



Press Release

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FOR IMMEDIATE RELEASE

Summary

The PYA launches a New Standardised Training Programme for Interior Crew

PYA will launch, during the Monaco Yacht Show & at Fort Lauderdale International Boat Show, a new formal structure for the training and certification of interior crew working on large yachts. This structure has been developed in close consultation with all the stakeholders: Interior Crew; Captains; Training Providers; Charter Agents and Crew Agencies.

PYA GUEST© - INTERIOR CREW TRAINING & CERTIFICATION An Industry Standard for Guidelines for Unified Excellence Service Training

Background

Deck and engineering crew have long benefited from a clearly defined scheme, based on formal study and work experience, for achieving certification, but, until now, no such scheme has been available to interior crew.

The Need

Interior yacht crew play a vital & fundamental role as the front line interface with owners and guests: their job is to ensure that top level service and hospitality are provided on board. Until now there has been little formal training available for this role and, furthermore, the training that does exist varies widely in both objectives and standards. The GUEST© initiative unifies these different approaches.

Aim

This career structure for interior crew provides is based on a combination of work experience and formal training. Each level of qualification, from Introduction Level, through Operational Level to Management Level is achieved by combining time spent with working for guests on-board with formal study. In this way, a comprehensive industry standard for the training of interior crew has been created.

The Consultation Process

The PYA, the professional body for all yacht crew, established a Work Group that includes a wide range of industry professionals:- Captains, Chief Stewardesses and Chief Stewards, Sommeliers, Charter Agents, Crew Agents, Training Providers and the PYA's own Continuous Professional Development Team. This Work Group has spent the last year working to establish a clear career path for Interior Crew Training and Certification. The result of this effort is the Guidelines for Unified Excellence Service Training (GUEST©). GUEST© has been created by the industry for the industry.

The Launch

The PYA will present GUEST© to the industry, during the Monaco Yacht Show, at the PYA's forum: "**Sea Changes - New Currents for Superyachts**" which will take place at 17.00 on Thursday 22nd. September at the Monaco International School, Monaco.

A further presentation of GUEST© will take place, during the Fort Lauderdale International Boat Show, at the Superyacht Society Forum on 28th October.



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