

CHARLOTTE CUFFLING

CHIEF STEWARDESS



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Charlottecuffling.com



United Kingdom with a B1/B2 visa



United Kingdom (available worldwide)

PERSONAL PROFILE

Coming from fast-paced environments, I thrive under pressure and enjoy the challenges of a dynamic onboard programme. My experience across a variety of settings has reinforced the importance of teamwork, clear communication and strong organisation in delivering a seamless and exceptional guest experience—standards I strive to uphold in every role I undertake.

Through my positions, I have developed strong adaptability and an ability to anticipate the needs of both guests and fellow crew members. I take pride in my work and enjoy using my creative flair to enhance the guest experience while ensuring the smooth and efficient running of interior operations.

I also take great satisfaction in training and supporting junior crew, particularly in building their confidence, skills and professionalism - so they become dependable and well-rounded team members.

Working as a sole stewardess has further strengthened my time-management and organisational abilities, enabling me to prioritise tasks effectively, manage multiple responsibilities, and consistently meet deadlines with confidence.

My passion for life at sea is driven by a love of exploration and a genuine enjoyment of creating memorable experiences through attentive and thoughtful service.

I have a keen interest in wine and am currently working towards my Level 3 WSET Wine Certificate, with the long-term goal of becoming a certified Sommelier.

As a foodie, I enjoy discovering new cuisines and immersing myself in different cultures and environments. In my downtime, I'm often at the beach, hiking, playing board games and cards or exploring new places.

EXPERIENCE

MY TOMMY BELLE

Chief Stewardess

38m / Private / Seasonal

10th April 2025 - 25th October 2025

Served as Chief Stewardess on a busy private programme with two owners, managing trips ranging from 5 days to one month, including extended periods of up to two months at anchor.

- Delivered consistently high-end experiences for owners and their guests, maintaining exceptional interior standards at all times.
- Independently provisioned for guests and crew throughout The Mediterranean, effectively liaising with trusted provisioners and agents.
- Created a comprehensive Stewardess Bible, including detailed SOPs covering; cleaning schedules, crew mess duties, laundry procedures, service standards, turn-ups and turn-downs, guest preferences, cabin inspections and operational checklists.
- Managed, trained, and developed the Second Stewardess/Masseuse, providing mentorship, performance oversight and daily task management.
- Led breakfast, lunch and dinner service, consistently adapting to short-notice requests and changing guest schedules.
- Coordinated closely with the Chef to ensure menus and service were fully aligned with guest preferences and expectations.
- Attended the Cannes Yacht Show at anchor, hosting guests while maintaining seamless interior operations alongside the Second Stewardess.
- Designed food and wine menus and confidently advised guests on wine pairings and selections.
- Created signature cocktails and wellness shots tailored to individual guest preferences.
- Oversaw full winterisation of the vessel, including the removal, cataloguing, and secure storage of all guest items.
- Created and maintained a complete inventory of all onboard items and off-loaded guest belongings.
- Assisted with docking and berthing procedures, as required.
- Organised and implemented a complete new crew uniform package, including footwear and embroidered branding.
- Coordinated guest reservations, including restaurants and bespoke shore-side experiences.
- Maintained clear, professional and attentive communication with guests to ensure all needs were met to the highest standard.

MY AMORE

2nd Stewardess

37m / Private / Charter

17th October 2024- 2nd February 2025

Served as 2nd Stewardess on a very busy private programme with two owners and a busy charter schedule.

- Accountable for delivering exceptional experiences and high-level of service to both guests and charter clients, with charters ranging from 3 to 10 days.
- Assisted the Chief Stewardess with service of breakfast, lunch, dinner and canapés.
- Entrusted with creating wine lists with food pairing recommendations for charter clients.
- Entrusted to create tablescapes, themed events and parties for guests.
- Trusted to create detailed SOPs for the crew mess and laundry.
- Assisted with inventorying the vessel.
- Entrusted with all details of crew including provisioning, uniform and crew mess.
- Relied on to assist with turn ups, turn downs and detailing of the cabins and interior.
- Assisted the Captain, Broker and crew within FLIBS, by giving tours to give potential charter clients and the Numarine Sales Team, a taste of life on board MY Amore.
- Assisted the Captain, Broker and Crew during the Antigua charter yacht show by crafting signature cocktails and wellness shots for brokers, whilst concurrently maintaining the interior.
- Assisted with docking procedures.

REFERENCES

Captain Keith Reid

MY Tommy Belle

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Email: Kdr_1@hotmail.com

Chief Stewardess Carla Lowe

MY Amore

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Chief Stewardess Mellisa Dillion

MY Santosh

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Captain Edwen Gomez

MY Santosh

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Captain Tristan Wilson

SY Ocean Seven

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MY SANTOSH

2nd Stewardess

32m / Private / Charter

19th September 2022- 16th October 2024

Served as 2nd Stewardess on a very busy Private/Charter yacht with trips ranging from 3 days to a month.

- Accountable for delivering exceptional experiences and high-level service to both guests and charter clients, with charters ranging from 3 to 20 days.
- Entrusted with creating dynamic tablescapes, beach setups, themed events and activities.
- Consistently developed and served creative daily cocktails/mocktails.
- Assisted the Chief Stewardess with service during breakfast, lunch, canapés and dinners.
- Responsible for ensuring the detailing, turn-ups and turndowns and overall maintenance of all guest cabins and bathrooms.
- In charge of laundering crew uniforms, guest linens, towels and for handling all guest laundry with care.
- In the Chief Stewardess's absence, undertook provisioning duties for both guests and crew.
- During several months in the yard, deputised for the Chief Stewardess, managing large projects, such as overseeing the transformation of the guest bathrooms and preparing the interior for sales viewings.
- In the absence of a Chef, cooked balanced meals for the crew.
- Supported the Captain, crew and charter broker during the Antigua Boat Show for two consecutive years. Responsible for crafting signature cocktails for Brokers, and for hosting cocktail events and for providing a taste of the luxury lifestyle aboard M/Y Santosh.
- Assist with docking procedures and anchoring, including Med-style docking.

SAILING CATAMARAN OCEAN SEVEN

Sole Stewardess

67ft / Private

19th May 2022- 18th September 2022

Served as Sole Stewardess on a back-to-back time share vessel with seven owners and one day turn arounds.

- Solo Stewardess responsible for the food and beverage service for all owners and their guests.
- Curated cocktails of the day as per the owners' preferences and anticipated their needs whilst they were on board.
- Undertook the provisioning of the snacks, alcohol and mixers for all guest trips.
- Created inventories and SOP's to be completed and recorded.
- Sole responsibility for all laundry without laundry machines on board.
- Responsible for all housekeeping and detailing of the interior.
- Supported the Chef during service and with preparation of Canapés, snacks and deserts.
- Assisted on Deck during docking and anchoring.
- Created activities and experience for guests to enjoy during their trip.

QUALIFICATIONS

STCW

ENG1 (expires 2027)

Advanced Service Course (SYSA)

Chief Stewardess Course (SYSA)

Advanced Housekeeping (currently completing)

WSET Wine Level 1

WSET Wine Level 2

WSET Wine Level 3 (currently completing)

Level 2 Food and Hygiene

RYA Power Boat level 2

MCA PDSD

RYA SRC (VHF)

DBS checked

GUEST Food and Wine

