

# **SAMANTHA Morton**

Nationality: British  
Passport: British  
D.O.B: 30.05.77  
Status: Single, Excellent Health, Non Smoker, No Tattoos  
Languages: English  
Current Location: United Kingdom  
Tel: +44 (0)7900368412  
Email: [morton\\_sam@hotmail.com](mailto:morton_sam@hotmail.com)



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## **OBJECTIVE AND PROFILE**

I am seeking an entry level position as stewardess on board a 50m+ Motor Yacht, Private or Charter with a Mediterranean and Caribbean itinerary. I'm a highly personable and sociable team member, responsible, mature and self disciplined with a great sense of humour. Benefiting from more than 10 years of hospitality experience some of which includes Senior Cabin Crew for Virgin Atlantic Airways in the Upper Class Cabin as well as Chalet Host for one of Verbier's most prestigious luxury ski chalet companies. Both of which required a dedicated and flexible approach to work, delivering excellent customer service with the focus on meticulous attention to detail both in assigned duties and in personal presentation.

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## **MARITIME QUALIFICATIONS AND FURTHER SKILLS**

### **September 2015, Flying Fish, UK**

- **Super Yacht Interior Crew** - 5 day course to gain hands on experience on board a yacht. Silver service, housekeeping, flower arranging, wine appreciation, barista, bar tending, cocktail making, all on board a 25m MY
- **STCW, 2015**
- **RYA Powerboat Level 2, 2015**
- **RYA VHF Short Range Radio, 2015**
- **ENG 1, 2015**
- **CIEH Food Safety Level 2, 2015**
- **COSTA 'Coffee Champion' Workshop, 2014**
- **NASM Level 3 Personal Training, 2008**
- **PADI Advanced Scuba Diving, 2004**

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## **MARITIME EXPERIENCE AND CAREER HISTORY**

### **December 15 MY MiM 49M, ANTIGUA**

- Four days work which consisted of deep cleaning and detailing cabins, salons and galleys in preparation for the Antigua boat show and charter

### **Stewardess Day Work**

### **September 15 MY VIKING 25M, ISLE OF WIGHT**

- Housekeeping, detailing and laundry skills
- Cabin set ups and guest areas, flower arranging
- Preparing linens, towels, toiletry baskets
- Facilitating and hosting a cocktail and canapé party for 20 guests; which included beverage service, meet and greet and cocktail making

### **Stewardess in Training**

### **September 14 – February 16 DAVID LLOYD LEISURE, UK**

- Ensure members get quality food and excellent service
- Welcome members, maintain a clean and comfortable environment
- Shift leader in the absence of the supervisor
- Duty Manager shifts – open/close the club, daily accounting and deal with any Health & Safety incidents

### **Food and Beverage Team Member**

### **May 14 - August 14 CHATEAU RIGAUD, FRANCE**

- Responsible for running of all Front of House at events, the go to event manager on wedding nights
- Waiting staff recruitment, management and training, devised an effective Rota structure for each event
- Responsible for the presentation of the wedding barn itself, planned an effective and attractive space
- Ordered stock and took delivery of all orders and liaised with 3rd parties over any discrepancies
- Ensured the wedding barn dining equipment was kept in working order, well stocked and tidy

### **Front of House Manager/Events Coordinator**

### **December 13 - April 14 CK VERBIER, SWITZERLAND**

- Carried out in resort training of new hosts as necessary
- Ensured the chalet hosts had the necessary skills, support and items to enable them to fulfill all parts of their job profile from catering and food service, to cleaning and housekeeping duties, to the paperwork and communication needed within the chalet
- Same as previous season

### **Senior Chalet Host (2nd Season)**

**May 13 - November 13 VIRGIN ACTIVE, UK****Club Lounge Assistant**

- Got to know the customers and served them in a friendly but professional manner
- Actively participated in the monthly Health and Safety programme
- Ensured that food and drinks were served to the correct specification
- Responded to customer feedback and fixed the situation there and then where possible
- Adhered to food and hygiene regulations
- Actively participated in the relevant company training programmes and took every opportunity to increase my level of expertise
- Continuously looked for ways to improve the customer experience

**December 12 – April 13 CK VERBIER, SWITZERLAND****Chalet Host**

High-end luxury ski chalet

- Looked after VIP guests which required discretion (confidentiality agreements)
- Acted as a concierge for guests, ensuring all their needs and requirements were met in collaboration with the Management Team
- Housekeeping duties – Cleaning, laundry, ironing
- Managed stock levels
- Breakfast, afternoon tea service and plated dinner service
- Assisted the Michelin star chef with food preparation and plating dinner

**April 09 – November 12 DAVID LLOYD LEISURE, UK****Gym Manager**

- Recruited, developed and lead a team of 15 Personal Trainers to ensure the team assisted the members in achieving their goals, therefore driving member retention
- Planned, coordinated and chaired weekly 1:1 and monthly staff meetings
- Designed and promoted activities to meet customer demand and generate revenue
- Handled member enquiries, complaints and incidents
- Kept accurate records of any maintenance or Health & Safety issues within the gym. Liaised with 3rd party suppliers with regards to maintenance or ordering of equipment
- Duty Manager shifts – opened/closed the club, daily accounting and dealt with any Health & Safety incidents

**October 07 – March 09 DAVID LLOYD LEISURE, UK****Personal Trainer**

- Consulted clients to identify health history, personal goals, previous exercise history plus lifestyle factors affecting success potential
- Prepared programmes unique to the needs of my clients. Educating, motivating and coaching my clients to enable them to follow their programmes safely and effectively to achieve their goals

**September 98 – September 07 VIRGIN ATLANTIC AIRWAYS Ltd, UK Senior Cabin Crew working in Upper Class**

Obtaining a position in Upper Class required Customer Service of outstanding quality, attention to detail and the ability/ confidence to step up to higher responsibilities when required (incl managing a team)

- Met and greeted VIP's, helped passengers board the plane
- Made sure the cabin was clean and the correct amount of catering was on board
- Performed safety demonstrations
- Served meals and drinks/Worked in the galley preparing the meals
- Attended to the particular needs of the passengers throughout the flight
- Took responsibility in emergencies and provided first aid where needed

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**ADDITIONAL QUALIFICATIONS AND INTERESTS**

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2008

Motorcycle Licence

I'm a bit of an adrenalin junkie and love skydiving, theme parks and riding my motorcycle. One of my biggest passions is weight lifting and in 2015 after 7 months of intense training and dieting entered and won a UKBFF Bikini bodybuilding fitness competition. Some of my other interests include scuba diving, skiing, water sports and horse riding.

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**REFERENCES**

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**Scott L. Schwaner** – MY MiM Captain Tel: +1 954-505-9567 [sschwaner@yahoo.com](mailto:sschwaner@yahoo.com)

**Gemma Deloud Clark** – Ex Chief Stewardess/Superyacht Instructor Tel: +44 (0)1983 280 641 [gemmadeloudclark@yahoo.co.uk](mailto:gemmadeloudclark@yahoo.co.uk)

**Denise Stenning** – Administrator, David Lloyd, UK Tel: +44 (0)1903 276 700 [admin.worthing@davidlloyd.co.uk](mailto:admin.worthing@davidlloyd.co.uk)

**Louise Beer** – Operations Manager, CK Verbiere, Switzerland Tel: +41 (0)794 280 172 [louise@ckverbiere.com](mailto:louise@ckverbiere.com)