

Guidelines for Unified Excellence in Service Training

CULTIVATING SEVEN STAR STANDARDS IN LUXURY SERVICE & HOSPITALITY OPERATIONS
ON-BOARD SUPER YACHTS



Specifications, Learning Outcomes and Assessment
Criteria for:

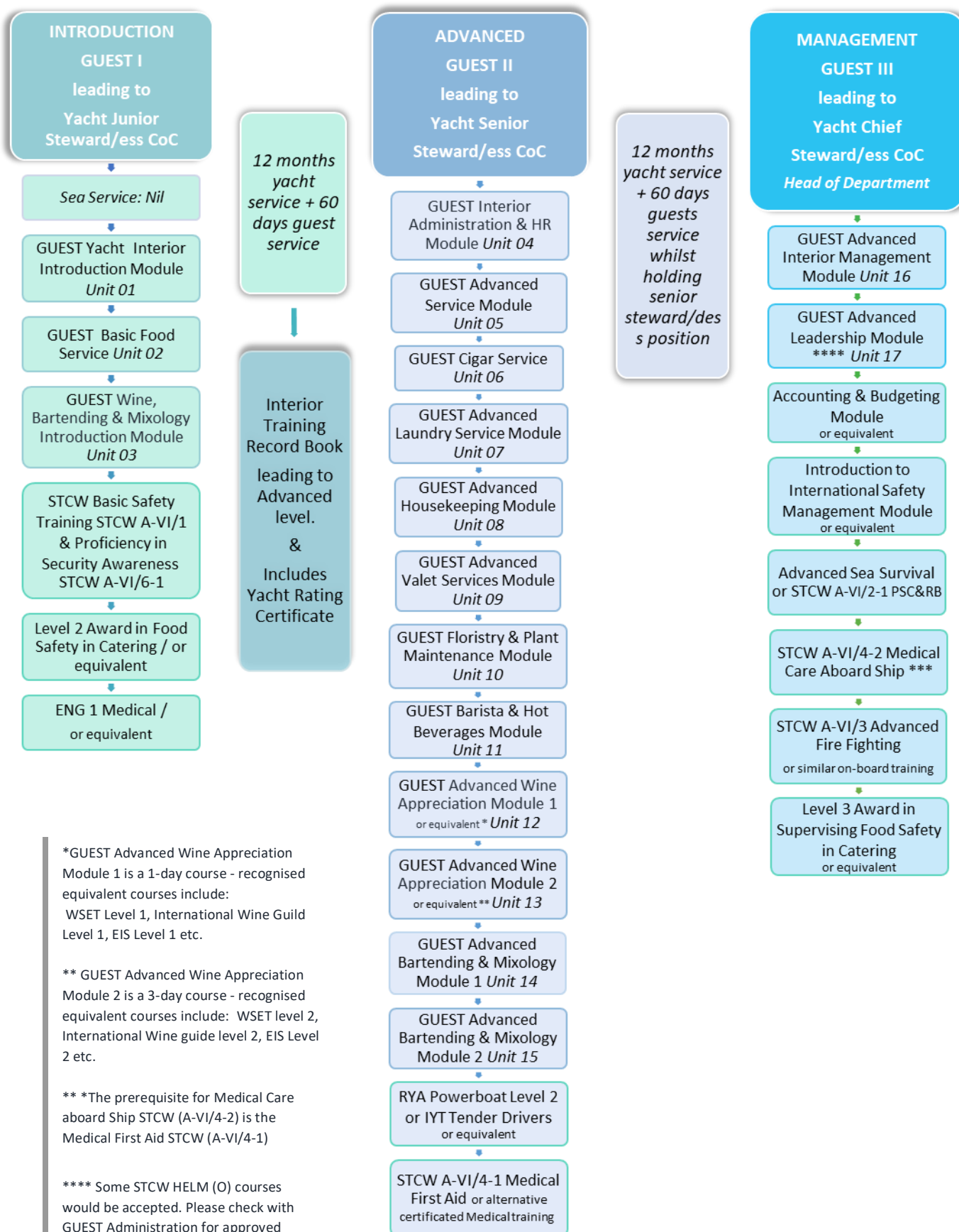
GUEST Yacht Interior Introduction Module

| Unit 01

Includes:

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Yacht Interior Introduction Module
- Qualification Assessment Provision
- Student Assessment Record

G.U.E.S.T Program Progression Chart



Unit 01	GUEST Yacht Interior Introduction module
Course Duration	<p>The guided learning hours set out for this training must be delivered as a full time course of at least 24 hours, over a minimum of 3 days.</p> <p>On successful achievement of the desired standard of competence the Training Provider should issue a certificate to the student.</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18years old or over. ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✎ Will understand the demographics of the yachting industry ✎ Will understand how to Professionally search for a position within the industry ✎ Will understand life at sea and maintaining health and wellbeing ✎ Will understand the main departments of a yacht and the hierarchy & chain of command ✎ Will understand the standards of personal presentation ✎ Will understand the standards of attention to detail required onboard a yacht ✎ Will understand the importance of communication ✎ Will have a basic understanding of the etiquette of meeting and interacting with guests from different cultures and regions of the world. ✎ Will have basic understanding of the professional presentation and detailing of cabins, bathrooms and other guest areas. ✎ Will have a basic understanding of how to clean and maintain the fabrics, surfaces and finishing's found in a typical luxury yacht. ✎ Will have a basic understanding of professional laundry procedures and how to carry out duties efficiently and professionally. ✎ Will have a basic understanding of the importance of health and safety in the Maritime industry
Assessment process	Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.
Materials and Equipment required	<ul style="list-style-type: none"> ✎ Whiteboard or Flipchart and markers ✎ Pen and paper ✎ TV/screen/projector ✎ Mock up room ✎ Iron / ironing board ✎ Cleaning materials ✎ Samples of:- <i>Wood finishes, Marble finishes, Ceramics, Polished Materials (such as silver/brass), Bed linen, Curtain fabrics, Wall fabrics, Silks, Carpets</i>
Trainer qualifications	<ul style="list-style-type: none"> ▶ Have 3 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters), and / or as Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on-board yachting - minimum 4 seasons.
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<p>Fire exits to be identified</p> <p>Use of Iron / heat and wires</p> <p>Use of cleaning products / chemicals</p> <p>Bed-making area clear of all hazards</p>

Unit 01	GUEST Yacht Interior Introduction module		All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria	
1. Introduction to Yachting Understand the demographics of the yachting industry Professionally search for a position within the industry	Refer to PYA Glossary 1.1 Explain the demographics of the yachting industry 1.2 Identify types of yachting, private/charter 1.3 Identify Basic Seamanship terminology and definitions: <ul style="list-style-type: none"> • Underway • Port & Starboard • Alongside • Stern To • Watch Keeping 	1.4 State Career path opportunities Chief Steward/ess Bar Steward/ess Sommelier Purser Head Housekeeper/Laundry 1.5 State your vision, mission & goals 1.6 Guidelines on how to enter the industry <ul style="list-style-type: none"> • <i>Crew agents</i> • <i>Resume</i> • <i>Salary expectations</i> • <i>Contracts</i> • <i>Maritime Labour Convention</i> 	
2. Yachting Life Understand life at sea and maintaining health and wellbeing. Understand the main departments of a yacht and the hierarchy & chain of command	2.1 Describe life at sea on a professional yacht 2.2 State the departments onboard a yacht 2.3 Describe the hierarchy onboard a yacht and the lines of communication 2.4 Describe the role of the interior department	2.5 Describe your own role as Interior crew member 2.6 Identify measures to maintain personal health and wellbeing <ul style="list-style-type: none"> • <i>Diet</i> • <i>Alcohol</i> • <i>Drugs</i> • <i>Sleep</i> • <i>Exercise</i> • <i>Communications with home</i> • <i>Critical Friend</i> 	
3. Personal Presentation Understand the standards of personal presentation Understand the standards of attention to detail required onboard a yacht	3.1 State the importance of having pride in yourself and your work 3.2 State the importance of taking Care in yourself and your work 3.3 State the importance of having Confidence in yourself and your work 3.4 State the importance of Attention to detail required in your work	3.5 State the importance of Correct dress and how this impacts your work & image. 3.6 State the importance of Personal Hygiene 3.7 Demonstrate the ability and importance of Punctuality	

Unit 01	GUEST Yacht Introduction module	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
<p>4. Communication</p> <p>Understand the importance of communication</p>	<p>4.1 State the protocol for communicating with guests and other departments around the yacht</p> <p>4.2 Describe the importance of showing respect in all aspects of your job role and as a crew member</p> <p>4.3 Demonstrate the fundamentals of Etiquette (this will be observed throughout all the practical session in all units of the GUEST program)</p>	<p>4.4 State the minimum standards of expected behavior and how to deal with Harassment in the workplace</p> <p>4.5 State the importance of clear verbal & written communication to avoid misunderstanding with guests and throughout the yacht</p> <p>4.6 Demonstrate positive body language</p> <p>4.7 Describe the importance of equality & diversity on board a yacht and awareness of culture and religion for guests and crew</p>
<p>5. Etiquette</p> <p>Understand the etiquette of meeting and interacting with guests from different cultures and regions of the world.</p>	<p>Refer to PYA Glossary</p> <p>5.1 Give examples of Guidelines on how to interact with guests</p> <p>5.2 State Titles and forms of address. Assessment must include:</p> <ul style="list-style-type: none"> • 3 x from Royalty • 3 x from Peers and Peeresses • 3 x from Baronets and Knights • American orientated 	<p>5.3 State cultural differences, All of the below must be covered as a minimum</p> <ul style="list-style-type: none"> • American/Canadian • British • Russian • Asian • Middle Eastern
<p>6. Yacht Interior housekeeping</p> <p>A basic understanding of the presentation and detailing of cabins, bathrooms and other guest areas.</p> <p>Be able to understand how to clean and maintain the fabrics, surfaces and finishing's found in a typical luxury yacht.</p>	<p>6.1 Describe Super Yacht cleaning:</p> <ul style="list-style-type: none"> • Guest on / Guest off checklist • Pre-guest checklist • Expectations of standards <p>6.2 Demonstrate and describe Cleaning:</p> <ul style="list-style-type: none"> • Standards onboard • Supplies • Detail clean / regular clean • Rosters / Schedules • Garbage disposal <p>6.3 Demonstrate Cabin & Public area's cleaning:</p> <ul style="list-style-type: none"> • How to detail • Checklists • Cleaning caddy • Importance of eye for detail • Speed <p>6.4 Demonstrate and describe Yacht Interior Surfaces & do's and don'ts:</p> <ul style="list-style-type: none"> • Wood finishes and veneers • Marble • Ceramics • Polished Materials • Object d'Art 	<p>6.5 State the Yacht Interior Fabrics & do's and don'ts</p> <p>6.6 Demonstrate and describe Different types, care and handling, To include:</p> <ul style="list-style-type: none"> • Bed Linens • Curtain fabrics • Wall fabrics • Silks • Carpets <p>6.7 Demonstrate and describe Bed making do's and don'ts</p> <ul style="list-style-type: none"> • Correct stripping of a bed • Bottom sheet & Corners • Duvet cover • Pillow slips • Scatter Cushions • Bed topper <p>6.8 Describe The evening turndown</p> <p>6.9 Describe the basics of Wardrobe Management</p>

Unit 01	GUEST Yacht Introduction module	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
<p>7. Laundry A basic understanding of laundry procedures and how to carry out duties efficiently and professionally.</p>	<p>7.1 Recognize Laundry labels and what they mean.</p> <ul style="list-style-type: none"> • <i>Washing</i> • <i>Temperature</i> • <i>Drying</i> • <i>Special instruction</i> • <i>Ironing</i> • <i>DO NOT's</i> <p>7.2 State the Crew & Guest laundry procedures & differences with Guests on / off.</p> <p>7.3 State how to stain treat</p> <ul style="list-style-type: none"> • <i>Blood</i> • <i>Wine</i> • <i>Oil</i> • <i>Makeup/false tan</i> • <i>Coffee</i> <p>7.4 State the correct use and routine maintenance of the washing machine.</p>	<p>7.5 State the correct use and routine maintenance of the tumble drier, especially the importance of cleaning the filters.</p> <p>7.6 Demonstrate:</p> <ul style="list-style-type: none"> • <i>Professional laundry skills</i> • <i>Routine maintenance of the Iron</i> <p>7.7 Demonstrate and describe Ironing, folding and presenting laundered garments. Minimum coverage:</p> <ul style="list-style-type: none"> • <i>Shirt/blouse</i> • <i>Trousers</i> • <i>Under sheets, Duvet Covers & Pillow Slips.</i> • <i>Table Cloths & Napkins</i> <p>7.8 State the correct way to treat:</p> <ul style="list-style-type: none"> • <i>Linen</i> • <i>Cotton</i> • <i>Wool</i> • <i>Silk</i> • <i>Polyester/mixed</i>
<p>8. Safety A basic understanding of importance of health and safety in the Maritime industry</p> <p>Be able to identify hazards in the interior department.</p>	<p>8.1 Identify who has responsibility for current legislation</p> <p>8.2 Identify legal responsibilities or employers and employees</p> <p>8.3 Discuss powers of enforcement officers</p> <p>8.4 Identify common causes of ill health and accidents</p> <p>8.5 State the potential costs on non-compliant health and safety practices</p> <p>8.6 State the importance of the provision and use of PPE</p> <p>8.7 Identify information required in accident report documentation</p> <p>8.8 Describe your role for health and safety at work</p> <p>8.9 Identify how to understand your role and responsibilities for emergencies onboard</p> <p>8.10 State the causes of slips trips and falls</p>	<p>8.11 Identify main injuries from manual handling</p> <p>8.12 State ways to reduce injury from manual handling/identify correct lifting procedure</p> <p>8.13 Identify ways machinery/equipment can cause injuries</p> <p>8.14 State hazardous substances and their control</p> <p>8.15 State where to find MARPOL Guidelines for waste disposal</p> <p>8.16 Identify your role during a Virus outbreaks</p> <p>8.17 State the importance of Incident reporting</p> <p>8.18 Describe the correct use of Cleaning chemicals and their effect on the marine environment and yacht ecosystems</p> <p>8.19 Identify Symbols and Information found on packaging</p> <p>8.20 Describe the importance of the Product Data Sheets.</p>

STUDENT ASSESSMENT RECORD SHEET

Learning Outcomes Statements provide the measurable evidence of the expected knowledge, understanding, application, competencies and attitudes of the subjects the students have covered specific to the GUEST Program level.

Programme:
GUEST Introduction Level 1

Students name
(FULL name of the student)

Course Title:
GUEST Yacht Interior Introduction
Module | Unit 01

Approved Trainer (s) name
(All trainer (s) teaching this unit)

Student Learning Outcomes: Students will be able to (have): <i>Please tick when the student has achieved this learning outcome:</i>	<input type="checkbox"/>	Understand the demographics of the yachting industry		
	<input type="checkbox"/>	Professionally search for a position within the industry		
	<input type="checkbox"/>	Understand life at sea and maintaining health and wellbeing		
	<input type="checkbox"/>	Understand the main departments of a yacht and the hierarchy & chain of command		
	<input type="checkbox"/>	Understand the standards of personal presentation		
	<input type="checkbox"/>	Understand the standards of attention to detail required onboard a yacht		
	<input type="checkbox"/>	Understand the importance of communication		
	<input type="checkbox"/>	Understand the etiquette of meeting and interacting with guests from different cultures and regions of the world.		
	<input type="checkbox"/>	A basic understanding of the professional presentation and detailing of cabins, bathrooms and other guest areas.		
	<input type="checkbox"/>	A basic understanding of how to clean & maintain the fabrics, surfaces and finishing's found in a typical luxury yacht.		
<input type="checkbox"/>	A basic understanding of professional laundry procedures and how to carry out duties efficiently and professionally.			
<input type="checkbox"/>	A basic understanding of the importance of health and safety in the Maritime industry			
Course GLH	The guided learning hours set out for this training must be delivered as a full time course of at least 24 hours, over a minimum of 3 days.			
Course start / end date:		From: To:		
Mandatory Practical Learning Outcomes <i>Applying skills: demonstrate, implement, perform</i>		Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
1. Introduction to Yachting		1.5 – 1.6		
3. Personal Presentation		3.6 – 3.7		
4. Communication		4.3, 4.6		
5. Etiquette Titles & forms of address		5.2		
6. Housekeeping		6.1, 6.2, 6.3, 6.4, 6.6, 6.7		
7. Laundry Laundry Labels		7.1, 7.6, 7.7		
Learning Outcome / Criteria <i>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</i>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
1. Introduction to Yachting		1.1, - 1.4 & 1.6		
2. Yachting Life		2.1 – 2.6		

Learning Outcome / Criteria <i>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</i>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
3. Personal Presentation		3.1 – 3.5		
4. Communication		4.1, - 4.5 & 4.7		
5. Etiquette		5.1 & 5.3		
6. Yacht Interior Housekeeping		6.1, - 6.5 & 6.8, 6.9		
7. Laundry		7.2 - 7.5 & 7.8		
8. Safety		8.1 – 8.20		
Trainer Feedback on Assessment:				
Student Feedback on Assessment:				
Trainers signature:		Date:	Student signature:	Date:
Re-assessment authorisation by Lead Trainer: Yes/ No	<p>For any Student that does not meet the above requirements, a re-assessment can be completed if authorised by the Lead Trainer. Only one resubmission is possible per assessment providing the trainer considers that the Student will be able to provide improved evidence without further guidance.</p> <p>This will need to be determined at the time of the assessment.</p>			