

Syllabus

Course Description

Quarterdeck Life Co has created the Hostess Academy to train exceptional Hostesses to work with our partners and external companies with staffing needs. The course teaches excellence within the industry, highlighting the limitations that can come with working on sailing yachts, how to work with them, overcome them and turn them to positives. The onus is to encourage excellence, creativity and problem solving by giving the students the tools to become a QD Hostess.

However, this is not a beginners course. Applicants *must* be comfortable cooking for six people in a domestic kitchen, as we will be training you on how to do the same thing for twice the guests in half the space. A good attitude is imperative!

Format

The course is 9 days long and is based in Split, Croatia. You must be in Split for 10am on the Friday your course begins. Friday will involve theory, group discussions, menu planning and a trip to a local grocery store to prepare you for the intense week ahead. From Saturday morning to the next Saturday morning you will be on a yacht learning the practical aspects of Hosting on a yacht with one-on-one instruction from our expert instructors.

You will share the yacht with other Hostess and Skipper students (see Skipper Academy) who you will treat as your “guests”. You will begin the week by shadowing your Host Instructor who will walk you through an average day as a Hostess. They will guide you with examples, standards, tips, tricks and situations and give you constant feedback on how to improve. Each Hostess will have designated days to implement their knowledge and gain feedback from their instructor.

Course Objectives

We focus on 5 Key Competencies and train and mentor students on each one.

Culinary skills - how to adapt your current skill level to working in severely limited conditions, how to make it look easy and how to present your food so it looks fantastic. As stated above, you must consider yourself a strong cook. We aren't asking for professional chefs, but you must be comfortable cooking. As part of the course the instructors will show you their favourite, go-to, yacht-proof dishes.

Cleanliness - keeping a close and confined space clean and tidy and the standards expected. Living in close quarters can be very uncomfortable. We will train you on the standards of cleanliness that we expect not only in the galley but saloon area and heads as well.



Teamwork & Communication - working as a team with your skipper, questions to ask and conflict resolution. Teamwork with your colleagues is absolutely essential to ensure that your guests have the best week of their lives. Although this is inherently something we cannot teach, we can train you on good questions to ask regarding routes, reprovisioning, weather and conditions.

Crew Management - Crew Management psychology and working and living in confined quarters with guests. This is where experience in the service industry is key - knowing how to speak with customers and identify and resolve issues on the ground is vital. We will give you the tools, advice and our experience on how best to manage crews.

Yacht Skills - learning basic skills on a yacht so you can work better with your skipper. This will include tying fenders, throwing and catching lines, how to pick up and tie a mooring line, how to drive an outboard engine and how to operate the yacht in case of emergency.

Course Prerequisites

Min. 20 years old at time of course

1 year experience in Service Industry (bartender, waitress, receptionist, Ski hostess, retail)

Consider yourself a good cook

Total completion of application process

Level 2 Food Safety & Hygiene certificate¹

Evaluation

Students will pass or fail the course based on four aspects. Each aspect is graded 1-5.

1. A culinary focused exam at the end of the week (Culinary and Cleanliness competencies)

This is to show us your flair and creativity as a chef. You will serve 3 courses to the instructors and add any further little touches as you would if you were hosting a dinner party in your own home.

We will evaluate this based on taste, presentation and creativity.

2. A "Crew Briefing" exam (Crew Management competency).

This is to show us how much you have learned throughout the week on Crew Management. We will train you on how to deliver a Crew Briefing. You will create and deliver your own Crew Briefing.

3. A Yacht Skills exam at the end of the week (Teamwork & Communication and Yacht Skills competencies)

We will ask you to display a series of tasks on board from what you have learned that week.

4. Displays accordance with other competencies throughout the week (all competencies)

Your instructor on board will be evaluating you throughout the week.

¹ This is not necessary at the time of your Application, but if successful you **MUST** have gained the certificate before attending the course. It's around 30USD and can be completed online in around 3hrs.