



Find out more!

## Great clubs deserve skilled people, fast

# Clubs Savvy Award

Clubs are a cornerstone of Kiwi communities and they're a unique part of the hospitality world. To keep your club thriving, you need staff who understand what makes the experience special for your members.

That's where the Clubs Savvy Award comes in. This practical, on-the-job training programme equips new recruits with the essentials: health and safety, food safety, customer service and the key procedures that keep your club running smoothly.

Because it's NZQA approved, your people gain nationally recognised skills, a great first step towards further hospitality qualifications and an exciting career in the club sector.

The programme is designed to be completed on-job in just four months or less, making it easy and cost-effective for your business.

### Programme features – Service Skills for Success

Your staff will learn the fundamentals that matter most to your members and your team. Here's just a brief summary of what they will learn:

- ▶ How to keep members, visitors, and staff safe with correct health, safety and security practices.
- ▶ The essentials of food safety and how to apply them in a food-related club environment.
- ▶ How to interact effectively with staff, managers and customers to deliver great service.
- ▶ Applying your club's standard operating procedures and code of conduct on the job.
- ▶ Understanding the principles of professional behaviour in a service delivery workplace.

**Available on-job in print and online.**

**Find out more:** [www.ServiceIQ.org.nz/training/hospitality/food-and-beverage-programmes](http://www.ServiceIQ.org.nz/training/hospitality/food-and-beverage-programmes)

**ServiceIQ**  
Industry Qualifications



**CLUBS**  
NEW ZEALAND INC

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

**Contact us: 0800 863 693 | [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)**