

Priceless service for free

Develop excellent staff at no cost to your business with ServiceIQ's workplace programmes for retail, tourism, hospitality, museums and aviation.

Talented staff with great skills are vital for business success. From popular hotels, tourist attractions, retail shops, distribution centres, airlines, restaurants, cafés and bars and more, skilled staff attract great reviews and new business.

ServiceIQ is your official industry training partner and it's our responsibility to help businesses succeed through skilled and knowledgeable people. You can upskill your staff for free simply by training one or more of your team to be an in-house assessor. ServiceIQ trains your employee to assess and help your staff meet standards and apply new skills they learn on-job with ServiceIQ training programmes.

Even if you choose to use an external assessor, including one of ServiceIQ's own, any costs that your business incurs are tax deductible.



Hobbiton hospitality



Our tour at Hobbiton

Benefits for your business

With a qualified in-house assessor and free staff training you can:

- ▶ upskill your staff on-job better, faster, easier, cheaper
- ▶ maintain high standards
- ▶ attract customers with consistently strong service
- ▶ increase productivity and sales
- ▶ reward your staff with a national qualification
- ▶ boost morale
- ▶ retain skilled people and reduce costs associated with high staff turnover

- ▶ get free learning and assessment resources
- ▶ get your staff's NZQA qualification fees covered.

Benefits for your employees

With a qualified in-house assessor and free staff training your staff:

- ▶ gain excellent skills and knowledge
- ▶ enjoy increased job satisfaction
- ▶ feel valued
- ▶ gain national qualification/s
- ▶ understand the importance of their role in your business.

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Great skills deliver memorable visitor experience

Hobbiton is one of New Zealand's most magical attractions, but it takes talented guides, skilled in the art of story-telling, to help create fantastic memories for visitors – vivid snapshots that get shared with others and attract more sales.

Solution: The busy Shire upskilled its own in-house workplace assessors who help Hobbiton staff become experts with free ServiceIQ tour guide and hospitality training programmes.

Result: “If you have a great guide, you have a great visitor experience,” says Hobbiton HR Manager Kirsten Madill. “Our guides are vital to the overall experience so we want to give them the skills to do the best job possible. On-job training is good for the business and for the staff who get the benefit of increased confidence plus a national qualification. It’s also a great way to demonstrate how much we value our people.”



A few more things you should know

When you use the zero fees model, one or more of your people completes ServiceIQ's Workplace Assessor training, which is also free. This equips them to assess your staff according to the standards set by the ServiceIQ on-job training programmes you choose for your business. Your in-house assessor/s will be able to:

- ▶ assist your staff to learn and apply new skills on-job
- ▶ help lead the training, verification and assessment process
- ▶ assess whether your staff meet the right standards and are ready to qualify
- ▶ liaise with ServiceIQ to deliver your staff their NZQA qualifications.

Free access to most ServiceIQ training programmes

You can choose from a wide range of top quality workplace training programmes for your staff at every stage of their career development - from new entrants to senior management diploma level. The programmes are mostly a mix of theory and practice. They are easily delivered to your staff on-job, and at a pace that works for your people and your business.

Plus free learning material and support

When you have your own in-house assessor, learning and assessment resources as well as support are free-of-charge.



Why ServiceIQ?

ServiceIQ is your official training partner funded by government and industry to help you build a successful business through excellent customer experience. As the Industry Training Organisation (ITO) for the service industry, our experts develop top quality on-job training programmes that make a positive difference for a wide range of successful businesses of all sizes right across New Zealand.

Talk to your expert ServiceIQ training advisor for no obligation advice and programmes to fit your needs.