

Personal Details

- **Name:** Helen Elizabeth Burns
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Website: www.nzyachtcrew.com
- **Marital status:** Married and mobile - No dependants
- **Nationality/Visas:** New Zealand and UK passports; B1/B2 Visa for USA
- **Health:** Fit, healthy, non-smoker, ENG1 Seafarers Medical



Career Statement

I am looking to continue with my extensive hospitality experience, crewing knowledge and sailing skills by securing a rewarding position as a **chief / sole stewardess, deckhand or delivery crew** member on any type of vessel anywhere in the world. With a background in the luxury charter market, hospitality and recruitment, my career to date has been all about people and the delivery of superb service – often with long hours and demanding clients. My experience with both professional crewing and running my own service business presents a skipper with more than just another pair of hands.

Qualifications

Relevant Marine & Outdoor Qualifications

- RYA Coastal Skipper (shorebased certificate)
- RYA Day Skipper commercially endorsed
- RYA Powerboat II
- STCW'95 Basic training
- Proficiency in First Aid at Sea
- Advanced Survival at Sea
- ENG1 Seafarers Medical
- Marine VHF Radio Operators Qualification
- B1/B2 Visa endorsed for crewing in USA

Hospitality Qualifications & Courses

- Current NZ Licensed Duty Manager (Liquor Controllers Certificate)
- Various courses in customer care and staff supervision in hospitality
- Competent Toastmaster

Sailing / Marine Experience

Chief Stewardess Island Passage, 140ft motor yacht Auckland, NZ (Oct 09 – Apr 10) Vanuatu (May – July 2010)	Responsible for all guest requirements including bar and food service and house keeping duties for up to 22 guests on luxury charter vessel offering cruises and private charters around New Zealand and Vanuatu. Supervising 2nd Stewardess. Stock control for bar and hospitality supplies. Establishing on board systems and processes for hospitality department.
Race Crew (1 of 5) October 2009	Completed the annual Coastal Classic race – Auckland to Bay of Islands (126nm)
Watch keeper / delivery crew Island Style, 41ft Ian Farrier cat Auckland, NZ to Tonga, May 2009	Unpaid delivery crew responsible for watch keeping (2 hour watches), crew, vessel safety and keeping log at watch end. 8 day passage including stop at Minerva Reef.
Skipper and helm (women's racing) 2007/08	Two seasons of Women's Harbour Racing - spinnaker division - crews of between 5 and 8
Boat maintenance October 2007	Assisting on re-fit of my Young 88 including anti-fouling, re-fitting deck-gear, sealing etc
Crew (1 of 4) Oct 04, Oct 06, Oct 07	Completed the return leg of the annual Coastal Classic race (126nm)
Crew (1 of 2) Dec/Jan 04/05/06/07	Annual 2-3 week cruises to and around Bay of Islands, Great Barrier Island, Hauraki Gulf, Mercury Islands
Crew Sept 04 - Mar 08	Harbour racing on various yachts including: Young 88 / Young 9.4 / Farr 1020 / Elliott 14 / Stratus 747
Crew (1 of 2) - March 2004	6 day private charter of a 36ft Beneteau Yacht in Vava'u, Tonga
Boat maintenance Nov 03 – Jan 04	Assisting with re-fit of yacht to re-launch including sanding, fibre glassing, sealing, antifouling and painting
Assistant Sea Kayak Guide 2001, BC Canada	Assistant guide on day trips around Quadra Island, British Columbia. Client liaison, safety, group management
Expedition Sea Kayaker 1992 -2003	I completed various expedition trips in NZ and BC, Canada ranging from long weekends to over 20 days

Relevant Marine, Hospitality and Travel Employment

Chief Stewardess MV Island Passage, 140ft, 8 crew Auckland, NZ October 2009 – July 2010	Responsible for all hospitality needs, bar and food service and house keeping duties for up to 22 guests on multiday tours and private charters around New Zealand. Supervising 2 nd Stewardess. Stock control for bar and hospitality supplies.
Duty Manager / Maitre d' Palm Beach Club House & Skinny Sardine Tapas Bar, Waiheke Island, NZ November 2008 – August 2009	Palm Beach Clubhouse, a fine dining, yet relaxed, restaurant and the Skinny Sardine, a new Tapas Bar are owned by the same person. Full shift responsibility including hostess duties, staff management, customer service, cash up, security and hands on wine / food service.
Co-Owner / Director Paddling Perfection Kayaks, NZ May 2004 – July 2006	High end kayak manufacturing company. Directorship input and hands on assistance with the fulfilment of large or urgent orders when required. Duties included deck trimming, cutting & polishing, packing.
Recruitment industry and sales career: New Zealand and UK Sept 1989 - Oct 2008	Start-up, ownership and ongoing management of 2 specialist recruitment businesses including one recruiting for the recruitment industry plus various branch management roles. Skills developed include: <ul style="list-style-type: none"> • Extensive people and customer service skills • Strong problem solving and negotiation ability • Staff management - recruitment, training, coaching, team building • Project management, task and results achievement • Financial management – budgeting and cash flow • Organisational skills and computer literacy
Duty Manager Nicholson's Restaurant, Wellington Mar 1989 - Jul 1989	Overall supervision of a busy 130 seat brasserie style restaurant and bar, open for lunch and dinner, 7 days including staff recruitment, training and rosters; hostessing, customer liaison; cashiering, security and lock-up duties.
Silver Service Waitress Parkroyal Hotel, Wellington Dec 1988 - Mar 1989 Jul 1989 - Aug 1989	Full silver service waitressing in the 5 star hotel restaurant. Hostessing and cashiering in maitre d's absence.

Prior to moving to New Zealand I held various travel and hospitality related roles including:

Passenger Services Assistant, Gatwick Handling Limited, UK - June 1988 - Nov 1988

- * Lead agent for Upper Class (First class) check-in for Virgin Atlantic

Restaurant Manager, Quality Inn Oriental Bay, Wellington, NZ - July 1987- Feb 1988

- * Overall supervision of hotel restaurant and bar for 3-4 star hotel, catering to the conference market and international tour groups

Senior Receptionist, Norfolk Resort Hotel, Brighton, UK - Feb 1986 - Apr 1987

- * Checking in/out of hotel guests; reservations and room allocations; cashiering

Chamber Maid, Little Thakeham, West Sussex, UK - June – Sept 1984

- * Cleaning and servicing of 11 guest suites of this 5 star boutique private hotel to very exacting standards of cleanliness and presentation

Interests and hobbies

My interests over the years have been diverse from tramping to Ceroc dancing, Bikram (hot) Yoga to touch rugby, indoor netball to aerobics instructing. I also sea kayaked for over 10 years. Six years ago, I learned to sail and soon after, we bought our first boat. After that, there wasn't a lot of time for anything but sailing!

My other passion is acting and in 2009 I performed in two plays and completed a short film called "Plan B".

References

Paul Mabee

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 Island Escape Cruises
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