

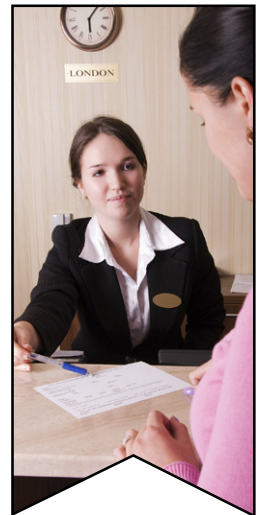
ServiceIQ's
essential
skills to
build your
business

Your key to great service. Always.

Introducing HotelIQ

A reputation for consistently excellent service boosts your business. That's why the **HotelIQ** assessment tool helps guarantee first-class service for your guests. By integrating with your standard operating procedures, **HotelIQ** helps you to know that your employees are meeting the required standards.

HotelIQ assessment also works for your employees who get professional satisfaction from doing an exceptional job and building their career with a nationally recognised New Zealand Certificate qualification Level 3 or Level 4.



Benefits for your business

HotelIQ assessment helps you to:

- ▶ provide a consistently impressive guest experience
- ▶ attract great online reviews and word-of-mouth recommendations
- ▶ keep customers coming back
- ▶ retain valued employees and boost loyalty
- ▶ enhance your reputation and brand
- ▶ maintain sustainable service excellence
- ▶ increase sales.

Benefits for your employees

HotelIQ assessment helps your employees to:

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

intel@ServiceIQ.org.nz • 0800 863 693

Essential skills for your business

Your employees will refresh important foundation skills: personal presentation, greeting guests, safety and security. And they'll develop the specialist skills related to their role to help them reach the standards of the national qualification.

These specialist areas include:



Restaurant Services (Level 3)

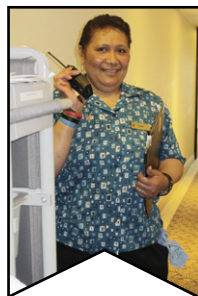
From welcoming your guests to the restaurant to serving them coffee and arranging their bill at the end of the evening, excellent service is a vital ingredient.

Knowledgeable, polite and professional waiting staff not only ensure your guests have an enjoyable time, they are also great sales people. They take ownership of your guests' experience. With **HotelIQ**, your restaurant team will become proficient in all these skills. They will also learn complaints handling, food safety, personal presentation and more.



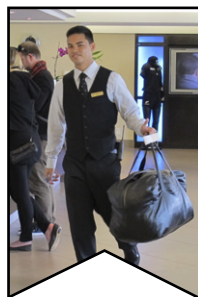
Functions Service (Level 3)

Whether it's a wedding or a corporate event, it's a very special occasion for your guests. **HotelIQ** helps you make sure your team has the essential skills to make it an enjoyable event. This includes greeting your guests, providing a streamlined buffet and beverage service and making sure everything runs smoothly.



Housekeeping (Level 3)

You know that crisp and clean room presentation, politeness and helpfulness are qualities guests look for. The housekeeping assessment perfects your team's practical skills and develops their communications expertise to help you meet your guests' expectations and attract favourable reviews and return business.



Portering (Level 3)

First impressions are vital for success, and a polished porter service provides the right welcome from the minute your guests arrive. This assessment is about seamless arrival and departure services, teamwork, excellent communication skills with people from different cultures, hotel knowledge and local information about amenities and attractions. Everything your guests need.



Reception (Level 4)

Professional front office employees attract guests by offering them a warm welcome and their exceptional organisation and problem-solving skills make your hotel a favourite. Essential know-how for your reception team includes advanced communication and customer service skills, recognising sales opportunities, how to effectively multi-task, manage complaints, process accounts and balance reconciliation. All part of the expertise your guests expect.



Situation: Millennium & Copthorne Hotels New Zealand Limited is focused on great service and helping employees develop their talents with nationally recognised qualifications.

Solution: The international company in New Zealand uses HotelIQ to build employees' skills and increase their job satisfaction.

Graham Parker, Learning and Capability Manager Millennium & Copthorne Hotels New Zealand Limited says: "We are proud to offer our employees opportunities to become qualified in their chosen field. Using HotelIQ to assess competencies is an effective way for our employees to gain their qualification. Because HotelIQ is completed 'on job' using performance reviews and appraisals, all our employees can maximise their potential without having to leave work or have high levels of literacy.



How the HotelIQ assessment works in with your business

HotelIQ is designed to integrate flawlessly with your day-to-day business operation and let your employees upskill on job. Here's how it works:

- ▶ Your employees upskill according to the hotel's Standard Operating Procedures. Their work is verified by their supervisor/manager by using a regular performance review.
- ▶ Each employee will also work through a range of activities and fill in a **HotelIQ** evidence record.
- ▶ Once your employee has completed everything, their new skills and evidence of achievement will be evaluated by an assessor* and they'll be approved to gain their qualification.

*If you don't have a qualified assessor, ServiceIQ can train one or more of your employees to be in-house assessors.



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 job training programmes that make a positive difference for businesses and their employees.

Talk to us

To get **HotelIQ** working for your business, please contact your ServiceIQ Training Advisor on **0800 863 693** or intel@ServiceIQ.org.nz.

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