

You
deserve
great
service.

SKILLS

2016

IQ

Aviation's right stuff

Award-winning
visitor experience

Hospitality gold

Retail's rising stars

AND MORE...

*Celebrating people
with world-class skills*



Celebrating people with world-class skills

This issue of SkillsIQ celebrates the achievements of New Zealanders who deliver excellent service by gaining top skills, knowledge and qualifications on-job in the exciting tourism, travel, aviation, retail, hospitality and museum service sectors.

We have a saying at ServiceIQ: Great staff aren't born. They are trained.



No matter how gifted, passionate or enthusiastic people are in any industry, they need to have the right skills and knowledge. They need to be focused and motivated. On-job training, where you earn as you learn, does all of that and more.

That's why on-job training isn't a nice to have or the last thing you do. It's a must have.

It means that training needs to start from day one and should never end. There's always room for improvement and that's what on-job training is all about.

A new advertising campaign created in conjunction with other Industry Training Organisations (ITOs) launched in 2015. *Got a Trade? Got it Made!* is designed to raise awareness and encourage more young New Zealanders to build great careers by gaining skills, expertise and qualifications while being paid on the job.

ServiceIQ sets the qualification standards and provides on-job training programmes for thousands of talented people in the service industry: tourism, travel, retail, hospitality, aviation and museums.

Here are just a few of the companies we provide on-job training programmes for: Accor, Air New Zealand, BP, Flight Centre, McDonald's, Novotel, Skyline New Zealand, The Warehouse Group, Z Energy.

They're all household names. They are iconic brands. They are market leaders. They have achieved sustained success. And they are all 100% committed to on-job training that gives staff qualifications and customers great service.

We are proud to offer all types of on-job training opportunities, from flexible short online courses, through to programmes and apprenticeships that lead to national qualifications, from certificates up to diplomas.

It means that people working in pretty much every role, in businesses large and small, can get the right skills to build a rewarding career for themselves and contribute to New Zealand's success.

Dean Minchington
Chief Executive Officer, ServiceIQ

EVERY YEAR

18,739
KIWIS
GAIN GREAT
SKILLS
FROM SERVICEIQ
FOR WORK, LIFE AND
AN EXCITING CAREER

From chefs, caterers and baristas, travel agents, tourism and museum guides, hotel managers, aircraft engineers, air traffic controllers, flight attendants, café and restaurant waiters, porters, cocktail makers and maître d's, to retail supervisors, merchandisers and line managers, plus many more.



ServiceIQ is the Industry Training Organisation (ITO) for the service industry. We develop on-job training programmes for businesses keen to provide their staff with relevant skills, training and qualifications, knowing that it's great people who make a great business.

Our vision is for New Zealand to have a world-class service industry through qualified people.

Auckland
Level 4, AMP Centre,
29 Customs Street West, Auckland 1010
PO Box 105 944, Auckland City 1143

Wellington
Level 14, Plimmer Towers,
2-6 Gilmer Terrace, Wellington 6011
PO Box 25 522, Wellington 6146

Christchurch
3/107 Hereford Street, Christchurch 8011
PO Box 920, Christchurch 8140

Phone: 0800 863 693
Email: intel@ServiceIQ.org.nz
www.ServiceIQ.org.nz



Celebrating great visitor experience

New Zealand is blessed with stunning beauty and pristine natural resources. But as well as an abundance of sights, it's the skilled and knowledgeable people who help local and international visitors to enjoy a truly world-class visitor experience. We're proud to work with these winners.



BRILLIANT MARLBOROUGH I-SITES

Destination Marlborough's "Brilliant every day" slogan also applies to staff at the popular region's i-SITE visitor centres in Picton and Blenheim, joint winners of the ServiceIQ 2015 Staff Professional Development Award.

BUILDING ON NEW ZEALAND'S GREAT TOURISM TRADITION

Beautiful Sophia Hinerangi famously led New Zealand's early tourists to the wonder of the Pink and White Terraces, and through Whakarewarewa Village in Rotorua. Today, Manawa Baker and Ringahora Huata continue the proud tradition. With over 15 years combined experience at Whakarewarewa, their expertise has been officially recognised with the top Award in Tour Guiding qualification.



THE HOLIDAY TO REMEMBER

"We're not selling accommodation. We're selling memories," says Rob Clark, manager of the Raglan Kopua Holiday Park and winner of the ServiceIQ Holiday Park Visitor Experience Award 2015.



NIMON & SONS LTD

**SUPREME AWARD
WINNER, HAWKE'S BAY
TOURISM AWARDS 2015**

The successful family company with over a hundred years in the luxury transport business knows what it takes to deliver an outstanding visitor experience.



Hospitality at its best

In any great hospitality business – hotel, restaurant, bar or café – it's highly skilled, passionate people who make the difference between good and great customer service. These up-coming chefs, cooks, baristas and hospitality managers have proved they have the perfect ingredients for success.



LIKE A BRILLIANT CAREER WITH THAT?

With on-job training, employer support and a lot of determination, Kaye Fraser worked her way up from cleaning tables at McDonald's to gain a Diploma in Hospitality and become manager of one the restaurant chain's top performing stores in New Zealand. She was also awarded a McDonald's Manager of the Year award in Los Angeles.



DELAWARE NORTH DINES OUT ON AWARD SUCCESS

Delaware North, operator of seven cafés and bars plus the conference centre at Wellington Airport won ServiceIQ's Excellence in Training and Staff Development Award 2015, at Hospitality New Zealand's Awards for Excellence.

A PIECE OF CAKE

Every year for 10 years, they've practiced their recipes, packed up the gear and driven to the big smoke to win gold in the national cooking championships. And every year they've come home empty handed. Until now. This year, St John's College in Hastings was a supreme winner taking home seven gold medals and the ServiceIQ New Zealand Secondary Schools Excellence Award at the 2015 NZ Chefs National Salon.



MAGICAL DISH GAINS GOLD FOR YOUNG CHEF

Peter Dann from Copthorne Hotel in Palmerston North won the ServiceIQ Apprentice Chef of the Year Award at the New Zealand Culinary Fare. His winning dish: tender roasted Saviour duck breast, black rice, caramel dark medjool date, snap peas, crisp watercress, beetroot chutney, finished with a Cointreau & Nicolas Feuillatte Champagne sabayon.

Runner Up: Nico Parry, Hilton Worldwide (Queenstown)
Finalists: Matt Dickie, Trading Rooms (Akaroa)
Samantha Burmester, Cook'n with Gas (Christchurch)





Celebrating flight

Hundreds of talented New Zealanders are crafting exciting careers on-the-job in the aviation industry, with world-class skills and expertise for excellent customer service before and after take-off. From airport check-in agents, aircraft loaders and ground staff supervisors, to fledgling pilots, flight attendants, air traffic controllers and award-winning aviation engineers.



LEARNING TO FLY

2015 SERVICEIQ GATEWAY FLYING NZ FLIGHT TRAINING SCHOLARSHIP

Timaru teenager Ellie McIlraith is the inaugural winner of the scholarship that will take her from up-coming pilot on the ServiceIQ Aviation Gateway programme to a full time career in the sky.

YOUNG KIWIS SHINE ON GLOBAL STAGE

New Zealand was represented by two top performers at WorldSkills Sao Paulo 2015, the tough international competition for highly-skilled young tradespeople. They were: award-winning chef Jacklin Pillay from Urban Soul café in Auckland who came 24th out of 35; and Chris Robertson, aviation engineer with NZDF at Ohakea who was ranked 6th in the world out of 15 and returned home with a Medallion of Excellence.



HOSPITALITY
Training Trust



LOW FLYER WINS TOP PRIZE

With highly skilled aviation engineers, specialist topdressing company Ravensdown Aerowork won the prestigious ServiceIQ Award for Excellence in Training at the 2015 Aviation Industry Association Awards in Queenstown.



Top of the shops

It takes great skill and knowledge to compete successfully in retail. Many New Zealand businesses, from large chain stores to tiny boutiques use ServiceIQ training programmes to give staff the vital know-how it takes to build a career and win.



RISING RETAIL STARS CLAIM TOP PRIZE

Rebekah Brown of Resene in Auckland and Jess Pulham of Carvin Streetwear in Gore share the glory as ServiceIQ NZ Retail Professional Winners 2015, Top Shop Awards.



SHOP FLOOR TO TOP FLOOR

The Warehouse Group opened its new Learning Centre in Auckland and celebrated the success of 29 staff who gained national retail qualifications thanks to on-job training. The influential company sets its trainees on a pathway for career achievement that can take them all the way to the top.

REGIONAL WINNERS

Selena Campbell, Rosebowl Bakery & Café (lower North Island)

Rebekah Coulter, Leading Edge Communications (upper South Island)

Ashley Brunel, Liquor King (central North Island)



Museums

Great customer service is a vital part of the mix in attracting visitors and keeping them coming back for more.

GOLD RUSH

SERVICEIQ BEST MUSEUM VISITOR EXPERIENCE AWARD

The Waihi Gold Discovery Centre took out the top prize for best visitor experience at the New Zealand Museum Awards.



You've got it made!

ServiceIQ teamed up with six other Industry Training Organisations to get behind *Got a Trade? Got it Made!* a new campaign promoting the fantastic career opportunities in trades and services. Thousands of talented New Zealanders, including school leavers, get a job and choose to earn as they learn – working with experts, gaining practical skills, and solving real problems in real work environments.

Blair Foster, Desiree Norman, Nicole Brian and Ash Wade all have great jobs in the service industry and enjoy the benefit of on-job training to advance their exciting careers.



BLAIR FOSTER

Blair Foster graduated from university and took a job as a trainee operations manager with the best office in the world – at the award-winning tourism attraction Skyline Queenstown. He's earning and learning the ropes for a stunning career that can take him around the world.



DESIREE NORMAN

Three years ago, Desiree Norman started out as a part-time retail assistant. She upskilled on-job to gain national qualifications and awards, and now she manages Dick Smith's busy store in downtown Auckland.



NICOLE BRIAN

When Nicole Brian ditched dull office work for a job in aviation, her career really took off. Now she's earning and learning with Air New Zealand in Christchurch to become a fully qualified aeronautical engineer.



ASH WADE

Ash Wade gave cooking a go in his last year at school, and was good enough to score a job in a restaurant kitchen where he started his ServiceIQ Cookery Apprenticeship. At just 22, he's an award-winning chef at The Village Bar and Restaurant in Patumahoe, Auckland.

OVER 16,831 SUCCESS STORIES

Everyone with a ServiceIQ qualification is a winner and can celebrate and share their success online with the ServiceIQ Achievement Gallery. www.ServiceIQ.org.nz/you



ANYONE CAN UP-SKILL ONLINE

Over 30,000 people have upskilled with ServiceIQ's quick online courses. You can too. Check out them out here: ServiceIQskillsonline.org.nz



LEARN AS YOU EARN

If you're an employee in one of our exciting service sectors, chances are you have the opportunity to upskill on-job to advance your career. There are many great programmes to choose from, starting with basic skills and knowledge, through to high level diplomas.

Talk to your employer about the right ServiceIQ programme for you.



GREAT STAFF AREN'T BORN THEY ARE TRAINED

ON THE
JOB

ServicelQ.org.nz

