



# How do successful restaurants and bars **manage** to impress customers?

New Zealand Diploma in Hospitality Management Level 5

In any successful restaurant, bar, café or club, skilled hospitality managers make the difference between a good and great customer experience. Specially designed for higher level hospitality management, the New Zealand Diploma gives your senior people the vital skills and capability to provide outstanding customer service.

It covers everything they need to know, from effective operations management, financial management, to people management and development for business success. They also upskill in food and beverage management.



## Benefits for your business

Upskilling your people in this qualification helps you:

- ▶ build strong teamwork
- ▶ increase productivity
- ▶ energise your workplace
- ▶ put reliable systems in place
- ▶ plan with confidence from accurate financial reporting and informed decision making
- ▶ fulfill your business's legal responsibilities
- ▶ bring out the very best in your people
- ▶ develop and retain great employees
- ▶ increase employee motivation and loyalty

- ▶ offer a seamless guest service at every level
- ▶ get great reviews and recommendations.

## Benefits for your employees

Upskilling in this qualification helps your people:

- ▶ confidently manage and lead the team
- ▶ understand the importance of their role for your business
- ▶ increase their motivation
- ▶ enjoy even greater career satisfaction
- ▶ gain an internationally recognised qualification endorsed by industry.

[intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz) • 0800 863 693

## Speaking from experience...

Diana Pietruschke, Restaurant Manager, Gibbston Valley Wines

How has the diploma developed your operational and leadership management skills?

“I learned how to manage people based on their different personalities, as different people need different approaches and support in their learning processes. It was invaluable.”

Favourite part?

“Designing a menu and learning how to price it was really interesting.”

Samuel Cunningham, Restaurant Manager, Blankenburg Belgian Beer Restaurant, Takapuna

How are your leadership skills? Advice?

“The diploma has improved my abilities immensely. I’ve enjoyed being a manager and now I have the tools, I’m looking forward to stepping up to be a leader.

“I recommend this for anyone who loves what they do and is passionate about interacting with people. It gives you the tools and everything you need.”

The New Zealand Diploma of Hospitality Management Level 5 is easily delivered to your managers in a series of modules. It is designed for them to be able to upskill on job and study while working full time or part time. In addition, Artisan Consulting holds workshops in the main centres and provides mentoring for your people.

The qualification includes:

### Operations Management

Demonstrate knowledge of purchasing and stores management, roster planning and management control systems. Apply cost and revenue requirements, use financial data and reporting to make the right business decisions. Monitor and maintain the application of standard operating procedures and health, safety and security practices. Develop a maintenance schedule, maximise commercial viability of service products, and more.

### People Management

Learn how to plan for and select your team, lead and manage effectively to meet service delivery outcomes, and use the right planning and performance systems to get the best out of individuals and the team.

### Food & Beverage Management

Essential knowledge and skills to effectively manage and operate a food and beverage service in a restaurant, café, club or other commercial hospitality environment.

## Why ServicelQ and Artisan Consulting?

This Diploma is developed by ServicelQ, Industry Training Organisation for the service industry. ServicelQ partners with Artisan Consulting, expert training professionals and specialists in leadership communications, to successfully deliver the New Zealand Diploma to hospitality managers and leaders nationwide.

## Industry endorsed

This qualification is recognised by:



## Talk to us

To find out more, please contact your ServicelQ Training Advisor on 0800 863 693 or intel@ServicelQ.org.nz.  
Or Artisan Consulting on 0800 40 41 42.