

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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Service IQ

SMARTER PEOPLE FOR
SMARTER BUSINESSES



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	Restaurant
<ul style="list-style-type: none"> ▶ Food safety. ▶ Delivering professional service. ▶ Effective communications. ▶ Occupational health and safety. ▶ Dealing with unexpected situations. 	<ul style="list-style-type: none"> ▶ Sales and service opportunities. ▶ Handling transactions. ▶ Takeaway service. ▶ Choose between: counter service or table service, and ▶ Choose between: host responsibility or espresso service. 	<ul style="list-style-type: none"> ▶ Alcohol beverage service. ▶ Host responsibility. ▶ Sales and service opportunities. ▶ Choose one or both of these: beer and beer service; viticulture and wine making. 	<ul style="list-style-type: none"> ▶ Food and beverage orders. ▶ Food table service. ▶ Beverage table service. ▶ Maintaining tables, dining and service areas.



Why ServiceIQ?

ServiceIQ is your industry-endorsed training partner committed to helping you build a successful business through world-class customer service. We are the Industry Training Organisation (ITO) for the service industry and our experts develop top quality on-job training programmes that make a positive difference for businesses of all sizes right across New Zealand.

Talk to us

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