



Build the experience

BUSINESS TRAINING SOLUTIONS FOR MUSEUMS





Definitely a destination

Your museum or gallery undoubtedly has a great collection, but to your visitors it's definitely a destination. Whether they are making a short visit to see something special or a full day's exploration, your visitors base their view – and any review – on the entire experience they have.

From entry to exhibition, and from salad in the café to souvenirs in the shop, every interaction with your staff is a customer touch point that can bring glowing reports and repeat visits. Your visitors expect to receive great customer service throughout your museum or gallery, and that's where ServiceIQ can help keep your institution on top.



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on the entire experience they have.*

SERVICE

INDUSTRY

QUALIFICATIONS



Success depends on skilled people

Museums and galleries are part of the lifeblood of our nation. They employ thousands of people and many more volunteer. Every one of them needs the skills and knowledge to do their job, and each has an impact on visitor experience. Whether behind the scenes curating or cooking, or out front guiding, serving guests or selling artwork, it is good skills and customer service that lead to success.

Expertise builds experts.

As the government-mandated industry training organisation for New Zealand's service sectors, ServiceIQ 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 museum sector 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 organisation. This way, you, your people and your visitors get the immediate benefit of new skills designed to help take your organisation to the next level.

Satisfaction guaranteed.

The programmes have another advantage: on successful completion, your people 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 visitors 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 staff.



Great leaders aren't born, they are trained

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 organisation.

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

- 1. New Zealand Certificate in Business (Introduction to Team Leadership) Level 3**
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**
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 organisation and your people.



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



Your collection

People working with your collection need the skills to appropriately handle and maintain collection items, as well as to bring them to life for your visitors.

ServiceIQ programmes include:

- ▶ **New Zealand Certificate in Museum Practice (Level 4)**
Essential skills and knowledge to enhance your museum operation and visitor experience.
- ▶ **Visitor Savvy Award**
Ideal for entry-level employees, this training programme gets them up to speed with the essentials of excellent customer service. Available in print or entirely online, it's your go to for every new staff member.
- ▶ **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)**
Services such as visitor interpretation, group management, tour leadership, interpretation while on a tour, administrative tasks both before and after a tour, and health and safety of a tour group.



People working with your collection need the skills to appropriately handle and maintain collection items as required.



Your one-stop retail training shop

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

▶ **Retail Savvy Award**

The ideal entry-level retail training. Easily delivered to employees on the job and at a pace that works for your business. Plus, it's available in print or online. Upskill your new people in: service delivery, product knowledge and health and safety.

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 revenue.



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

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:

- ▶ **Hospitality Savvy Award**
Get your new staff kitchen and service-ready quickly and easily by upskilling them on-job in all the essentials of food safety, customer service, health and safety and more.
- ▶ **New Zealand Apprenticeship in Food and Beverage**
Develop front-of-house staff with the right skills and knowledge to help make your establishment the top choice for your customers. Leads to the New Zealand Certificates in Food and Beverage Levels 3 and 4, which can also be done separately.
- ▶ **New Zealand Apprenticeship in Cookery**
The place to start for a successful restaurant career. Leads to the New Zealand Certificates in Cookery Levels 3 and 4, which can also be done separately.
- ▶ **National Diploma in Hospitality – Level 5**
Give your senior people the vital skills, knowledge and capability to be able to manage 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

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 short 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.

Find out how we can help your business, by contacting us on 0800 863 693 or email us at intel@ServiceIQ.org.nz



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SMARTER PEOPLE FOR
SMARTER BUSINESSES