

ZELJKO (ZAC) LUKIC



Date of birth: 5th April 1990

Nationality: Croatian, EU passport

Contact Info:
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QUALIFICATIONS

Basic Safety Training (STCW)
Proficiency in Designated Security Duties (PDSD)
Food Safety and Hygiene Level 2
Crowd Management and Passenger Service Safety
B1/B2 Visa
ENG1
Powerboat Level 2
Seaman's Book
COVID Vaccinated

PROFILE

I am polite, self-motivated and committed to whatever role I undertake, making sure that I have comprehensive knowledge and understanding of the various roles. I stand by employing my best personal business practices that improve efficiency and increase productivity. My strong sense of communication skills and enthusiasm allowed me to act confidently onboard during my last 9 years working at sea and land based position.

JOB HISTORY

Butler

Private properties and yachts on multiple locations (January 2022-December 2022)

Recently I was working in Saudi Arabia on private estates in large household team. Planning and organizing the operation. Responsible for service and assuring that the highest quality of service is maintained at all time.

Owners Steward-Lead Service (Acting)

Motor Yacht Symphony (101m) November 2020-November 2021

Private/Charter yacht. During Boss on I was hire as Owners steward. Part of the summer I was acting Lead Service. During time spent on Symphony I was in charge of Inventory and helping Interior Manager with provisioning. During guest off i was helping housekeeping when needed.

Service Steward

Motor Yacht Plan B (73m) May 2020-October 2020

Full capacity, very busy family-oriented yacht with constant 12 guest on-board. Duties included being responsible for the high level of interior upkeep including detailing of all the guest areas. All meal service on yacht. Providing perfect service in all aspects to owner, family and guests.

Lead Service Steward/Relief Chief Steward

MY Saluzi (70 M) April 2019 - October 2019

Very busy charter boat with 12 weeks of charter through the season from 15-32 guests. Responsible for delivering superior guest service with meals and bartending. Managing the service team and smoothly running the service department. My duties included recording inventories and damage reports before, during and after every charter.

Relief Chief Stew position during 2 charters. Planning and organizing our team schedules/rosters, events and menus.

Senior Waiter

Thomas Keller Restaurant-Seabourn (Seabourn Odyssey) April 2018 - September 2018

Working onboard Seabourn in partnership with renowned Chef Thomas Keller that have seven Michelin stars in total. Providing flawless customer service (taking and placing orders, managing food requirements).

Senior Waiter

Crystal Cruise Line (Crystal Serenity)- June 2014 - November 2017

Maintaining regular communication with upper management, customers and the rest of the staff. Providing flawless customer service. Ensuring prompt and highly satisfactory guests' service as per upper management requirements. Also being able to handle high influx of guests' requests for information in a calm and professional manner

Butler

Cunard Cruise Line (Queen Victoria) - November 2013 - May 2014

I initially started as a waiter, but due to excellent performance recognized by the superiors and got promoted into the butler position. With the variety of pistons held, it enabled me to increase my overall understanding of the industry as a whole.

EDUCATION

Tourist School Vienna (2014)

Communication	Certificate of Completion
Cultural Habits	Certificate of Completion
Product Knowledge	Certificate of Completion

Economical, Croatia (2005 – 2009)

Finance and Marketing	Secondary School Degree
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INTERESTS

I am an athletic person whom has a passion for the outdoors. I'm always up for good food as I have a high appreciation for it, while also being accompanied with fascinating and growing conversations. My passion for traveling, exploring new places and discovering new cultures are some of the fundamental reasons as to why I find life at sea exciting and gratifying.

REFERENCES

Mathieu Barbe (Interior Manager-Symphony)
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Marin Conc (Chief Officer-MY Symphony)
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