are extremely rare (almost non-existent) in the Super Yacht Industry. However, it is assumed that all yacht crew possess the maturity, responsibility and normal "street smarts", especially when they go out for a drink during off-season.

SYSA's owners and Instructors worked in the Super Yacht Industry for collectively decades in the industry, and they are more than happy to address any concerns regarding safety with parents or future crew members. We realize that as a parent, it could be overwhelming to send your

child overseas into a world unknown. Between the owners and Instructors, they know thousands of current and retired yacht crew and will gladly provide you with a database of people to contact regarding how safe this industry is. Always remember that most of these exquisite yachts belong to very high-profile members of society and their own, their crew and their yacht's safety is always their number one concern.

### How do I know the Yachting industry is for me?

The yachting industry is very rewarding, but it is not for everyone, because once you start working on board, you sign up not just for the job, but also for the unique lifestyle which comes with it. As an entry-level crew member, you will be expected to work very hard (like all crew on board), be a dedicated team player, the common goal being to ensure the guests have the best holiday. It is like no other industry, it is not just about having a job, it is a lifestyle which you will lead twenty-four hours a day, seven days a week; it is not for everyone. You must be able to live communally, share a cabin with another crew member, get used to having little privacy and little time on your own. You must be resilient and be totally service-orientated. If you have what it takes, the sky is the limit and you will be able to have a long and successful career in the industry in whichever field you choose. ARE YOU HAPPY TO WORK EXTREMELY HARD, WITH A SMILE ON YOUR FACE AND A POSITIVE ATTITUDE??

### What do we expect from our students and entry-level yacht crew?

- Punctuality
- Professionalism
- A willingness to learn and participate
- Positive attitude
- An excellent work ethic
- An ability and willingness to follow rules, instructions and discipline
- Understanding of crew etiquette, manners and respect. As a green crew member, you need to understand and be respectful of so many different aspects of the industry.
- Understanding and respecting different religious and cultural backgrounds of students, guests and crew
- Being a willing and enthusiastic participant in training and instruction given
- Being open to living and working in shared spaces, have limited storage and tight living quarters
- Being willing to make personal sacrifices, yacht work is very demanding and scheduling is done according to the guests and owner's itinerary, not your own
- Have an enthusiastic and humble attitude
- Willing to learn and work hard – this industry is not for the faint-hearted, the lazy, or the entitled
- Willing to work long hours, and be physically and



mentally fit without complaining

- Accepting that you still have a lot to learn about the industry and understanding that it takes commitment and discipline to continuously keep up with training and developing your career
- Don't be afraid to ask questions – even a small mistake can cost hundreds of thousands of dollars to rectify
- Keep an open mind and be willing to help anywhere on board and in the classroom
- There is no room for a bad attitude or sense of entitlement
- Listen to and obey commands from Instructors and senior crew
- Learn as much as you can
- Prepare for courses as much as you can prior to the courses taking place – some of the courses will provide a manual you can study prior to the course
- Arrive for courses without a hangover and prepared for the day's work
- Respect the chain of command in the classroom and on board
- Make sure you fully understand your role and the roles of other crew in the workplace
- Respect the school's and yacht's systems and Standard Operating Procedures
- Respect the class rules and your fellow classmates' opinions, even if they differ from yours. The reality is that you're far from home with people you haven't previously met, and you have to consider the implications of your habits, words and behaviour on others, including the guests'
- Working on a yacht is about being part of a team – volunteer to help out when and where you can, regardless of the department
- Keep our classroom room tidy and use proper hygiene.
- Although cell phones and the Internet play a vital role in our everyday lives, there is a proper time and place for them. During work and classroom hours, keep cell phones away.
- Clean up after yourself – if you're not tidy, working on a yacht will be a crash course
- Long-term commitment - if you quit when the yacht is in a location where it will be hard for the captain to replace you, it not only hurts the remaining crew who have the burden of the added workload, but it also can hurt the guests' experience
- Arrogance and 'know-it-all' attitude has no place in our classroom or on board a yacht

## **SURVIVING YOUR FIRST YACHT JOB**

**- By Jenny Sniffen**

As a newbie to yachting, you'll have a huge learning curve regardless of your positive attitude, your work ethic, or your willingness to learn. From the onboard lifestyle, rules and procedures to follow, and tasks to complete, starting

out on your first yacht is the beginning of a continuous learning process. However, being aware of crew etiquette, vital tips, and dos and don'ts prior to stepping aboard can greatly increase your success and your longevity in yachting.

Don't waste your time and money getting as many certificates as you can before you land your first job. Some training is necessary, some optional and others better suited for down the road once you have industry experience. In addition to the STCW training, it is recommended to get your PDSD (Proficiency in Designated Security Duties), instead of the PSA (Proficiency in Security Awareness). For Steward/esses, it is also advisable to do a Food Health Safety Training Level II and to stand out from the rest, also a Steward/ess course. Green deck crew would have an edge if they had a Personal Watercraft Instructor certification. So many yachts have wave runners on board, but finding a deckhand with the instructor certificate can be next to impossible.

Life on board a yacht involves shared personal space, limited storage, and tight living quarters. You will be amazed how little you need. Because of this, it is wise to pack lightly, ditch the suitcase, and bring either a duffle bag or carry-on size collapsible bag. I can't believe the amount of luggage some people bring and they expect their suitcases to be stored somewhere. Unfortunately, most green crew often don't have an understanding of bilges or lack of storage on yachts.

Start your first job with an enthusiastic, hard-working and humble attitude. You have to be willing to learn and work hard. This industry is not for the faint-hearted, the lazy, or the entitled. The job, at times, will be very hard work, repetitive involve long hours, and be taxing on our body and mind. It is not a 9-5 job. When you are new, you must be willing to pull double-duty when needed without whining or complaining. If you put your head down and work your heart out, you will not only create both a good reputation for yourself, but also for your career.

As new crew, it is important to realize that you have a lot to learn and will likely be inundated with information. A keen attitude goes a really long way. Be willing to learn from your fellow crew and accept your mistakes. Don't be afraid to ask questions. If you're not sure, ask before you do it. Small mistakes in how one does things can cost hundreds of thousands of dollars and potentially hurt someone. Even if you think you already know how to do something, ask a superior rank how they like it to be done. Many, if not most, accidents or damage to the yacht could be prevented if you ask questions and use a bit of common sense. Go in with an open mind working with the crew. For instance, you never know what your job will be for the day, maybe you will be painting bilges. And keeping an open mind will help with crew politics.

Definitely don't be a crew member who doesn't want to learn or listen. There is no room on a boat for a bad attitude or a misplaced sense of entitlement. No one likes

a 'know it all'. If you take the approach 'you do things your way, I'll do things my way', chances are pretty good that you may lose your job. As one captain points out, "I fired a deckhand with a Yachtmasters because of his 'know it all' attitude." But, on the other hand, another captain said his newbie deckhand was one of the best he's had because he listened to what he said and worked hard. When you are green in the industry, shut up, listen and obey. Learn as much as you can.

As a green crew member, you need to understand and be respectful of so many different aspects of the industry. Have respect for yourself and the boat and everything along with it. Your reputation and behaviour while on board directly affect the reputation of fellow crew and the boat itself. Respect the chain of command, and do what you are told. Even though things might not make sense at times, the chain of command and rules are there for a reason. Utilize the ranking system and talk to your head of department if you have a problem. Don't go straight to the captain. Make sure you fully understand your role and the roles of other crew in the workplace. As green crew, you are not the captain, chief stew or the First Mate. Your Chief Stew and Mate are in those positions for a reason. You may think that all they do is work on their computers and fluff this and that, but they did your job, and they have spent their time learning and moving up the ranks. Give them the respect they deserve. Additionally, respect the yacht's systems. This includes anything from the standing orders, the system for cleaning up after yourself once finished with meals, showing up to your watch on time, and not making breakfast five minutes prior to the time you are supposed to be on deck in the morning.

Keep in mind that when you first move on board that you are no longer at home living on your own or with your family doing as you wish. The reality is that 'you're far from home with people you haven't previously met, and you have to consider the implications of your habits, words and behaviour on others, including the guests. Remember that you will be sharing your personal space, not only your cabin, but also the common areas. Keep your room tidy and use proper hygiene. Don't sit in the crew mess smelling like a sweatbox for hours. Take a shower after working or working out, before sitting down or lounging with the rest of the crew. Furthermore, find out your cabin mate's morning routine as this will alleviate issues down the road because the bathroom was monopolized.

Don't lose sight of the big picture. Working on a yacht is about being part of a team – volunteer to help out when you can, regardless of the department. Help the stews with provisions if you are a deckhand, or offer to help with a wash-down or something else if you are a stew. Although free food and stocked fridges are definitely a yachting perk, crew need to keep in mind that the food on board is for everyone. For instance, when it comes to mealtimes, it is likely the chef made just enough for all crew. If there are ten chicken wings and ten crew, don't take five for yourself. You should not take more than your fair share just because it is there and you got to it first. Additionally,

don't forget to thank the chef. The chef works really hard to make tasty meals, and it is hard work trying to please everyone's tastes. In fact, thank other departments all the time, even if it is their job. At some point, you will go crazy, we've all been there.

Although cell phones and the Internet play a vital role in our everyday lives, there is a proper time and place for them. During work hours, keep cell phones away (unless it is used for work-related projects), especially green crew who are trying to prove themselves. Nothing pisses a captain or owner off more than seeing you on your phone while you should be doing your job. Not only is playing on your cell phone during the workday a distraction, it hampers productivity and attention to detail.

You weren't born in a barn, were you? So don't act like it. Once you move onto your first yacht, you have to be conscious of the noise you make. You must learn to live quietly. From not slamming doors and cabinets to walking quietly and not stomping up and down the crew corridor you have to be aware of your movements regarding of whether guests are on board.

Clean up after yourself – if you're not tidy, working on a yacht will be a crash course. While it might only seem like one cup of coffee or bottle of water left around or a few crumbs left on the table, if everyone did that, the common areas and crew mess would be a disaster.

Working on a yacht is hard work. Remember that you have a job to do and don't go overboard partying. Hangovers are not an excuse. I had two junior stews who would drink excessively, party excessively and always be hung-over for work. They would never be working reasonable standard; everything was a chore. When crew are hung-over, they are merely going through the motions and don't pay attention to detail.

While a job in the industry can be lots of fun and extremely rewarding, there is still an expectation of professionalism. Commit to at least one year on a vessel you join (or longer). Longevity is like gold for your career and will help you for your next vessel. Don't screw the crew. Take into account how your actions will affect fellow crew if you leave the boat mid-trip or mid-season. If you quit when the yacht is in a location where it will be hard for the captain to replace you, it not only hurts the remaining crew who have the burden of the added workload, but it also can hurt the guests' experience. Furthermore, leaving a vessel mid-season will greatly hurt your CV. Captains find it hard to trust a crewmember when they see this on their resume repeatedly.

Your first yacht job may not be what you envisioned or may vary from someone else's, but regardless of the experience, you should remain positive. Every boat and crew have different dynamics and expectations. If the first one doesn't work out, don't get discouraged. Your career is just beginning.

## What is the difference between a private and a charter yacht?

A private yacht belongs to an individual who will use the yacht with his friends and family. A charter yacht also has an owner, but in addition it will be rented out to third parties for a determined amount of time.

Charter yachts follow the principles of the Maritime and Labour Convention 2006. You can read the MLC 2006 convention lower down. They are owned by an individual and rented out by different groups of guests.

## Q&A: Before You Go Overseas

### There are some major considerations before you get started:

- Are you in a position to pay for an air ticket to fly overseas?
- Have you got sufficient funds to invest in terms of training, visas and accommodation overseas while looking for a job?
- Do you have the right attitude to work extremely hard and the personality to live in confined and stressful conditions?
- Do you possess the following qualities?
  - Positive attitude
  - Excellent work ethic
  - Good personal presentation
  - Great, friendly personality
  - Respect for other crew and guests
  - Excellent manners
  - Willing to be a team player, always willing to help out all other crew and great interpersonal skills
  - No arrogance/ego
- Are you looking for a career that takes you around the world?
- Are you willing to be away from home for long times, sometimes 12 months at a time?
- Do you enjoy being at sea/do you suffer from seasickness?
- Are you 18 years or older?
- Are you a personable, outgoing and polite employee who is not afraid of hard work?
- Are you of good health, able to swim?
- Did you successfully graduate from high school?

This industry is for professional, well-mannered, hard-working, career-minded people. Are you willing to leave your negative attitude, drugs, arrogance, partying, bad manners, laziness, sense of entitlement HOME? This is a

tough industry to break into and it is not for party-animals, the faint-hearted or homesick.

## APPROXIMATE COSTS – FINANCIAL OUTLAY FOR TRAINING AND AFTERWARDS

### ANTIBES, FRANCE/MEDITERRANEAN SEASON

These are approximate costs – it is just a guide and of course prices fluctuate due to currency changes. Please note that any of these prices can change – we take no responsibility for price and currency fluctuations.

SYSA 5-day Steward/ess course (no additional/hidden costs)	R7 950
STCW and PDSD course	R9 500
MCA ENG 1 Medical exam	R3 000
MCA Food Health Safety course	R3 550
Course accommodation in Cape Town	R12 000
(approximately)	
Visa	R6 000
(approximately)	
Maxi Passport (if South African)	R1 200
Return ticket to and from France	R15 000
(approximately)	
Accommodation in France per week	R7 000
(approximately)	
Transport - buses, trains (per day)	R1 500
(approximately)	
Phone/sim card costs per month	R2 000
(depending on usage and free wifi)	
Food in France (per day)	R1 200
(approximately - many crew houses give small breakfasts included in price)	

**\*\*Prices subject to change**

If you follow all our advice given during the Stew course and relentlessly walk the docks and network and visit crew placement agencies, then it can take 2 – 4 weeks to get a job. However, there is such a thing as “daywork”, which will earn you money before you get a permanent job (more about all of this during the Steward/ess course). **It is best to apply for a MAXI passport (South Africans), as you will need lots of pages for all the visas whilst traveling.**

Considering that you will be earning between \$/€ 1 800 and \$/€ 2 500 monthly salary as a starting salary, the financial investment you made for courses and going overseas, could be paid off within TWO months!!!



For daily currency conversions, please visit <https://www.xe.com/>

## FORT LAUDERDALE SEASON

**Disclaimer:** Due to current USA visa issues, we do not currently advise that you go to the USA as a newbie entering the industry for the first time. Crew normally go to Europe for their first season, and then later on get a USA visa whilst employed on a yacht and then enter the USA as crew on a yacht. These are approximate costs – it is just a guide and of course prices fluctuate due to currency changes.

These are approximate costs – it is just a guide and of course prices fluctuate due to currency changes. Please note that any of these prices can change – we take no responsibility for price and currency fluctuations.

SYSA 5-day Steward/ess course (no additional/hidden costs)	R7 950
STCW and PDSD course	R9 500
MCA ENG 1 Medical exam	R3 000
MCA Food Health Safety course	R3 550
Course accommodation in Cape Town	R12 000
(approximately)	
Visa	R6 000
(approximately)	
Maxi Passport (if South African)	R1 200
Return ticket to and from Florida	R25 000
(approximately)	
Accommodation in Florida per week	R6 000
(approximately)	
Transport - buses, trains (per day)	R1 000
(approximately)	
Phone/sim card costs per month (depending on usage and free wifi)	R2 000
Food in Florida (per day) (approximately - many crew houses give small breakfasts included in price)	R1 000

**\*\*Prices subject to change**

For daily currency conversions, please visit <https://www.xe.com/>

## I have a South African Passport, what visas will I need to work on yachts?

It is crucial to have the correct visas for the countries that you will visit. It is also highly advisable to apply for a MAXI passport – the normal size passports fill up very quickly due to all the visas and stamps we collect. We can advise you on the visas and application requirements to prepare you for your trip and employment on yachts. This information is discussed in detail in our SYSA Steward/ess course. Having the correct visa also serves as a selling tool when you go for interviews with Captains. They will not employ you if you do not have the correct visas. SYSA is a training facility, not a placement or travel agency. We discuss visas in depth in all our training courses. We advise you on all the requirements, correct documents, applying for the correct visas, where to go, how to go about getting visas once employed on yachts, we put you in touch with visa experts, but remember: NO MATTER how well you prepare yourself for a visa application or a visa appointment, THERE IS NEVER a guarantee that you will get a visa. This is solely up to the Consulate you are applying at.

## What are the best locations and the best time of year for me to look for employment?

Yachts normally work in seasons. The best time to find employment is between busy seasons, as many crew change jobs during this time and many other positions open on board. The best time to be in the Mediterranean is March/April/May/June. The reason for this: there are plenty of ports that are extremely accessible. Trains run the entire length of the French and the Italian Riviera, so crew simply need to go from port-to-port meeting captains and crew. SYSA's training courses advise you on the correct visa requirements for working on board yachts.

## FORT LAUDERDALE SEASON

**Disclaimer:** Due to current visa issues, we do not currently advise that you go to the USA as a newbie entering the industry for the first time. Crew normally go to Europe for their first season, and then later on get a USA visa whilst employed on a yacht and then enter the USA as crew on a yacht.

## I am a newcomer, what personal belongings shall I take with me on board?

Crew cabins are small and you will be sharing with one person of the same sex (normally); space is at premium so best to travel light. You will be provided with crew uniforms, crew shoes and all toiletries. We discuss 'what to take' in detail during the SYSA Steward/ess course.

## Q&A: When You Are Overseas

### Where will I stay when I go overseas?

Most “Yacht Meccas” like Fort Lauderdale, Palma de Mallorca and Antibes have crew houses. These are similar to Backpackers, and provide crew with affordable accommodation until they find a job. This is extremely handy, because a lot of crew hear of daywork or permanent job opportunities whilst staying in crew houses. Many captains post positions on notice boards at the crew houses – so be sure to check the boards every day. Most crew houses have Internet facilities, kitchenettes, etc. and are located centrally and provide a cheap, safe and affordable option to crew whilst looking for a job. Our students are provided with a list of crew houses over the world during their SYSA Steward/ess course.

### Antibes accommodation suggestions

#### The Crew Grapevine

+33 61 903 2652

+33 61 666 2843

[www.crewgrapevine.com](http://www.crewgrapevine.com)

[info@crewgrapevine.com](mailto:info@crewgrapevine.com)

#### The Glamorgan

+33 49 334 4271

+33 62 416 5457

[www.theglamorgan.com](http://www.theglamorgan.com)

[glamorgan@orange.fr](mailto:glamorgan@orange.fr)

#### Debbie's

+33 49 374 4140

+33 63 238 7528

[www.debbiescrewhouse.com](http://www.debbiescrewhouse.com)

[debbie@debbiescrewhouse.com](mailto:debbie@debbiescrewhouse.com)

#### Ammas Crew House

+33 61 963 8250

[carol\\_martin76@hotmail.com](mailto:carol_martin76@hotmail.com)

#### Hotel Etoile

+33 49 334 2630

[www.hoteletoile.com](http://www.hoteletoile.com)

### How do I support myself overseas while I am looking for a job? Will I have to save R 50 000 to pay for my accommodation while I am looking for a job?

The best way to support yourself whilst looking for a job, is through dayworking and dockwalking. This means you promote yourself at different yachts by doing temporary work on board. They employ you in a temporary capacity, doing anything from sanding, varnishing, painting the engine room, detailing cabins, assisting as a waitress/dishwasher at large cocktail parties, detailing the galley after a busy season, etc. Daywork often leads to permanent employment, or leads to other yachts looking for crew. No need to mention that you must be the ultimate professional whilst doing daywork, because the crew will be watching you and judging your performance and people skills.

Most crew in the industry find their permanent employment through networking themselves by doing daywork. The average dayworker salary is \$10 - \$15 an hour and you can sustain yourself this way whilst looking for permanent employment. If you impress the yachts where you do daywork, the word will get out and you will quickly find yourself being hired as a permanent crew member, either on that yacht, or on their friend's yacht. Captains are understandably reluctant to take on anyone until they have had a chance to assess them and every aspirant crewmember starts by doing shore-based hourly paid daywork. After a week or two, a sound work ethic and good networking skills will ensure that one becomes known as a desirable candidate and a position as a signed-on crewmember is the result. Networking, dayworking and dockwalking also develops a global perspective, improves your experience, self-confidence and a network of friends and contacts which will stand you in good stead for future international job opportunities.

#### Ursula Botha

“I met a Chief Stew here who knows your course well and she said that she has interviewed girls who have done the SYSA Stewardess course and all of them show a lot **more technical Stewardess knowledge** than other candidates with loads and loads of hospitality experience.”

#### Robyn James

“I just wanted to say thank you so much for organizing all my courses for me, I really enjoy all of them, but especially the Stewardess course. Was such an **amazing experience**.”

#### Kayla Gouws

“Thank you so much for all the **effort and passion** you put into your classes.”







# Q&A: About Finding a Job

## What are the first steps toward starting a career or getting involved?

We are not in the business of promoting AVERAGE crew. We want the reputation for supplying the best of the best! That entails crew members who are willing to invest the effort, discipline, time and money in themselves to provide the Six Star Super Yachting standard of service.

- **First Step:** Visit [www.sysa.co.za](http://www.sysa.co.za) to see our wide range of courses offered to entry-level crew
- **Second Step:** Contact our booking agents via email or phone and ask us to provide more information about this exciting career and to discuss your training options
- **Third Step:** Our agents will assist you in booking all your training modules. We put together a training package – suitable for your schedule, using dates provided by you, sourcing the best prices from all the different training schools (if the course is outsourced).

## How can I make my CV stand out from the crowd?

Due to the competitive nature of the yacht crew industry, it is essential to illustrate your skills and experience in the best possible light. It is therefore essential to refine your CV, ensuring it is concise, relevant and well formatted. We discuss CV writing in detail during our SYSA Steward/ess and also provide our students with a yachting standard CV template during these courses. We also assist our Steward/ess graduates to formulate a yacht standard CV after their graduation at the course.

## What should I be wearing for interviews?

Generally speaking, the professional yacht crew attire for females at interviews will be long or 3/4 black pants and a white office collar shirt with buttons down the front (with sleeves). We recommend black flat pumps or black sandals. For males, we recommend neat khaki long pants (Chinos) and a collar shirt with long sleeves or Golf shirt with boating shoes. Dangly and ornate jewellery or multiple piercings is not appropriate or professional. Males should be clean shaven and hair short, not wearing any jewellery. For females, we recommend your hair is tied up and no jewellery.

## I have tattoos – will this affect me getting a job?

Some yachts have a grooming and appearance code and a policy of “no visible tattoos” – this means nothing visible when wearing a crew uniform (often a polo shirt and shorts or skirt). It is best to discuss this with your recruiter

who will advise you on which yachts this might be a problem.

## What is a Crew Agent and how can they assist me?

Crew Agents are placed throughout the world to assist crew in finding employment. Crew members join their agency, sometimes paying a registration fee, and they assist you in finding a job on board. Yachts will pay them a fee to provide them with suitable crew members for positions on board. It is important to note that Crew Agents can assist you, but they are not the only way to find employment on board. Many yachts do not use Crew Agents, because they have to pay them a substantial placement fee. For this reason, your most important way of finding a job, is going out there and promoting yourself and your qualifications to yachts by dayworking, dockwalking and networking. We supply you with a full list of Crew Agencies during the SYSA Steward/ess course.

Find a complete list of the world's most reputable crew agents

<https://www.sysa.co.za/interior/yacht-crew-agencies-worldwide/>

## Can I find an entry-level job with my partner/boyfriend/girlfriend/husband/wife?

Generally, yachts do not hire entry-level couples - working as a couple is a privilege which one earns and only happens at senior level; and even then, yacht crew jobs for couples are not that common. It is very difficult to do. Most yachts will have only one entry-level position open on board and therefore will be looking for only one of you. Many yachts are careful to employ a couple, due to various factors, such as cabin arrangements on board, crew rules, owner preferences, if one leaves the other one normally leaves, etc. It is crucial to understand this, because many couples are told that they will easily find a job together and they are sorely disappointed once they arrive there and find it impossible to do so. Many couples start on separate yachts and after each one has proven themselves on their separate yacht and gained some valuable experience and a good CV, they start looking for a couple's job after a few seasons of working separately. Sometimes yachts are willing to make an exception if both members of the team (as the couple is known) have progressed to higher yacht positions and are responsible, disciplined, hard-working and professional crew members.

## Do I need to speak other languages apart from English? Do I for instance need to speak French to look for work in Antibes?

The quick answer is no - English is the language of the super yacht industry and the working language on board yachts. Of course, being able to speak other languages is a bonus and can make life easier and enhance your

experience. It can also help dealing with some guests on board the yacht and with local suppliers. Antibes and the south of France is the heart of the Mediterranean yachting industry and most suppliers who are serious players in the yachting industry will speak English. Unless an entire crew is, for instance Russian, the language on board amongst crew will be English. Chances are you will not be hired on a yacht as an English speaker if the entire crew speaks Russian.

### **I am a newcomer to the industry: How long will it take until I get a job?**

It is difficult to answer - it's the same as asking: how long is a piece of string? It depends largely on the correct training and on your skill set, enthusiasm, professionalism, neat and tidy presentation, politeness, resourcefulness and, of course, some luck. Some people find work within a few of days or couple of weeks... others will not make it. We recommend you give yourself a month to find work and have the financial means to sustain yourself during this time. If within a month nothing happens, you need to re-evaluate your position.

Having invested in the required training expected of super yacht crew, you have already shown your commitment to your new career. The correct training is essential. This industry is no longer the hidden gem it was 10 years ago. Crew members from all over the world are now trying to get hired on these amazing vessels and regardless of whether they are interior, exterior or in the engine room, competition is fierce. This means the best man or woman will always get the job. The bar of professionalism and training is constantly being raised and crew need to know that unless they give 100%, they will not succeed in getting employment. Training, presentation, professionalism, a positive attitude and hard work will see you get on board, anything less will not. The other important factor is networking! One needs to get out there and meet other crew and Captains, as always, we at SYSA will be on hand to assist our crew as much as we can. We have a vast number of crew on board yachts, and with many more to come in the future. We are regularly contacted by crew and captains overseas, asking for possible candidates to fill positions on board - and we only provide them the CVs of our graduates who excelled during training.

### **Will I get hired from South Africa after completing my training?**

Let's be straight: This is something very difficult to do. The reason for this: Regardless of how much money invested into starting this career, you need to look at it from a Captain's perspective. In France, and USA to a degree, each year, at the beginning of each new season, crew flock in their droves to find employment on yachts. Most of them are inexperienced, but have the minimum qualifications needed to join a yacht. This means that the Captains have the opportunity to meet the crew face to face and even give them a short probation burst on board.

Hiring a novice (even if you have the correct Maritime Training Certificates) who is still in South Africa just makes no sense, when compared to the other alternative - it is that simple. This is where daywork and networking comes in. It is a fact that the crew on the "Stink Pots", as they are referred to by the sailing community, can be quite uptight, but once you are on board, it is a good idea to meet the crew on other yachts and get friendly with them. The idea behind this: should a position open up on another yacht, you would be in a great position to put yourself forward for that position, or if you had a friend, family member or girlfriend looking for work, you could pass the yacht's details and job description onto him/her. THIS is networking. It is also essential that you behave and act as a professional deck hand or steward/ess. The yachting community is tiny and word spreads like wild fire.

### **What background training/experience will be beneficial to find employment on yachts?**

**For Steward/esses:** Any skills/training in the following is beneficial:

Beauty Therapy: such as manicures, pedicures, massaging, hairstylists aromatherapies

Au Pair and Nanny experience: teaching, entertaining children

Any hospitality experience/training: Bar Tender, Waiter, Events, Promotional Work, Florist, Hotel School, Butler, Cruise Ships

Teaching English in foreign countries like Vietnam – this shows that you have operated and lived overseas and hold several people skills and a responsibility and discipline involved in this job

**For Deckhands:** Water sports: scuba diving, wakeboarding, wave skiing, sailboarding, water skiing

Construction: varnishing, carpentry, building, tiling, metalwork, engineering, plumbing

**For Chefs:** A natural ability and training/experience as a Restaurant, Estate, Hotel Chef

Personality traits of a good crew member: Social skills, EXCELLENT WORK ETHIC, cultured, good upbringing, good manners, well presented, self-confident, a positive attitude.

Remember that the above skills/attributes/experience is not enough to prepare you for a job on board; you still need to complete the correct Maritime Training to be fully equipped for a job as a super yacht crew member.

## Q&A: About Yacht Courses

### Is a steward/ess course necessary?

Still wondering if you should complete the SYSA STEWARD/ESS TRAINING – don't just take our word for it, have a read:

Article: Why Interior Courses are Vital

<https://www.yotspot.com/community/blog/be-my-guest--why-interior-courses-are-vital/180.html>

Article: Working as a Superyacht Hostess was Best Job Ever

<https://www.independent.ie/business/working-as-a-superyacht-hostess-was-best-job-ever-30880029.html>

### What will I gain through doing these courses?

Apart from the obvious theoretical and practical qualifications and skills, our courses at SYSA are also designed to prepare you for life on board, as well as the transition from land life to yacht life. Teamwork, interpersonal skills, diplomacy, professional attitude, self-confidence and presentation, perseverance, confidentiality, discipline, safety, interaction with other crew in small spaces, good work ethic are only a few characteristics a successful crew member should possess. Our courses prepare you for the work environment especially for the super yacht Industry overseas. We evaluate and assess these skills during your training, and can provide a complete course assessment report to future employers as an added bonus to ensure that you find employment as quickly as possible. Remember that we will not promote average crew, and if you did not show any potential during training, we cannot provide a positive recommendation to crew agents and Captains.

### What is the STCW and is it essential that I complete it?

STCW Basic Training (consists of 5 modules - PDSD, PSSR, PST, First Aid, and Fire Fighting) - essential for any crew member on board (Maritime law on ISPS compliant vessels).

- Price R 9 500
- Accommodation not included.
- Please contact us regarding course availability and dates
- Course duration: 11 days non-stop (always from a Thursday to the next Sunday – no open days)
- This course is from 08:00 to 17:00 every day – PLEASE DO NOT MAKE ANY OTHER APPOINTMENTS FOR THE DURATION OF THIS COURSE

This course is a totally different course than the Steward/ess course and cannot be taken on the same dates as the Steward/ess course. The STCW course DOES NOT give information regarding visas, CV writing, how to find a job, Offshore Bank accounts, job interviews, crew agents, where to go, work skills of a Steward/ess, etc. – that is all covered during the Steward/ess course only.

Note about the STCW PDSD (Proficiency in Designated Security Duties module)

STCW - MANILA AMENDMENTS – NEWS FLASH – THIS JUST IN!!! (THIS IS ABOVE AND BEYOND THE COMPULSORY STCW BASIC 4 MODULES TRAINING). As of 01/01/2014 new provisions of the Manila Amendments to STCW concerning Security Training are now in effect. EVERYONE who works on an ISPS compliant yacht must now hold the following certificate: Proficiency in Designated Security Duties (PDSD)

### STCW ESSENTIAL COURSE MODULES FOR SUPER YACHT CREW

- PROFICIENCY IN DESIGNATED SECURITY DUTIES (PDSD) 2 DAYS
- SAFETY AT SEA FAMILIARIZATION 1 DAY
- PSSR AND PST (run together) 3 DAYS
- ELEMENTARY FIRST AID 2 DAYS
- MARINE FIRE FIGHTING AND FIRE PREVENTION 3 DAYS

All these above modules TOGETHER MAKE THE FULL BASIC STCW (including PDSD, EFA, PSSR and PST and Marine Fire Fighting) - 11 DAYS – R 9 500

The full module names and STCW codes of these courses:

- Proficiency in Designated Security Duties (STCW A-VI/6 - 2)
- Elementary First Aid (STCW Code A-VI/1 – 3)
- Marine Fire Fighting and Fire Prevention (STCW Code A-VI/1 – 2)
- Personal Safety and Social Responsibility (STCW Code A-VI/1 – 4)
- Personal Survival Techniques (STCW Code A-VI/1 – 1)

Why not the PSA (Proficiency in Security Awareness)? (As was previously a mandatory requirement for Steward/esses and yacht crew). Basically, as our sector (unlike others) involves the interior crew (i.e., all crew) signed onto the Ships Security Plan it is recommended that all crew take the PDSD rather than PSA (PDSD is the more advanced STCW Security training). We are getting many crew members who have taken both as they ended up working on-board ISPS code compliant vessels. With the added security and piracy risks in the Mediterranean and elsewhere – there seems to be an increase in yachts actively running Ship Security Plans. As all yacht crew are usually engaged in security duties as part of the ship's security plan on-board, it is strongly recommended that the full Proficiency in Designated Security Duties (STCW A-



VI/6-2) course be completed instead of the Proficiency in Security Awareness (STCW A-VI/6-1). As a newcomer to the industry, you don't yet know which yacht will hire you. Doing the PDSD rather than the PSA, you will be able to enter any job, and not lose out on a chance to get hired because you are only holding the PSA. Also, once you start progressing to 2nd Steward/ess or Chief Stew, you will need to complete the PDSD module anyway.

Please refer to [MCA MSN 1865](#) for reference.

<https://www.gov.uk/government/publications/msn-1865-m-uk-requirements-for-emergency-occupational-safety-security-medical-care-and-survival-functions>

### What is the STCW and PDSD Course and why do I need it?

Without this you won't get a job - not a legitimate one at least. This is a Basic Safety Course that anyone who wishes to work on a sea-going vessel has to complete. It is a legislated requirement by the International Maritime Organization (IMO) and you need it whether you are going to work on an oil rig, Cruise Ship or the fanciest mega yacht in St Tropez. We will never suggest any kind of training package without including this course as part of your essential training. Due to the strong competition for jobs on super yachts, it is STRONGLY advised to complete more courses than just the STCW Basic Training Certificate and PDSD.

### What is an MCA ENG 1 Certificate and why do I need it?

An ENG 1 Certificate is vast becoming as important as the STCW Basic Training Certificate, if not more. Most yachts will not even look at your CV if you have not completed the STCW Course, and lately they also expect you to have a valid MCA ENG 1 Medical Certificate. It is a Medical examination, done by a MCA (Maritime and Coastguard Agency) Certified Medical Doctor, stating that you are fit to work on board a yacht. It is normally valid for 2 years. We can assist you in finding MCA approved doctors in South Africa certified to examine yacht crew and issue this certificate. Please note that this cannot be done at any normal general practitioner, it has to be a Doctor who is affiliated with the MCA.

### What dates are available for my training courses?

This will depend on what courses you are planning on completing, as well as your schedule. Please contact our Course Administrators for our training dates. Remember that certain months are very busy training months and you must book long in advance for certain courses. For more information, please contact us on [isobel@sysa.co.za](mailto:isobel@sysa.co.za)

### Are these courses money well spent, and will I find employment after completion?

It is essential to equip yourself properly for your new career. Our courses are designed to give you the correct qualifications, theoretical and practical knowledge expected of entry-level crew in the super yacht Industry. SYSA's Instructors all worked in the super yacht industry for many years (some still do in rotational jobs on board) and use the most up-to-date information to prepare you for your future career. It is highly unlikely that you will find permanent employment on board yachts without the correct training and qualifications suggested by our SYSA experts. Being Industry experts ourselves, and keeping abreast with all the recent developments in the Industry, we are not merely suggesting courses to fatten our pockets, but to ensure that you invest your money wisely in the right career path and to finding permanent employment as quickly as possible. Remember that after completion of the correct courses, your own positive and professional attitude and work ethic is also extremely important in the success of your placement on board.

### Will I be guaranteed a job after completing my training?

The competition in the Yachting Industry is fierce, and with many Steward/esses looking for work with only their STCW Course (which does not cover any Steward/ess training or skills), it is considered a huge bonus if an inexperienced guy or girl has done the SYSA Steward/ess Course, preparing and equipping him/her to better perform his/her duties.

The good news – there are approximately 40 000 super and sailing yachts in the world, and an additional 200 new-builds each year. Crew, especially Steward/esses, often leave their onboard positions to move to other yachts, or to leave the industry to become parents or start businesses. This leaves an opening of thousands of jobs each year waiting to be filled. Many yachts prefer hiring an entry-level Steward/ess, as they can shape and train them according to the owner's, captain's and senior crew's preferences and the yacht's rules and regulations.

SYSA is not a crew placement agency, but the SYSA Steward/ess Course deals with the entire process of applying for a job on a super yacht, including crew agent information, how to compile a yachting CV, job interviews, personal presentation, yacht etiquette, visas, etc. Once a course is paid for, you will have access to the online SYSA Steward/ess Manual. This Manual is priceless to any steward/ess, as it was written by Isobel Odendaal, who shares her more than 10 years of working in the super yachting in a very practical way (the SYSA Steward/ess course has been running since 2008). This serves as a great tool in the working environment, and can be referred to at any time during and after the course.

SYSA has a good standing reputation with both captains and crew agents in the Yachting Industry, as they know that our girls and guys have been properly and professionally trained and prepared, which makes them more than just entry-level steward/esses. It also shows that a girl/guy has put time, effort and a financial investment towards an internationally recognized, industry-specific Steward/ess specific course - demonstrating that he/she is driven and eager to succeed - an asset to any yacht! The crew agents will notice this and help someone with determination and passion to be successful in finding a position.

As with any tertiary training or course, a job can't be guaranteed, but you will be equipped with all the information to find a job yourself. It depends on the individual, but being motivated, self-reliant, persistent, dedicated and driven definitely helps!

It really just depends on your level of maturity and whether you are disciplined, responsible, mentally strong, motivated and eager. Being a steward/ess requires a lot of SUPER hard work, a friendly, helpful manner, service-focused, detail-orientation, a team player, willing to help whenever needed with a smile on your face at all times. A negative, aggressive attitude will not get you anywhere in this industry.

### Once I have completed training and find employment, where will I rank on board the yacht?

As with all careers, everyone starts at the bottom of the ladder. The typical first job is to do the menial physical cleaning tasks. Walking the docks in search of that all-important first chance is frustrating, hard work in itself but tenacity and the ability to handle disappointment will be rewarded. This experience alone is a great eye-opener for young South Africans. They can expect to be recommended for other work, which will lead to the ultimate of being signed on as a crew member. In other words, the way you handle your first job will get you the next one. It is important to remember that the Super Yacht industry is a relatively small industry, and a good reputation is extremely important. Word-of-mouth can help or destroy you, and only you are responsible for that!

Once you have found a permanent job on board, you will be hired as an entry-level Steward/ess. Your expected salary as a permanent crew member is normally within vicinity of \$/€ 2000 per month, with living expenses, normally toiletries, medical insurance, accommodation, food, uniforms included. If employed on a charter vessel, tips could double or triple your basic monthly salary. Many yachts even provide their crew with a plane ticket home once a year! However, none of this happens without determined effort, a great attitude and work ethic, tenacity, networking and the ability to live up to the very high social standards required in one of the most status conscious industries in the world. Captains look for a

qualified, independent self-starter and someone with the necessary common sense, initiative and responsibility.

#### Ané Venter

"I feel as if anyone who learns something at SYSA is a **step above the rest** and, therefore, very fortunate!"

#### Terri Hill

"I really must thank you; your course has **prepared me above and beyond** for this, and I would not feel nearly as confident as I do without all your guidance. Thanks so much for sharing your great experience and insight."

#### Marcelle Meijer

"I really enjoyed the Stewardess course and the information was so unbelievably valuable!! Thank heavens for someone like you to prepare us beforehand! You are an awesome person and **you certainly know how to inspire a group of students!** Keep up the good work!"

#### Bron Gilchrist

"I just want to thank you once again for everything! **Your course has helped tremendously** in achieving employment."

#### Megan Richardson

"Your Stewardess training definitely made it possible and you **trained us well.** Thank you!"

#### Abigail Nurock

"Thank you so much for everything you've done for me. You are **super invaluable to me!**"

#### Kirsten Goncalves

"I would like to thank you for the **outstanding Stewardess course** taught - I truly learnt so much from you, more than I ever expected. You have given us the **skills and knowledge** to succeed so it's all up to us now to put them in place and make it happen. Thank you once again for everything you did."







# Q&A: About Your Time at SYSA and Cape Town

## I want to book a course/courses at Super Yachting South Africa, how do I proceed?

Booking is essential and we would need at least a 50% deposit within 2 days of receiving your selected course dates to ensure your place on the date you requested and the remaining 50% to be paid 1 week before your FIRST course starts.

- After showing an interest in booking a course/courses, we will send you available dates
- We will provide you with a Registration form – which you must complete within three days of choosing your dates, returned to us, along with your proof of payment.
- After receiving these documents via email, we will send you confirmation forms for each course you booked, along with the essential information, such as venue, what to bring, starting times, etc.

NOTE: DUE TO HIGH VOLUME OF COURSE ENQUIRIES, ANY COURSE DATES PROVIDED BY SYSA UPON ENQUIRY ARE ONLY PROVISIONALLY KEPT FOR 2 DAYS, IF WE DO NOT RECEIVE A DEPOSIT BY THEN, YOUR SPOTS WILL UNFORTUNATELY BE GIVEN TO OTHER INTERESTED CLIENTS.

For more info feel free to call Isobel Odendaal on + 27 82 558 9400. If we don't answer immediately, we are probably teaching or with a client, so please be so kind to leave a message, we will ALWAYS get back to you as soon as I can. Email us anytime on [isobel@sysa.co.za](mailto:isobel@sysa.co.za) - we take pride in answering emails as soon as possible!

If you book very close to your course start date, (two weeks before your first course), please be aware that 100% of your course fees are due upon booking. SYSA unfortunately cannot allow you to attend a course if payment hasn't been received in full.

## Bank Details

Account Name: Megayacht Stewardess (Pty) Ltd  
Account Number: 62 508 481 364  
Bank: First National Bank - Century City Branch  
Branch Code: 250655  
Type: Cheque Account

PLEASE USE YOUR NAME AND SURNAME AS PAYMENT REFERENCE

\*\*\*\*\*PLEASE NOTE: FOR CASH PAYMENTS, AN ADDITIONAL R 350 BANK FEE MUST PLEASE BE ADDED TO

PRICE OF THE COURSES (THIS FEE DOES NOT APPLY TO EFT/ELECTRONIC PAYMENTS)\*\*\*\*\*

For foreign payments, please contact us and we will provide you with the detailed bank details with SWIFT CODE for international payments. The client is responsible for exchange and currency fees.

IN SUBMITTING YOUR COMPLETED SYSA REGISTRATION FORM TO SYSA, IT IS TAKEN THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO THE SYSA TERMS AND CONDITIONS AS STIPULATED HERE: <https://www.sysa.co.za/interior/terms-conditions/>

## Course hours

Most courses run from: 07:00 – 17:00

Students are requested to not make any appointment during a day a course takes place, as our international accreditations require a minimum guided learning hours and a student cannot receive his/her certificate should they miss any of the training. They are also asked not to arrive late or with hangovers – the courses expect full and active participation from all the students.

Please note that two courses' dates cannot overlap, so please ensure that you choose separate courses with separate course dates. For instance, you cannot do a Steward/ess course on the same dates as your STCW course.

## SUGGESTED SAFE, CLOSE AND AFFORDABLE ACCOMMODATION FOR YOUR COURSES IN CAPE TOWN

### Sunflower Stop

179 Main Road, Green Point, Cape Town, 8000  
Tel: +27 21 434 6535  
[www.sunflowerstop.co.za](http://www.sunflowerstop.co.za)  
[ashley@sunflowerstop.co.za](mailto:ashley@sunflowerstop.co.za)  
[info@sunflowerstop.co.za](mailto:info@sunflowerstop.co.za)

### Hippo Pod

Thibault House, 1 St Georges Mall, Cape Town City Centre, Cape Town, 8001  
Tel: +27 67 040 6592  
[hello@hippopod.co.za](mailto:hello@hippopod.co.za)  
[www.hippopod.co.za](http://www.hippopod.co.za)

### Never @ Home Backpackers

107 Main Road, Green Point, Cape Town, 8000  
Tel: +27 21 434 9282  
[www.neverathomeworld.com](http://www.neverathomeworld.com)

Many of our students also opt for booking on AirBnB – there are some stunning and affordable accommodation options on [www.airbnb.co.za](http://www.airbnb.co.za)

## MyCITI BUS SERVICE

It is easy, cheap, safe and convenient to hop on a MyCiti bus to the Civic Centre bus stop, where the SYSA classroom is located (we are right next to Civic Centre bus stop in the Cape Town business centre). You can also reach most of your other training courses by using this convenient and safe bus service.

For more info about MyCiti bus routes – follow these links:

<https://myciti.org.za/en/home/>

<https://myciti.org.za/en/routes/interactive-routes/>

### Top things to do on a student budget whilst in Cape Town completing your yacht courses

#### 1. Ride up Table Mountain

The cableway up Table Mountain is a must-do Cape Town experience. On Fridays students get a discount. If you're a South African, you can get a free ride on your birthday. [www.tablemountain.net](http://www.tablemountain.net)

#### 2. Walk or cycle on the Sea Point promenade

You can hire a bike from UpCycles at a reasonable rate; walking is free. [www.upcycles.co.za](http://www.upcycles.co.za)

#### 3. Spend time in the garden

At Kirstenbosch National Botanical Garden, you can picnic on the rolling lawns, explore the Boomslang canopy walkway or stroll through the indigenous gardens. Summer sunset concerts run from November to April. Students with a student card get a discount for entry to the gardens. [www.sanbi.org/gardens/kirstenbosch](http://www.sanbi.org/gardens/kirstenbosch)

#### 4. Experience world-class art for free

Explore art galleries and cultural attractions for free on First Thursdays (the first Thursday of every month). Organisers provide a map and highlights. [www.first-thursdays.co.za](http://www.first-thursdays.co.za)

#### 5. Take a hike

There are some magnificent free hiking routes in and around Cape Town – Lion's Head is one of the most popular. Other popular hikes are Platteklip Gorge, which takes you to the top of Table Mountain, and Newlands Forest, which offers shady walks under the trees. Remember always to follow mountain safety rules.

#### 6. Museums

Visit Iziko museums and the digital planetarium. There are many Iziko Museums in Cape Town that offer insights into South Africa's natural and cultural history. All museums, except the Planetarium and the Castle of Good Hope, have free entry on public holidays. You get 50% off the

admission price to all Iziko Museums with a student card. [www.iziko.org.za](http://www.iziko.org.za)

#### 7. Movies

Watch the latest art house films at the oldest independent cinema in SA. The Labia Theatre screens a range of independent films and documentaries as well as hosting various film festivals throughout the year. [www.thelabia.co.za](http://www.thelabia.co.za)

#### 8. Treat yourself to a show

The Baxter Theatre complex is part of Cape Town's DNA. It offers performances ranging from dance and music to comedy and drama. The Little Theatre and the Arena Theatre showcase a wide variety of student and professional productions. [www.baxter.co.za](http://www.baxter.co.za)

#### 9. Take a train trip along the southern line

The southern line railway route stretches from Cape Town to Simon's Town. Buy the hop-on/hop-off ticket to explore stops along the way. [www.metrorail.co.za](http://www.metrorail.co.za)

#### 10. Company's Garden

Wander through the Company's Garden. You'll find the Company's Garden in the city centre. It's well-known for the perpetually hungry squirrels, so take along some peanuts. And the garden offers free Wifi.

#### 11. Go to the beach

Cape Town is home to some of the most beautiful beaches in the world. Whether you like to surf, swim or just lie in the sand and watch the world go by, there's a beach for you in Cape Town.

Follow these links to see more suggestions:

<http://www.travelstart.co.za/blog/40-things-to-do-in-cape-town-under-r200/>

<https://www.capetown.travel/50-things-to-do-for-under-r50-in-cape-town/>

#### Nikita Batlis

"I was constantly referring to the Stew principles, etiquette and things you had told us in class and felt fully prepared for every question she had [in the interview]. She even called the Captain down to meet me at the end of the interview because I **impressed her with my knowledge** of the boat and nautical terms. I can't get over how quickly this is all working out and I have no doubt that I have your guidance to thank. Every ounce of info you shared with us has helped and I wouldn't have had the confidence to pull this off without the **rock-solid foundation** I gained from your course."

## External links and publications for further reading

Isobel Odendaal writes a bi-monthly column about Steward/ess tips and learning material on OnBoardOnline <https://www.onboardonline.com/crew/operations/interior/>

She also writes regularly for various professional yachting publications. See the extensive list <https://www.sysa.co.za/interior/publications/>



### Megan Gilham

"Your Stewardess course has been an incredible help and I have felt so comfortable in this environment from day one because of it. So, thank you again for your incredible teaching!"

### Jamie Lynn Jason

"Thank you for all the training, tips and tricks as that has played a huge part in this journey."

### Francesca Naglieri

"First of all, THANK YOU so much for your hard work. You gave me a lot of passion for this work. **I love your passion in this wonderful yachting world.** Thanks!"

### Savannah Vincent

"I would firstly like to thank you for such an **incredible week** of training! I enjoyed myself thoroughly. It was **absolutely wonderful** and so insightful. Secondly, thank you for your **kindness, words of wisdom** and for creating such an open and safe space for learning and growing. I truly feel that I have finished this course with so much **knowledge** that will help me in my future."

### Chané de Clercq

"Thank you so much for your **wonderful classes**, you are truly one of the best teachers I have ever had. Being so passionate about what you do made me absolutely thrilled for my future. **I had the best time!** And thank you for all your effort and the extra gifts and notes you made us."

### Cayla Crew

"Thank you so much Isobel for a very interesting, **informative and helpful** week of lessons. I **thoroughly enjoyed** it and definitely learnt so many beneficial tips and information."

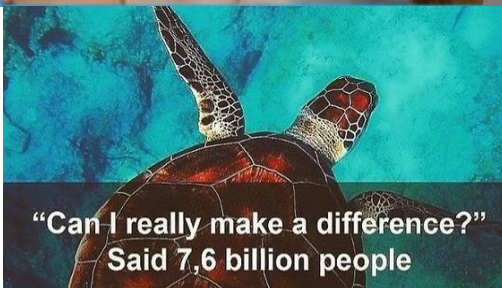




# SuperYachting

SOUTH AFRICA

As part of our service to the community, we are involved with several charities – because [SYSA cares!](#)



"Can I really make a difference?"  
Said 7,6 billion people

SYSA teaches and encourages the use of environmentally friendly products, to ensure the survival of the ocean, its creatures and the very place we work

IT'S, BEAUTIFUL, MAGICAL, NATURAL, INCREDIBLE, AND IT'S, UNBELIEVABLE THAT WE POLLUTE IT!



OUT OF AFRICA  
children's foundation

