



Build a better business

GREAT SERVICE IS YOUR BEST ADVERTISEMENT.

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**Service IQ** SMARTER PEOPLE FOR  
SMARTER BUSINESSES



## Hospitality is all about people.

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Whether you're providing accommodation, food or drinks, the hospitality business is all about looking after people. Everyone expects to be treated as a valued customer. Giving consistently good personalised service is the key to gaining repeat business and generating positive word of mouth.

Dissatisfied customers will harm your business, but customers who leave with a positive impression become ambassadors for your brand – they are your best advertisement. Motivated, skilled and trained service staff are your best investment.

That's where ServiceIQ can help. We'll keep your establishment on top, by helping you and your staff develop the finer skills to support the requirements of their job.



*Giving consistently good personalised service is the key to gaining repeat business and generating positive word of mouth.*

**SERVICE**

**INDUSTRY**

**QUALIFICATIONS**



## Success depends on your people.

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Hospitality is part of the lifeblood of our nation. It employs about 170,000 people, each of whom needs the skills and knowledge to make a positive impact on customer experience.

Whether working in a busy kitchen, out front serving, or leading an efficient team, good skills and customer service lead to happy customers and success for your business.

### **Expertise builds experts.**

As the government-mandated industry training organisation for New Zealand's service sectors, ServiceIQ has the expertise and experience to help your people be the best they can.

Our wide range of on-job training programmes is carefully designed, with hospitality industry input, to give your employees the skills and knowledge they need to be successful and make the most of their job. The programmes are easily delivered, on the job, and at a pace that works for your business. This way, you, your people and your customers get the immediate benefit of new skills designed to help take your business to the next level.

### **Satisfaction guaranteed.**

The programmes have another advantage: on successful completion, your employees will be awarded with a nationally recognised qualification. Achieving a high standard gives you the confidence that your people have the right skills to provide customers with great service, and it gives your people increased job satisfaction and motivation.

### **Cost?**

There are options where the training programmes could be free. We also offer cost-effective online short courses that allow learning anywhere, anytime. These short courses are ideal as part of the induction for new employees.



## Great leaders aren't born. They are trained.

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You will know that people may be experts at their job, but it takes a completely different set of skills to manage and lead a team successfully...

Great leaders have real hands-on operational experience plus excellent management and leadership skills. ServiceIQ offers three popular programmes designed to give your talented employees with management potential the skills they need to take on greater responsibility and contribute more to your business.

The two business management programmes are two-tiered and lead to nationally recognised qualifications. They are also perfect for business succession planning.

- ▶ **New Zealand Certificate in Business (Introduction to Team Leadership) – Level 3** is ideal for supervisors or the people you want to move into effective team leadership or supervisor roles.
- ▶ **New Zealand Certificate in Business (First Line Management) – Level 4** is designed for your team leaders or supervisors who are ready to step up into management.
- ▶ **National Diploma in Hospitality (Operational Management) – Level 5**  
Give your senior people the vital skills, knowledge and capability to be able to manage the day-to-day operations, staff and planning, and pull everything together to provide a first-class customer service. Specially designed for experienced and talented staff ready to take their career even higher.

Your ServiceIQ advisor will be able to help you decide what works best for your business and your people.



*Good managers are invaluable. They help keep your staff 'on song' and driving towards your business goals.*



## Putting people first.

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Front of house staff need the right attitude and personality. Professional service comes by combining their raw talent with the right training, to bring out the best in your people.

ServiceIQ training is developed with New Zealand hospitality businesses to suit the demands of local and international customers. It's not all about five-star establishments. Different streams cover the widely varying needs of hotels, restaurants, function venues, cafés, bars, chartered clubs and quick service restaurants.

### ServiceIQ Programmes include:

- ▶ **Licence Controller Qualification** – By law, every hospitality business that sells alcohol must have a properly qualified person in charge at all times. Contact ServiceIQ to ensure your managers have the right qualification.
- ▶ **New Zealand Apprenticeship in Food and Beverage - Level 3 and 4** – Develop front-of-house managers with the right skills and knowledge help to make your establishment the top choice for your customers.
- ▶ **New Zealand Certificates in Food and Beverage with strands** – covering all the skills needed from entry level to management to enhance service, attract customers and keep them coming back for more. Available at Levels 3 to 5.

Whatever your hospitality business offers, ServiceIQ can help you to bring out the best in your front of house people.



*ServiceIQ can help you to bring out the best in your front of house people.*



## Getting it right in the kitchen.

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Chefs understand the discipline of sound training and skills development, and ServiceIQ's qualifications fit the bill.

ServiceIQ works with cafés, restaurants, hotel kitchens, caterers, clubs and quick service restaurants to identify and meet the specific training needs of each kitchen environment. Our qualifications also cover other behind the scenes heroes, including the team leaders and managers who ensure the customer experience is memorable for all the right reasons.

Apprenticeships are available in catering services and cookery, and one-year programmes are also available. As with other ServiceIQ training, these qualifications recognise existing skills, removing the need to re-learn the things staff achieve every day. The qualifications can also recognise your existing in-house training.

### The programmes ServiceIQ offers include:

- ▶ **New Zealand Apprenticeship in Catering Services** – a two-year programme combining real workplace practical experience with skills training. Leads to the New Zealand Certificates in Catering Services Levels 3 and 4.
- ▶ **New Zealand Apprenticeship in Cookery** – the place to start for a restaurant career. Leads to the New Zealand Certificates in Cookery Levels 3 and 4.
- ▶ **New Zealand Certificates in Food and Beverage with strand in Quick Service Restaurants** – covering all the skills needed from entry level to management. Available at Levels 3 to 5.



*ServiceIQ works with you to identify and meet the specific training needs of each kitchen environment.*



## Link your training to New Zealand qualifications.

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If you believe your in-house training programme already has what it takes to build a successful hospitality team, you have a great deal to gain by linking it to New Zealand qualifications with our HotelIQ, RestaurantIQ and CaféIQ Qual Links.

In many cases, there's no need to duplicate training or re-teach staff skills they already hold.

If you already have a robust training programme and records of your staff's progress, then our Qual Link programme recognises your training at a national level. We will work with you to match your existing programmes with the unit standards that make up the relevant New Zealand qualification.

Linking your training to New Zealand qualifications lets you build a reputation as a hospitality employer of choice, helping your recruitment and retention. New Zealand qualifications show your staff their skills are recognised throughout New Zealand and around the world. Your staff are more motivated, leading to increased productivity and profitability.

As with all ServiceIQ New Zealand qualifications, assistance can be given to meet the costs of the training. Contact us for more information.



*If your training programme has what it takes to build a successful hospitality team, then talk to ServiceIQ about linking it to New Zealand qualifications.*



**ServiceIQskillsonline.org.nz**

## Your online training partner.

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Online learning can be done anywhere and anytime. Whether new, young, experienced or older, all your staff can quickly be brought up to speed or get refresher training, helping you maintain consistent service no matter where they are.

**ServiceIQ Skills Online** provides online courses that cover the key essentials for businesses in the service industry, and most for a cost-effective price of just \$25 each – or less if you belong to an industry association.

Available now:

- ▶ Introduction to Visitor Experience (\$35).
- ▶ Introduction to Customer Service Skills.
- ▶ Resolving Customer Complaints Effectively.
- ▶ Introduction to Consumer Legislation.
- ▶ Being a Responsible Host – Licensed Premises.
- ▶ Being a Responsible Gambling Host.
- ▶ Introduction to Preventing Theft and Fraud.

These short introductory courses are purchased online, and can be accessed on smartphone, tablet or computer.

Visit [www.ServiceIQskillsonline.org.nz](http://www.ServiceIQskillsonline.org.nz).

**Find out how we can help your business, by contacting us on 0800 863 693 or email us at [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)**



*ServiceIQ Skills Online courses cover the essentials for businesses in the service industry.*



## Contact us

0800 863 693 – [INTEL@SERVICEIQ.ORG.NZ](mailto:INTEL@SERVICEIQ.ORG.NZ)

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