

# Z Forecourt Concierge Programme

## FUEL YOUR RETAIL CAREER WITH Z!



**Learn the ropes from New Zealand's famous service experts – you'll be looking after customers, looking after cars, and looking after yourself by gaining skills that can get you on the road to an exciting career in retail.**

The Z Forecourt Concierge Certificate is a Gateway Programme that gives students a great opportunity to gain both valuable work experience plus NZQA credits that can be used towards a nationally recognised New Zealand Certificate in Retail.

They'll be supported and learn important skills in line with industry standards including: customer service; health and safety; effective communication; personal presentation; product knowledge and teamwork.

A career in retail offers loads of possibilities, from customer care and sales and marketing through to management.

### How it works

Selected students will receive a 10 day work experience placement over a 10 week period within a Z site and will be supported by a Z Coach and a ServiceIQ Coordinator who liaise with store management to make sure they get an all-round understanding of the world of Z. Students will receive learning resources and e-learning logins to the Z Academy.

A clear development plan will be set and their work experience will be assessed in-store and through the Coordinator who also keeps the school up to date with progress.

### Benefits for students

- ▶ get an introduction to an exciting career within retail
- ▶ gain credits towards a nationally recognised qualification
- ▶ get real experience in a real workplace
- ▶ enjoy the camaraderie from working as part of a team
- ▶ learn great industry skills and knowledge essential for a retail career
- ▶ learn valuable life skills in a supportive environment.

This successful programme is a partnership between ServiceIQ and Z Energy Ltd.

### TALK TO US

**ServiceIQ**  
SMARTER PEOPLE FOR  
SMARTER BUSINESSES

For more information  
please contact ServiceIQ:

0800 863 693  
schools@ServiceIQ.org.nz

**ServiceIQ.org.nz**



**Z.co.nz**

## School 2 Career

### Programme details

The programme involves 10 days' work experience over a 10 week period.

Specific regions offer a two week holiday programme from Monday to Friday. Please contact your Workforce Engagement Advisor for more information.

Schools to provide safety boots – as per Z Health & Safety guidelines.

It costs \$500 +GST per student and results in a Z Forecourt Concierge Certificate. The certificate is made up of a set menu of NZQA credits (see below) which may be used towards a New Zealand Certificate in Retail.

As part of Z in Schools package each student will receive:

- ▶ work placement from 10am – 5pm each placement day
- ▶ full uniform including pants, shirt, cap and name badge (to be returned on last day of placement)
- ▶ learning and assessment resources and a dedicated Z Coach
- ▶ assessment and support from a ServiceIQ Coordinator.

### Menu

Unit	Title	Level	Credits
57	Provide customer service	2	2
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
9677	Communicate in a team or group which has an objective	2	3
11938	Assist customers to select goods and/or services	2	5
11971	Use safe work practices in a retail environment under supervision	2	3
24871	Complete complex forms	2	2
28145	Interact with customers in a service delivery context	2	2
<b>Total Credits</b>			<b>20</b>

### Why ServiceIQ?

ServiceIQ is the training partner for retail, hospitality, tourism and aviation sectors within the service industry. We help hundreds of businesses build success through world-class customer service, and we help young New Zealand students get a head-start with skills they need for a satisfying career and employment in the New Zealand service industries.

### TALK TO US

**Service IQ**

SMARTER PEOPLE FOR  
SMARTER BUSINESSES

For more information  
please contact ServiceIQ:

0800 863 693  
schools@ServiceIQ.org.nz

**ServiceIQ.org.nz**



**Z.co.nz**