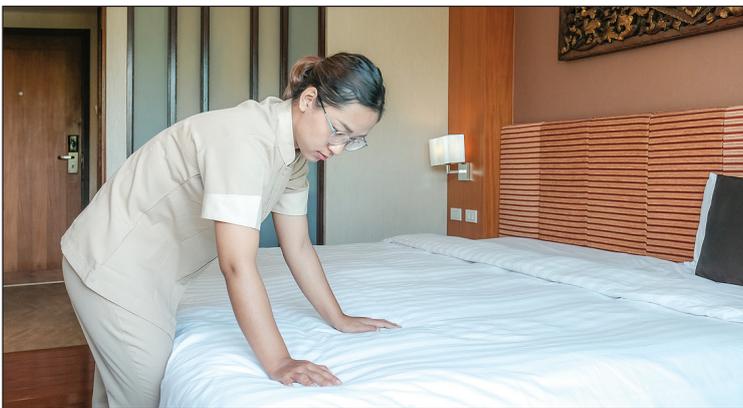


Getting started in accommodation

Accommodation Savvy Award – Available on-job in print and online

To survive and thrive, great accommodation businesses need skilled people, fast. Now you can get your new recruits service-ready quickly and easily, by upskilling them on-job in all the essentials of guest room servicing, health and safety, maintaining and taking care of stock, and your standard operating procedures and code of practice. The brand-new bite-size Accommodation Savvy Award induction training programme speedily delivers the must-have keys for all successful hotels, motels, lodges, motor inns, up-market holiday parks and retirement villages.

And, because it's NZQA approved, the Award rewards your staff with four unit standards, making it the perfect foundation to full accommodation qualifications and a rewarding career. Specially designed for fast-paced businesses, the Accommodation Savvy Award is completed easily by new recruits on-job in only 16 weeks or less.



Benefits for your business

Upskilling your employees in this induction programme helps you:

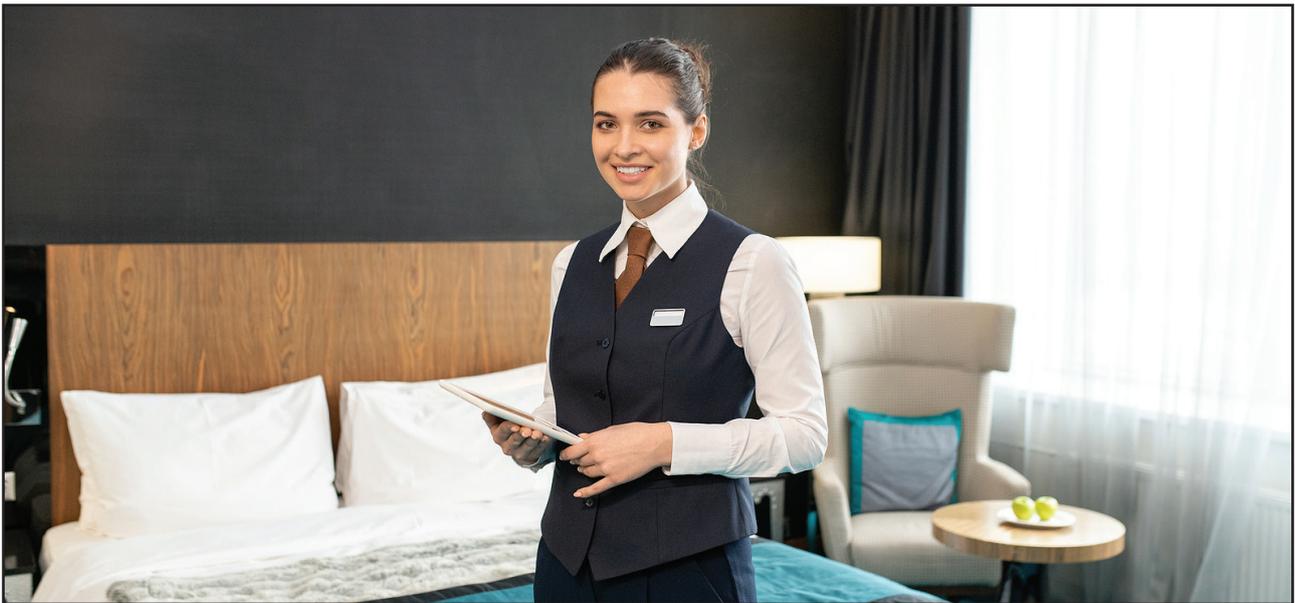
- ▶ get new recruits working the right way, quickly and easily on the job
- ▶ protect your reputation by complying with health and safety regulations
- ▶ have confidence your people know what they are doing
- ▶ attract positive reviews
- ▶ keep customers coming back
- ▶ increase productivity and sales
- ▶ stand-out from the competition with great customer service
- ▶ retain great staff with career development opportunities
- ▶ boost teamwork
- ▶ continually improve your service to customers.

Benefits for your employees

Upskilling your employees in this induction programme helps them:

- ▶ gain quickly and easily the essential skills they need to do a great job
- ▶ understand the importance of their role in your business
- ▶ increase their job satisfaction
- ▶ gain NZQA unit standards and credits
- ▶ kick-start a rewarding career in New Zealand's vital accommodation industry.

intel@ServiceIQ.org.nz • 0800 863 693



Programme features – Essential Accommodation and Service Skills for Success

Your new recruits starting out in accommodation will gain vital basic skills and knowledge for a successful business. Here's just a brief summary of what they will learn:

- ▶ Efficient and effective room cleaning and servicing, including room reset, safe rubbish disposal, fitting and appliance operation and safety, and identifying and reporting maintenance needs.
- ▶ How to provide excellent customer service experiences.
- ▶ How to keep your customers and employees safe by using the correct health, safety and security practices.
- ▶ Procedures for responding to emergencies, accidents and incidents.
- ▶ Maintaining and replenishing stock, whilst preventing damage, wastage, theft and other intentional loss.
- ▶ Ensuring security of high-value items.
- ▶ How to apply standard operating procedures and the code of conduct in your business.



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.

More

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