

Louis Clarke



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British & New Zealand

Auckland, New Zealand



English Speaking



4th February 1998 (24)



Knowledge/Assets

- STCW
- RYA Power Boat II
- RYA Day Skipper
- ENG1 Medical
- Culinary Skills / Food & Hygiene II
- Superyacht Tender Operations
- Wide Range of Mixology / Beverage Knowledge
- Silver Service / Sommelier Service Skills
- Experience With High Profiled Cliental
- Time Efficient / Trustworthy
- Eagle Eye for Detail / Client Needs

Education

- Nelson/Marlborough Institute of Technology: 2021
Skipper Restricted Limits (SRL)
- Nelson/Marlborough Institute of Technology: 2020
Certificate in Superyacht Crewing
- Queenstown Resort College: 2018
Diploma in Hospitality Management
- Nelson College: 2015
New Zealand NCEA Level 1, 2 & 3

Personal Profile

Position – Steward/Deckhand

Through my commitment and growth within the luxury hospitality and hotel sector, I am now seeking to progress into a role that situates within the yachting industry, utilizing my professional Hospitality knowledge and recent boating knowledge to learn and grow. My work ethic leads me to be an all-around diligent worker, with a passion for guest satisfaction, and a keen eye for detail. I maintain a strong drive and positive attitude in life, which pushes me to succeed and discover efficient ways of getting a job done right. Being a role model/leader is second nature to me, and with high confidence levels, I am someone who can appropriately interact with people of all ages, ethnicities, and cultures in a professional manner. I am consistently looking at better ways for productivity and time efficiency. I look forward to grasping every challenge and opportunity thrown towards me.

References & recommendation letters will be supplied upon request.

Employment

(Please see 2nd page for Yachting Experience)

Café Notos, North Wales, UK

<https://www.cafenotos.co.uk/>

Position: Café Supervisor/ Acting Manager

I had the pleasure and opportunity to help organise and open the brand-new café in April 2022 as the Supervisor/acting manager under the owner/operator.

Responsibilities included:

- Employee training – Barista training, day to day operations and till/payment systems.
- Logistics to create a seamless running of the cafe
- Café set up – Till operations/day to day co-ordination/food & beverage organization.
- Community Focus – Building hospitable relations with regular locals/customers to the area.
- Stock management & rotation
- Dealing with any discrepancies that arise, either employee and/or customer.

Working within the new established cafe, allowed me to generate more awareness of a demanding environment, manage employee's and provide support to new and existing employees. Dealing with the aspect of having to react quickly faster and for prolonged periods of time created a tolerance for pressure, while still supplying gratitude service to all customers. Focusing on sustainability was priority focus with all aspects of drink & food suppliers, take-away packaging, along with supporting local businesses and artists.

2022

2021	Bar Celeste, Auckland, NZ	https://www.barceleste.com/
-	Wine Bar & Neo-Bistro	
2022	Position: Restaurant Manager	
	After having the opportunity of joining Celeste, and being promptly promoted to Restaurant Manager, I had the responsibility of all aspects of the restaurant. Wine in house consisted of a range of National and International Organic wines and food consisted of simple yet elegant sharing dishes with a French/European twist.	
	Responsibilities included:	
	<ul style="list-style-type: none"> ➤ Management of day-to-day restaurant operation duties. ➤ Staffing & wage cost management. ➤ Weekly reconciliation of sales, wages, tips, till float. ➤ Stocktaking and ordering. ➤ End of night cash up & takings, along with balancing the Point-of-Sale system & actual takings. ➤ Organizing general maintenance, e.g., Servicing of beer taps/keg lines. ➤ Reservation management along with daily service run sheets. ➤ Communication with the Head Chef regarding menu changes, specials, and dietary needs of customers. 	
2020	M/Y Crescendo, Auckland Viaduct, NZ	
-	82ft Private Motor Yacht	
2021	Positions: Deckhand / Steward / Chef	
	With progression of my career into the yachting industry, I started with a diverse range of roles on a 25-meter private vessel during the Americas Cup races.	
	These included:	
	<ul style="list-style-type: none"> ➤ Deck Duties – Line handling, full wash downs, anchoring, crane operations, boat preparation, bunkering, tender driving, and general maintenance. ➤ Interior Duties – Interior detailing and prep, food & beverage service, client requirements. ➤ Kitchen Duties – Assisting the head chef when required, general preparation of food platters. Functioned as sole chef for weekend charter with owners. ➤ Donated personal time as rescue support boat operator for St John 100km sea swim, raising excess of \$300k for new ambulances. 	
	With the progression towards my Skippers Restricted Limits studies, pre-start checks, general engine and generator checks have been a part of my everyday duties. Along with fuelling, navigation, assisting with anchoring of the vessel and start-up/shut down of the main engines, generators, and shore power change over.	
2016	Blanket Bay Lodge, Queenstown, NZ	https://blanketbay.com/
-	Recognised under Relais & Chateaux / Luxury Lodges of NZ	
2020	Positions: Food & Beverage Attendant - Guest Services / Front Office - Porter / Maintenance	
	Position consisted of dual department responsibility, within the front of house and guest service/front office departments being equally shared. During the summer period, I was based in the Lodge's exclusive villa as host where my positions were combined, where I would cater for groups and/or families, assisting with any of the guests needs.	
	My duties consisted of:	
	<ul style="list-style-type: none"> ➤ Meet & greet, followed by a full tour of the Lodge. ➤ Guest itineraries and activity booking (including activity/transfer bookings prior to arrival). ➤ General guest enquiries - "We will make it happen within our abilities". ➤ Exclusive villa host – A combined position of front of house and guest services. ➤ Mixology, bar & barista knowledge. ➤ Front line guest hosting. ➤ Fine dining - Breakfast, lunch & dinner service. ➤ Trained to sommelier standards. 	
	Over the three years of employment my knowledge and respect for high level service grew exponentially. The need for time management, priority of tasks and communication with other departments and guests were an essential part of my everyday agenda along with handling a wide range of high profiled guests.	
2014	Urban Oyster Bar & Eatery, Nelson, NZ	https://www.urbaneatery.co.nz/
-	Position: Kitchen Hand/Commie Chef	
2016	Employed as a kitchen hand/chef where I worked alongside the back of house team.	
	Duties consisted of:	
	<ul style="list-style-type: none"> ➤ Mise-en-place, pastry, desserts, meat preparation, sauces, salads/garnishes, and general kitchen duties. ➤ Maintain food cleanliness and hygiene standards within the fridges, preparation station, cutlery/dishes, and food storage in an organised and safe manner. ➤ Communication and teamwork. ➤ Working under pressure and consistent long hours. 	
	The position gave me an insight to the food and beverage side of the hospitality industry working within a team of ten, at a popular local restaurant.	