TURKEVYCH NADIIA

PERSONAL INFO

- Date of Birth: July 9, 1985
- Nationality: Ukrainian
- Height\Weight: 165\70
- Form size: M/L
- Marital Status: Divorced
- Non smoker
- No tattoos

CONTACT

- **Tel:** +38 0995469248 – WhatsApp\Telegram\Viber
- **Email:**
- **masiuknadiia@gmail.com**
- **Location:** Ukraine , Ternopil

EDUCATION

- **Melitopol National University.** Bachelor; English language and literature 2004-2008

- **Collage, Berislav**
  « English language » - 2000-2004

CHIEF STEWARD(ESS)

Dynamic and highly adaptable person with experience more than three years in the seafarers hospitality business. My excellent communication skills, attention to detail, and ability to create a welcoming and supportive atmosphere make me a good leader for team.

Passionate about delivering excellent passengers service, I thrive in fast-paced environments and am always eager to learn and grow. My dedication, problem-solving mindset, and strong work ethic ensure the highest standards of hospitality on board. Ready to take on new challenges and experience.

EXPERIENCE

Cabin Stewardess.   21.03.2019-24.11.2019
Mano cruises "Crown Irish "Israel, Haifa

- Part of housekeeping department
- Follow hygiene and sanitary rules and standard operation procedures
- Providing personal assistance to the guests and take care of personal laundry requests
- Keeping the guests cabin and passageways clean.
- Delivering language to passengers cabin
- Mini bars providing
- Making installation using towels on bed (12 different animals)

Cabin Stewardess.   14.02.2020-26.03.2020
Celestial cruise "Celestial Cristal " Greece, Athens

- Housekeeping department member
- Follow hygiene and sanitary rules and standard operation procedures
- "Meet and greet" providing for new join passengers
- Mandatory participate for safety evacuation procedures as required
- Providing personal assistance to the guest and take care of personal laundry requests
- Handle language delivering on embarkation and disembarkation
- Season not complete because of covid 19

Room service maid.   15.07.2020-25.09.2020
Aqua park "Zatoka" Ukraine, Odessa

- Mini bars set up providing
- Providing customers specific requests (baby crib, addition bed, towels etc)
- Scrabbling and cleaning corridors, sanitation doors hanging and showers heads

Cabin Stewardess.   13.09.2021-06.01.2022;
07.04.2021-09.08.2021
Ukrferry "Kaunas" Ukraine, Odessa

- Housekeeping department part
- Help with passengers registration as receptionist. Providing Cabin numbers and restaurant seats.
- Made verbal passengers announcement with important information on different languages.
- Make linen inventory
- Follow hygiene and sanitary rules

Stewardess.   30.05.2022- 30.05.2022
P&O "Spirit of France" England, Dover

- Duty free Stewardess is responsible for upsell product
- Improvement of communication skills
- Have deep knowledge of all goods on shop floor
- Have full training as sky walk marshal.
- Follow company customer service standards.

Partnership supervisor (promoted)
02.11.2022-04.01.2023
31.01.2023-02.05.2023
30.05.2023- 25.07.2023
22.08.2023-17.10.2023
12. 12.2023-06.02.2024
P&O "Spirit of France " England, Dover

- Duty free manager, part of senior guest service management
- Guided shop floor day/night shift crew and car deck Stewards
- Followed price changes, quartile update.
- Handle Passengers audit prosecutor
- Work with Sap, QQA programs
- Have good CCTV working skills and make systematic crew training to promote securing area to avoid shoplifting cases
- Monitoring correct products stock holding and contact with shore side it case of shortage or overload
- Senior skywalk trainer
- Daily terminals and screen check in
- Daily count cigarettes and tobacco products

Partnership supervisor.   **06.03.2024- 08.05. 2024**
                            P&O "Liberte" England, Dover

- Duty free manager, part of Senior management team.
- Fill up all outlets according to approved planogram
- Open new vessel.
- Organize and cleaning area in 13 days. And immediately start selling
- Count all products and compare numbers with shore

Partnership supervisor.   **rotation 2weeks on/off.**
(according to "Franch law")

	13.08.2024-27.08.2024
-	**17.09.2024-01.10.2024**
-	**15.10.2024-29.10.2024**
-	**12.11.2024- 26.11.2024**
	10.12.2024–25.12.2024
	06.01.2025- 21.01.2025
-	**04.02.2025-18.02.2025**
-	**04.03.2025-18.03.2025**
-	**01.04.2025-15.04.2025**
	29.04.2025-13.05.2025
-	**27.05.2025-10.06.2025**
-	**24.06.2025-08.07.2025**
-	**22.07.2025- 05.08.2025**
-	**P&O "Liberte " England, Dover**

- Duty free manager. Guided shop floor day/night shift crew and car deck Stewards
- Followed price changes, quartile update.
- Handle Passengers audit prosecutor
- Work with Sap, QQA programs
- Have good CCTV working skills and make systematic crew training to promote securing area to avoid shoplifting cases
- Monitoring correct products stock holding and contact with shore side it case of shortage or overload
- Senior skywalk trainer
- Daily terminals and screen check in
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 C E R T I F I C A T E S
- **Ship Steward № 101/2021/2023**
- **Training for passengers Ship personal N 00189/2023**
- **Food Safety and Hygiene for Foodhandlers Level 2 № FS6598993**
- **STCW Basic Safety Training № 32334224/01/1566/023**
- **Ship security issues № 32334224/10/0596/023**
- **Seamen`s book**
- **Medical first aid on board N 1567251**
- **Medical Fitness Certificate №00713 (14.07.2025 – 14.07.2026**
- **Biometric travel passport**
- **Marlins English language Test N 1B5444248F1708A5**

PERSONAL QUALITIES

- Strong work ethic and ability to adapt
- Teamwork and communication skills
- Team leader
- Committed
- Cooperative
- Fast learn
- Flexible
- Punctual
- No drama
- Good sense of humor and positive attitude

PROFESSIONAL   SKILLS

- High-end hospitality or customer service experience
- Ability to take responsibility
- Keen eye for detail
- Approachable and friendly manner
- Work under stress pressure
- Good and supportive leader
- Knowledge Sap, QQA
- Knowledge CCTV
- Laundry
- Table service
- Housekeeping
- Detailing
- Sky walk marshal trainer
- Compliance dealing