

Create the perfect blend of business and employee performance

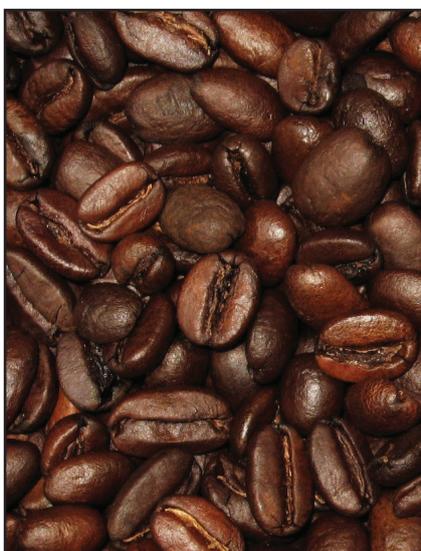
Introducing CaféIQ

CaféIQ is the easy-to-use assessment tool that works seamlessly with your café's current standard operating procedures and training systems. It helps you guarantee high standards and consistent quality service to your customers across the café/café chain, regardless of location and employee numbers.

It not only works for your business, it also works for your employees. They will learn useful new career skills and knowledge, and on completion, they will receive a nationally recognised qualification: New Zealand Certificate in Food and Beverage with a strand in Café Service – Level 3.



Practical barista skills



Coffee knowledge



Café table service

Benefits for your business

CaféIQ assessment helps you to:

- ▶ increase sales
- ▶ provide a consistently positive customer experience
- ▶ attract great reviews
- ▶ keep customers coming back
- ▶ provide a faster, better service to customers
- ▶ retain employees and boost loyalty
- ▶ enhance your reputation and brand.

Benefits for your employees

CaféIQ assessment helps your employees to:

- ▶ gain specialist skills and knowledge
- ▶ understand the importance of their role
- ▶ enjoy the satisfaction of a job well done
- ▶ build on their career in the hospitality industry
- ▶ achieve a nationally recognised qualification.

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Your CaféIQ Assessment Toolkit

ServiceIQ provides all the material for the programme.

For your employees: They are given a CaféIQ workbook covering what they need to do to achieve the qualification, including a logbook, exercises, and the tools to assess and verify their work.

For your in-house verifier: You choose someone to help monitor employee progress. They will be trained and ServiceIQ will provide a guide book to help them carry out this role.

For your assessor: One of your employees can be trained to be an assessor by ServiceIQ. As part of their training, they will receive a guide to help them assess the programme. With your own in-house assessor, you can run a sustainable training programme for employees.



Essential know-how for your business

During the training programme, your employees will learn these important skills:

- ▶ Workplace health and safety.
- ▶ Approved food safety.
- ▶ Confidently applying your standard operating procedures.
- ▶ Excellent food and beverage service in a café.
- ▶ Effective communication and customer service skills.

You will also boost capability with one of these options:

- ▶ Practical barista skills.
- ▶ Coffee knowledge.
- ▶ Café table service.

Cost

The only cost is the time it takes for you to skill your employees on-the-job. ServiceIQ covers the cost of all of the training material for your employees, and the cost to train your in-house assessor.



Why ServiceIQ?

ServiceIQ is your industry-endorsed training partner committed to helping you build a successful business through world-class customer service and qualified employees. As the Industry Training Organisation (ITO) for New Zealand's service industry, our experts work with industry to develop top quality on-the-job training programmes that make a positive difference for businesses and their employees.

Order your perfect blend

To get CaféIQ working for your business, please contact your ServiceIQ Sector Advisor on 0800 863 693. Level 14, Plimmer Towers, 2-6 Gilmer Terrace, Wellington 6011, PO Box 25522, Wellington 6146