



Build the experience

YOU'VE GOT THE BOOKING.

NOW, GET THE RECOMMENDATION.

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**Service IQ** SMARTER PEOPLE FOR  
SMARTER BUSINESSES



## You are the destination.

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New Zealand is a vibrant tourist destination that brings together people and places. If you're working in the tourism industry, you are helping people discover the sights and sounds of New Zealand. Our visitors might wake up in a holiday park, bungee over the Kawarau, take a guided wine tour in Queenstown, cross the Tongariro, spelunk through Waitomo Caves, or check out a Hobbit location – it's all here in New Zealand. How our visitors experience this great place makes all the difference.

Every touch point a customer has with your business makes up the visitor experience. Get everything right, from the promise to the memory, and your visitors' enjoyment increases. The key is crafting what you offer, and how your skilled team work together to deliver that offer.

The right customer service, in the right way at the right time, gets your tourist operation to the top of the list and recommended by others. That's where ServiceIQ can help. We'll keep your business on top by helping your staff develop the finer skills to support the requirements of their job.



*The right customer service, in the right way, at the right time, is the key to getting your tourist operation to the top of the list and recommended by others.*



## Success depends on skilled people.

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Tourism is part of the lifeblood of our nation. It employs thousands of people, each of whom needs the skills and knowledge to make a positive impact on visitor experience. Whether behind the scenes or out front guiding, serving or selling, good skills and customer service lead to happy clients and success for your business.

### **Expertise builds experts.**

As the government-mandated industry training organisation for New Zealand's service sectors, ServiciQ has the expertise and experience to help your people be the best they can.

Our wide range of on-job training programmes is carefully designed, with tourism industry input, to give your employees the skills and knowledge they need to be successful and make the most of their job. The programmes are easily delivered, on the job, and at a pace that works for your business. This way, you, your people and your customers get the immediate benefit of new skills designed to help take your business to the next level.

### **Satisfaction guaranteed.**

The programmes have another advantage: on successful completion, your employees will be awarded with a nationally recognised qualification. Achieving a high standard gives you the confidence that your people have the right skills to provide customers with great service, and it gives your people increased job satisfaction and motivation.

### **Cost?**

There are options where the training programmes could be free. We also offer cost-effective online short courses that allow learning anywhere, anytime. These short courses are ideal as part of the induction for new employees.



*Our wide range of on-job training programmes is carefully designed to give your employees the skills and knowledge they need.*



## Great leaders aren't born. They are trained.

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You will know that people may be experts at their job, but it takes a completely different set of skills to manage and lead a team successfully...

Great leaders have real hands-on operational experience plus excellent management and leadership skills. ServiceIQ offers two popular programmes designed to give your talented employees with management potential the skills they need to take on greater responsibility and contribute more to your business.

The business management programmes are two-tiered and lead to nationally recognised qualifications. They are also perfect for business succession planning.

- 1. New Zealand Certificate in Business (Introduction to Team Leadership) Level 3** is ideal for supervisors or the people you want to move into effective team leadership or supervisor roles.
- 2. New Zealand Certificate in Business (First Line Management) Level 4** is designed for your team leaders or supervisors who are ready to step up into management.

Both programmes involve a mix of theory and practise. They are completed separately and can be easily achieved by your employees on the job and at a pace that works for your business. Your ServiceIQ advisor will be able to help you decide what works best for your business and your people.



*Good managers are invaluable. They help keep your staff 'on song' and driving towards your business goals.*



## Your destination.

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People working with you need the skills to appropriately handle and maintain your business, and bring your attraction to life for visitors. By providing a great experience, you and your staff will create the right impression to help attract great reviews, recommendations, and more visitors.

**ServiceIQ programmes include:**

▶ **New Zealand Certificate in Tourism (Visitor Experience) – Level 3**

This gives your employees the skills and knowledge they need to provide a great visitor experience and help you build an even more successful tourism business. Perfect for new recruits, trainees gain skills in excellent customer service, communication, health, safety and security practices, Māori language and customs and more.

▶ **New Zealand Certificate in Tour Guiding – Level 4**

This is perfect for experienced employees ready to take their career to the next level. They'll learn the best practice standards and knowledge for guided interpretation, tour group leadership, guiding adventure tourism activities, industry workplace practices, legal requirements, environmental responsibilities and more.



*People working with you need the skills to appropriately handle and maintain your business, and bring your attraction to life for your visitors.*



## Your one-stop retail training shop.

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Get the benefit of proven skills for your people to help your store stand out from the competition with outstanding customer service. We offer expert on-job training programmes for your people, from school leavers all the way to essential leadership knowledge and qualifications for your senior retail managers.

### ServiceIQ programmes include:

#### *Getting retail basics right*

##### ▶ **New Zealand Certificate in Retail – Level 2**

This is the perfect start for employees to get vital knowledge they need to succeed in retail. Your people learn core skills in communication, sales, numeracy and literacy and excellent customer service.

#### *Ready to take the next step*

##### ▶ **New Zealand Certificate in Retail – Level 3**

An on-job training programme to help take your more experienced retail assistants and assistant managers, with a talent for leadership, to the next level. It gives your people the professional knowledge, standards and best practice skills they need to become supervisors and senior store managers.

#### *Leading your team, your store*

##### ▶ **New Zealand Certificate in Retail – Level 4**

Line managers, senior team leaders and supervisors who have the talent to manage a store can get the professional skills and knowledge they need for this important role. Your up-coming manager/s will learn industry endorsed best practice standards for everything they need to know to be able to run the store effectively and help build the business.



*Good staff delivering great service transform what could be seen as a way to get more income into a welcome part of the overall experience.*



## Your eatery.

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Your food and beverage operation can be a good source of income as well as pleasure for your visitors. Good cafés and restaurants increase your potential numbers simply through return custom. The key to success – good people, good food and great customer service.

**ServiceIQ programmes include:**

- ▶ **New Zealand Certificates in Food & Beverage Service at Levels 3 and 4**  
Deliver great customer service with the essential and advanced skills your front of house team need to build a successful business. Enhance service, attract customers and keep them coming back for more.
- ▶ **New Zealand Apprenticeship in Cookery** – the place to start for a restaurant career. Leads to the New Zealand Certificates in Cookery Levels 3 and 4.
- ▶ **National Diploma in Hospitality (Operational Management) – Level 5**  
Give your senior people the vital skills, knowledge and capability to be able to manage the day-to-day operations, staff and planning, and pull everything together to provide a first-class customer service. Specially designed for experienced and talented staff ready to take their career even higher.



*The key to success – good people,  
good food and great customer service.*



**ServiceIQskillsonline.org.nz**

## Your online training partner.

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Online learning can be done anywhere and anytime. Whether new, young, experienced or older, all your staff can quickly be brought up to speed or get refresher training, helping you maintain consistent service no matter where they are.

**ServiceIQ Skills Online** provides online courses that cover the key essentials for businesses in the service industry, and most for a cost-effective price of just \$25 each – or less if you belong to an industry association.

Available now:

- ▶ Introduction to Visitor Experience (\$35).
- ▶ Introduction to Customer Service Skills.
- ▶ Resolving Customer Complaints Effectively.
- ▶ Introduction to Consumer Legislation.
- ▶ Being a Responsible Host – Licensed Premises.
- ▶ Being a Responsible Gambling Host.
- ▶ Introduction to Preventing Theft and Fraud.

These short introductory courses are purchased online, and can be accessed on smartphone, tablet or computer.

Visit [www.ServiceIQskillsonline.org.nz](http://www.ServiceIQskillsonline.org.nz).

**Find out how we can help your business, by contacting us on 0800 863 693 or email us at [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)**



*ServiceIQ Skills Online provides a number of online courses that cover the key essentials for businesses in the service industry.*



## Contact us

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