

# CREW ETIQUETTE & BUTLER TRAINING

**OCEAN**  
INDEPENDENCE



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OCEAN INDEPENDENCE**







**Y**achting is a unique, luxury lifestyle experience and guests expect the highest standards of service. In order to exceed expectations, yacht crew require highly dedicated training in all areas. Ocean Independence have developed a specialist training programme, in association with Hanspeter Vorchezer, founder of Swiss Butlers and Knigge Coaching and President of the Swiss Butler Association, that is completely unique to the yachting industry.

Carried out on board your yacht by Hanspeter Vorchezer himself, this short but concentrated, bespoke training programme will teach crew members how to provide the ultimate dedicated and private service within their real working environment. Tailored to your specific requirements and the unique nuances of your yacht, the coaching includes personal excellence skills, etiquette and protocol, technical skills and onboard essentials, as well as some very specialist butler tips and tricks.



**HANSPETER VOCHERZER**

CREW ETIQUETTE & BUTLER TRAINING COACH

**H**anspeter Vochezer was born and raised in Zürich, Switzerland. Successfully achieving his first business diploma at the early age of 19, Hanspeter's understanding of luxury combined with business motivated him to study International Hotel Management in Lucerne, Switzerland.

Throughout his busy international hotel career, he has gained widespread experience in some of the best hotels throughout Europe. Initially at Hotel Baur au Lac in Zurich and later in the One Michelin Star restaurant of Hotel Lausanne Palace & Spa. It was during this time living in Lausanne that he also worked exclusively with the Olympic Committee Board of Executives.

During two subsequent years living in Madeira, Portugal, Hanspeter developed valuable hotel management skills whilst working in a variety of roles, including F&B Assistant, Groups & Event Manager and Duty Manager.

Heading back to Switzerland, this time to the alpine region of Gstaad, he joined the Grand Hotel Park as Vice Director. However, being so far from the ocean he missed the water, which led him to engineer a career change. He trained as a Civil Officer on board the biggest cruise ship at the time, the GTS CONSTELLATION (Celebrity Cruises), and cruised extensively throughout the Mediterranean.

Back on land, after overseeing the full opening programme for the Park Hyatt Hotel in Zürich, the opportunity arose to spend a season in Palm

Springs, USA, employed as a dedicated private butler to the famous Gunter Sachs family.

This was followed by a period working in Asia as Resort Manager at the famed Paradise Koh Yao, an exclusive boutique beach hotel in Thailand. Two years later Hanspeter returned to Switzerland, this time working directly for the CEO of Caviar House & Prunier where he set up two new departments, public relations and event management.

Four years later, in 2011 he founded two companies: Swiss Butlers and Knigge Coaching, two successful brands that have evolved and grown year on year.

In addition, Hanspeter is President of the Swiss Butler Association and now the most highly regarded business etiquette coach and butler in Switzerland, responsible for training top management departments at UBS, Credit Suisse, Julius Bär, ExecuJet, Procter & Gamble and many more. For some very special, regular clients, he also still works as a private butler.

In association with 

**A** bespoke three day programme will be tailored to your specific yacht and cruising areas, as well as to the individual requirements of yourself, your Chief Stewardess and the Owner. The coaching will be carried out by Hanspeter Vorchezer, one of the world's top butlers, within the unique environment of your yacht.

As standard, the programme will include the following:

**Day 1**

Familiarisation and introduction	All crew
Personal excellence skills	All crew
Etiquette & protocol	All crew

**Day 2**

Technical skills	Interior and gallery teams
General housekeeping	Interior team

**Day 3**

Yacht specific training	Interior team
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Upon successful completion of the course, a certificate in Crew Etiquette and Butler Training will be awarded to your crew members.





## *key skills*



There are a number of key crew skills that will be incorporated as part of the programme, including:

### **Personal excellence skills**

- Mental attitude
- General behaviour
- Team building and feedback culture
- Confidential and privacy issues
- How to exceed expectations

### **Etiquette and protocol**

- Boarding and first impression
- Cultural awareness
- Crew etiquette
- Verbal and non-verbal communication

### **Food and beverage**

- Beverage service, fine wines & Champagne
- Table setting, knowing your equipment
- Style of food services
- Guest preferences

### **General Housekeeping**

- Treatment of different materials and surfaces
- Handling tablecloths, guest linens
- Cabin set-up
- Laundry service

### **Onboard essentials**

- Flower arrangements
- Party and entertainment
- Guest services / invisible services
- Meeting Captain's expectations

### **Butler tips and tricks**

- Interesting last-minute solutions based on professional Butler experience

### **Job-specific / Q&A**

- Additional skills tailored to the specific roles of your crew

*why choose ocean independence*



**T**raining interior staff within their real working environment is proven to be far more effective than traditional classroom training, and when combined with the hands-on and world-class expertise of Hanspeter Vochezer, this exclusive programme is truly exceptional.

Designed to educate your crew in the very highest of service standards, and to consistently exceed the expectations of your guests, the Ocean Independence crew etiquette and butler training programme is a smart choice for Captains and Owners alike.

To find out more or to discuss your individual requirements, please contact:

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