



Find out more!

Your key to great service. Always.

Introducing HotelIQ

A reputation for consistently excellent service boosts your business. That's why the HotelIQ assessment tool helps guarantee first-class service for your guests. By integrating with your standard operating procedures, HotelIQ helps you to know that your employees are meeting the required standards.

HotelIQ assessment also works for your employees who get professional satisfaction from doing an exceptional job and building their career with a nationally recognised New Zealand Certificate qualification Level 3.

HotelIQ – Essential skills for your business

Your employees will refresh important foundation skills: personal presentation, greeting guests, safety and security. And they'll develop the specialist skills related to their role to help them reach the standards of the national qualification.

These specialist areas include:

Restaurant Services (Level 3)

From welcoming your guests to the restaurant to serving them coffee and arranging their bill at the end of the evening, excellent service is a vital ingredient.

Knowledgeable, polite and professional waiting staff not only ensure your guests have an enjoyable time, they are also great sales people. They take ownership of your guests' experience. With HotelIQ, your restaurant team will become proficient in all these skills. They will also learn complaints handling, food safety, personal presentation and more.

Functions Service (Level 3)

Whether it's a wedding or a corporate event, it's a very special occasion for your guests. HotelIQ helps you make sure your team has the essential skills to make it an enjoyable event. This includes greeting your guests, providing a streamlined buffet and beverage service and making sure everything runs smoothly.

Housekeeping (Level 3)

You know that crisp and clean room presentation, politeness and helpfulness are qualities guests look for. The housekeeping assessment perfects your team's practical skills and develops their communications expertise to help you meet your guests' expectations and attract favourable reviews and return business.

Portering (Level 3)

First impressions are vital for success, and a polished porter service provides the right welcome from the minute your guests arrive. This assessment is about seamless arrival and departure services, teamwork, excellent communication skills with people from different cultures, hotel knowledge and local information about amenities and attractions. Everything your guests need.

Find out more: www.ServiceIQ.org.nz/training/hospitality/accommodation-programmes

ServiceIQ
Industry Qualifications

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.

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