

## Lucy

Multilingual butler (English-Spanish-French-Italian)

UK citizenship, Spanish residency



### Personal Information

Birthdate	1997
Zodiac sign	Aries
Nationality	— UK
Marital status, own children	In relationship, no children
Place of Birth	UK
Location	UK, London
Driving License	No
Have a car	No
About myself	<p>I have 10 years experience working as a butler, second stewardess and house manager across yachts, ski chalets and private residences, which has given me vast experience and exposure to 5 star levels of service, high pressure environments and I have become adept at providing a high level of support to my principals.</p> <p>I have learned invaluable interpersonal skills when dealing with both staff and clients, an unflappable demeanor and a sense of humour.</p> <p>I hold a British passport and Spanish residency</p>

### Education

2014 - 2016	A levels in Spanish(A), French(A), Psychology(B) and Biology(C), Palma College, Spain
2018 - 2018	Food & Beverage and Professional Housekeeping training A condensed training course where I was instructed in the fundamentals of the Dorchester hotel ethos which is renowned for world standard impeccable levels of service and guest experiences, The Dorchester Academy, Saudi Arabia
- 2024	CPD CERTIFIED COURSE, Foundation PA 360, C&C Academy,

## Working experience

### July - August 2024

#### M/Y Valkyrie, South of France

##### Sole Stewardess on a Lamborghini Boat

###### My role includes

- Sole stewardess on a 20 meter Lamborghini boat.
- Middle Eastern guests.
- High and demanding standards but in an informal setting.
- Busy day trips with up to 12 guests and young children.
- Interior and exterior duties.
- Created guest preference sheets and catalogued the interior.
- Provisioned for crew and guests.
- Assisted the Captain with all maneuvers on deck.
- Reason for leaving: Temporary contract.

### June - July 2024

#### Personal assistant, Financial service, UK, London

###### My role includes

- Worked as a temporary assistant to the Managing Director within the financial services.
- Calendar and diary management.
- Arranged travel.
- Provided administrative support.
- Prepared compliance and meeting documents.
- Ran errands.
- Reason for leaving: Temporary contract.

### October 2023 - April 2024

#### Butler, UK, London

###### My role includes

- Tasked with maintaining 5-star standard and presentation of a 6-storey townhouse.
- Eastern European clients.
- Food service was relaxed, except for gatherings and parties.
- Assisted in HK and Laundry departments.
- Welcomed all guests on arrival and acted as sole butler.
- Maintained decoration, stock and flower arrangements.
- Assisted the House Manager with tasks and errands.
- Reason for leaving: Medical surgery needed.

### June - September 2023

#### Private Room Attendant, UK, London

#### My role includes

- I worked as a private room attendant for a Middle Eastern Royal family during their 3 month stay.
- Supported the wider hotel and travelling team in all housekeeping duties and services.
- Looked after 25 rooms for family and retinue.
- Housekeeping to the highest standard.
- Detailed all rooms before and after their stay.
- Coordinated dry cleaning.
- Organized maintenance and tradesmen.
- Reason for leaving: Temporary contract.

### November 2022 - January 2023

#### Butler/House manager, UK, London

#### My role includes

- Freelance butler and house manager in various UHNW residences.
- 5-star butler service.
- Ordered supplies and oversaw the maintenance of the residences.
- I undertook personal shopper duties as well as looking after their 3 large dogs whilst they were away.
- Provided 5-star service and support.
- Reason for leaving: Temporary contract.

### November 2021 - June 2022

#### House manager and PA, UK, London

#### My role includes

- Provided impeccable service to a family of 5.
- Eastern European clients.
- I collaborated closely with the Principal to uphold exceptional standards throughout the household.
- PA duties, such as sourcing new linen/ furniture, coordinating table decorations, managing silverware, flower arrangements...
- Oversaw essential ancillary tasks to optimize the residence's operations.
- Hands-on cleaning of all bedrooms, bathrooms, and living areas.
- Managed inventories and composed lists of necessary supplies
- Supervised other household staff.
- Reason for leaving: My principal was affected by the Ukraine war.

### April - November 2021

#### Bluebird of 1938, Mediterranean Sea

#### Second Stewardess

#### My role includes

- I worked on board a 33 meter private luxury classic motor vessel.
- European clients with high and demanding standards.
- Very multi-faceted role.
- Supported the Chief Stew in all interior duties.

- 5-star service.
- Responsible for food and drink service, bartending, table setting, and cabin arrangement.
- Light and deep cleans.
- Floral decoration, stowage for sea, crew provisioning.
- Highest standard of housekeeping and service for the guests.
- Reason for leaving: Temporary contract as the vessel was not used during winter.

## January - March 2020

### Private Ski Chalet in Meribel

#### Chalet hostess, France

##### My role includes

- Maintained 5-star standard and presentation of a 5-bedroom chalet.
- Housekeeping, laundry, and food service.
- Presented formal and informal dinners for 14 guests.
- Managed all stock for chalet, including cleaning equipment and supplies.
- Reason for leaving: Covid-19

## June - August 2019

### Villa supervisor, Saudi Arabia

##### My role includes

- Worked in a 16-bedroom residence.
- Team of 4 working alongside me.
- Liaised with butlers, chefs, and head management.
- Interacted with service and HK to ensure smooth and effective daily operations.
- I looked after high-value laundry, furniture, china, and glassware.
- I was responsible for the restocking of kitchen and cleaning supplies.
- Maintained the exceptionally high standard expected for this property.
- Supported the family in their needs and requests.
- Reason for leaving: Temporary summer contract.

## November 2018 - April 2019

### Courchevel 1850, France

#### Chalet hostess, France

##### My role includes

- Luxury 6-bedroom chalet.
- Hands-on all-rounder role
- 5-star presentation of chalet.
- Housekeeping duties.
- Wardrobe management.
- Presented formal/informal dinners.
- Assisted the kitchen team.
- Ensured the fleet of vehicles were clean and ready to use.
- Reason for leaving: Temporary winter contract.

## June - November 2018

### Butler and Housekeeper, Saudi Arabia

My role includes

- Maintained 5-star standard and presentation of a large residence.
- General butler duties.
- Assisted the Head Butler.
- Arranged and attended to formal/ informal gatherings and dinner parties.
- High-standard general housekeeping duties.
- Maintained the floral arrangements, candles, and decorations.
- Reason for leaving: Project was cut short.

## June 2014 - September 2016

### Villa Hostess, Spain

My role includes

- Luxury 6-bedroom villa.
- Hands-on all-rounder role.
- 5-star standard and presentation.
- Housekeeping duties.
- Wardrobe management.
- Presented formal/informal lunches.
- Ensured the fleet of vehicles were clean and ready to use.
- Reason for leaving: I left Spain for my gap year.

## Health

Vegetarian	Yes
Allergies	No

## Additional information

Personal characteristics	Responsible, punctual, active, positive, qualified, experienced, loyal, patient
Key skills	Ability to adapt to all kind of situations quickly. Ability to work under pressure or stressful conditions. Ability to work using your own initiative, taking on extra responsibility. Excellent communication and people skills at all levels. Russian family experience. High profile family experience
English	Native
Spanish	Native
French	Fluent
Italian	Advanced
ID	24977

**Excellent references available on request**