

ServiceIQ's
essential
skills to
build your
business

Be your customers' first choice every time

New Zealand Certificate in Food & Beverage (Level 3)

Choosing where to eat or enjoy a drink comes down to the food, the atmosphere and the service. Having employees with the right skills and knowledge helps make your establishment the top choice for your customers.

The New Zealand Certificate in Food & Beverage is designed to help you do just that. It is easily achieved by your employees, on the job, and at a pace that works for them and your business.

Your employees will gain expertise in everything from essential core skills to a choice of specialist areas for cafés, bars, clubs and restaurants.



Benefits for your business

Upskilling your employees in this on-job training helps you:

- ▶ meet your customers' expectations for great service
- ▶ get top reviews and recommendations
- ▶ increase productivity and sales
- ▶ boost morale and teamwork, and retain skilled employees
- ▶ continually improve service with new skills.



Benefits for your employees

Upskilling your employees in this on-job training helps them:

- ▶ take on more responsibility with confidence
- ▶ understand the importance of their role for your business and customers
- ▶ increase their job satisfaction
- ▶ gain a nationally-recognised qualification to build a career.

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ServiceIQ

Te Pūkenga



Lift off!

Delaware North is a leading global food service and hospitality company with prestigious contracts from NASA’s Kennedy Space Complex Visitor Centre and London’s Wembley Stadium to Wellington’s International Airport. The 100-year-old company knows success starts with skilled employees.

Solution: Delaware North has 65 employees running seven different concept stores and the conference centre at Wellington Airport. To ensure top service and job satisfaction, they upskill employees with the New Zealand Certificate in Food & Beverage (Level 3) – all part of the company’s global continuous improvement programme.

Result: Delaware North New Zealand Business Manager Harish Purohit says: “Giving our people the opportunity to qualify raises the benchmark and creates momentum in the business. We know from great feedback that our customers really do receive a superior service from knowledge and helpful employees.”

Programme Features – Practical skills for success

Your employees will gain these essential skills and your business will benefit. Here’s a brief summary of what they will learn for great customer service:

Core skills and knowledge	Café	Bar	Barista	Buffet	Restaurant
<ul style="list-style-type: none"> ▶ Food safety ▶ Delivering professional service ▶ Effective communication ▶ Occupational health and safety ▶ Dealing with unexpected situations 	<ul style="list-style-type: none"> ▶ Takeaway service ▶ Handling transactions ▶ Hospitality sales and service ▶ Choose from: table service, counter service, responsible drinking environments, coffee 	<ul style="list-style-type: none"> ▶ Alcohol beverage service ▶ Responsible drinking environments ▶ Hospitality sales and service ▶ Choose from: beer or wine 	<ul style="list-style-type: none"> ▶ Prepare and present espresso beverages for service ▶ Plan and coordinate espresso beverage service 	<ul style="list-style-type: none"> ▶ Prep buffet service and equipment ▶ Sales and service opportunities 	<ul style="list-style-type: none"> ▶ Food and beverage service ▶ Order of service ▶ Menu knowledge ▶ Sales and service opportunities



Why ServiceIQ / Te Pūkenga?

ServiceIQ is part of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service.

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Talk to us

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.