

BOAT STEWARDESS INFO PACK

Dear guests,

Welcome aboard! If you have booked hostess/stewardess service on your sailing or boating trip, this leaflet is here to help you understand their duties, obligations and scope of their services. Also, if this is your first time having a crewed charter, this might help you to get an idea what to expect of your crew members.

Stewardess has a couple of very important tasks on a boat and her presence can make your stay a lot more pleasant. Her tasks include preparation of **breakfast and one more simple meal (lunch or dinner), a snack and tea/coffe**. Please note that a hostess is not a chef, so don't expect or ask for haute cuisine meals. She also does the provisioning; cleans and maintains cabins, toilets, saloon and cockpit. She also assists skipper with docking, mooring and other delicate manoeuvres.

Upon arrival, a stewardess will **inspect the boat with the skipper**. While the skipper inspects the technical parts of the boat, she will inspect the galley and make sure everything she needs for the week is there. If you have arranged provisioning with the stewardess before your arrival, she will do the shopping or order food to be delivered to the boat.

After skipper's safety briefing, she will do **the briefing regarding her work**. She will ask you if you have any dietary requirements or food allergies, or just prefer some foods to another. She will arrange the next day's **breakfast and meal** with you and serve them at the exact time as agreed. Please note that her job includes preparation of one breakfast at arranged time, and not 3 or 4 full breakfasts each time a guest wakes up, so please respect the agreed meal time.

After breakfast, she will wash up and **clean the boat interior**. Please, let her know if you would prefer your cabins to stay private, otherwise she will clean them daily.

Meal planning is a big part of a stewardess's work, so if you have a change of heart regarding your meals, let her know on time, as she needs to do additional trip to the store or plan her ingredients differently. Also, she needs to agree with the skipper if there is a change of route, as some ingredients or shops are not available everywhere.

When docking, stewardess will **help skipper with ropes**, so restrain from asking her for foods and drinks until this task is completed. She will gladly bring you everything once the docking is completed, so please give both skipper and stewardess space to work.

Duty of a stewardess is **planning food expenses**. If the boat is not having APA (Advanced Provisioning Allowance) then a stewardess will arrange an initial budget with you for the food and drinks, and collect all the receipts from shops for your inspection. At the end of the week, she will return the extra cash back to you, or if the initial budget was not enough, she will ask you for additional funds to cover the food expenses.

Provisioning for the stewardess is always a part of the guests' expense. In practice, that means that the crew usually shares the food that is on the boat. Most stewardesses have their own preferences regarding breakfast and snacks, so they might buy some of their own food for the week. In this case, the stewardess will give you the receipts for these expenses. It is also very common for guests to invite crew for a meal at the restaurants. If you would like to enjoy some private time during dinner, the stewardess will have a dinner elsewhere and provide you with a receipt afterwards. In general, each crew member has an allowance of around 30 euro per day for their provisioning. Also, please note that stewardesses have a **non-drinking policy** during work, so don't offer them alcoholic beverages while underway.

As with skipper, good communication is crucial, so if there is anything a stewardess can help you with, or improve her service, tell her immediately. Likewise, she has a lot of duties and a full schedule, so allow one cabin to be used by the crew if possible, and make sure they have access to a restroom.

Duties of stewardess are:

- Food shopping
- Meal planning
- Preparation of breakfast, lunch or dinner and coffee/snack
- Cleaning boat interior
- Assisting skipper
- Taking out the garbage
- Organising laundry services

Duties of stewardess are **not**:

- Making extra meals
- Tender operations
- Babysitting (unless previously arranged with her)
- Sailing and route planning
- Watchkeeping (at anchor etc)
- Drinking/partying with guests

All questions regarding stewardess service, complaints or compliments can be sent to:

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