Hailey [redacted]

Chief / Second Stewardess



Date of Birth: 07.05.1999
Nationality: American exp. 08.2035
Seaman's Discharge Book: Cayman Islands & Marshall Islands
Whatsapp: [redacted]
Phone Number: [redacted]
E-mail: [redacted]
Location: Fort Lauderdale, Florida
Visas: None
Languages: English
Driving License: US
Visible Tattoos: None
Non-Smoker/Smoker: Non-Smoker

PROFILE

Experienced Second Stewardess with over three years' experience on private and charter yachts up to 60m, complemented by recent management experience overseeing customer service operations in a high-volume health and fitness club. Skilled in luxury service, guest relations, floristry, crew training, and team leadership, with a proven ability to maintain exceptional standards whilst managing people and operations. Seeking a Chief Stewardess or senior Second Stewardess position where I can contribute strong leadership, organization, and a guest-focused approach.

QUALIFICATIONS AND CERTIFICATES

- STCW exp. 04.03.2027
- ENG1 exp. 13.10.2029
- PDSD
- Advanced Bartender Course (EBS)
- Maritime Cyber Security License
- Foundations of Leadership (IAMI GUEST)
- Advanced Floristry & Plant Maintenance
- Mixology Course (EBS)
- Professional Silver Service (VIP School)
- WSET Level 2 Award in Wine
- Bachelor of Arts in Psychological Science
- PADI Divemaster
- Food & Hygiene Level 2 (HABC)
- 200hr Registered Yoga Instructor

SKILLS

- Team Leadership & Mentoring
- Administrative Support
- Crew Training & Development
- Inventory Management
- Floral Arranging
- Silver Service
- Wine Knowledge
- Cocktail Making & Bartending
- Barista Skills
- Table Decor & Theme Nights

LAND-BASED EXPERIENCE

[redacted] | Customer Service Manager | October 2025 - September 2026

Over the past several years, I have managed the customer service operations of a busy health and fitness club, overseeing daily front-of-house activities, leading and developing team members, resolving client concerns, and ensuring a consistently high standard of service. This role has strengthened my leadership, communication, organization, and problem-solving skills while reinforcing my commitment to delivering exceptional guest experiences. The experience has allowed me to grow significantly as a manager and professional, skills that I am eager to bring back to the yachting industry.

MARITIME EXPERIENCE

M/Y [redacted] 50 m | Second Stewardess | Private/Charter | October 2024 - July 2025

Led daily guest dining service, including buffet, plated, and family-style service, while maintaining high standards of wine, tea, and coffee service. Managed vessel inventories, crew uniform administration, floral design, and delegated interior maintenance projects during an extended shipyard period.

M/Y [redacted] | 50 m | Second Stewardess | Private | May 2024 - September 2024

Led guest service operations within a busy live-aboard program, overseeing housekeeping and laundry departments while delivering seamless guest experiences. Supported the Chief Stewardess with itineraries, provisioning, and administration, while training and mentoring junior crew members.

M/Y [redacted] | 60 m | Second Stewardess | Private | July 2023 - April 2024

Delivered exceptional guest service across all interior departments, with responsibility for owner wardrobe management, meal service, and daily detailing of guest spaces. Trained junior stewardesses and enhanced the guest experience through cocktail creation, floristry, and creative tablescaping.

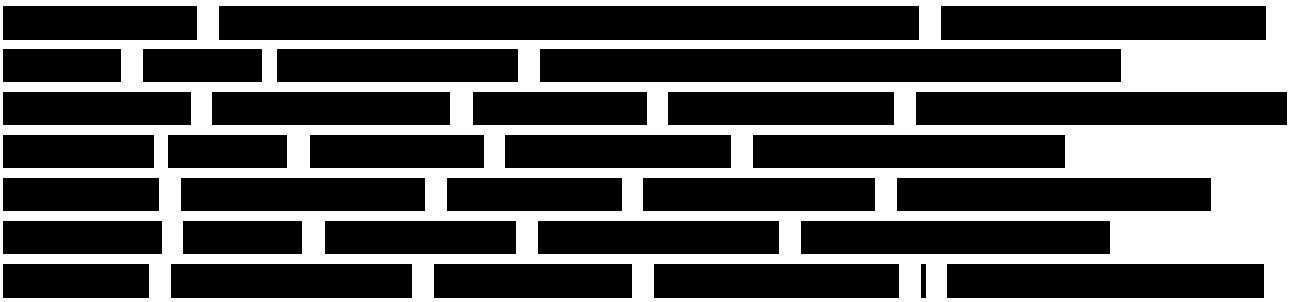
M/Y [redacted] | 41 m | Third & Second Stewardess | Private | March 2022 – May 2023

Progressed from Third to Second Stewardess on a high-use private vessel, taking responsibility for guest service, inventories, SOP development, and preference management. Trained new crew members, supported provisioning and formal dining operations, and assisted with the successful handover to an incoming Chief Stewardess.

HOBBIES AND INTERESTS

PADI Divemaster with 80+ logged dives and a certified yoga instructor passionate about health, wellness, and adventure. Enjoy an active lifestyle including Pilates, running, boxing, dance, and snowboarding, as well as cooking, baking, and creating memorable hospitality experiences. Currently learning French and committed to continuous personal and professional growth.

REFERENCES



Written references available upon request.