

# Recipe for a great career and great staff

## New Zealand Apprenticeship in Catering Services

Catering is a fast changing, innovative industry with huge opportunities for business and the smart people in it. ServiceIQ offers your talented up-coming trainees an apprenticeship with all of the essential skills they need to confidently meet your customers' expectations – whether you serve airline passengers, hospital patients, stadium audiences, care home residents, or concert goers and many, many more. It's also a vital ingredient to building a serious career in catering.

The programme is easily delivered to your staff, on-job, and at a pace that works for your catering business.

### Benefits for your business:

Upskilling your staff with this Apprenticeship helps you:

- ▶ meet your customers' expectations for consistent high level service
- ▶ stand out with a top reputation for food safety and customer care
- ▶ attract repeat business, loyal customers and long-term client contracts
- ▶ cut training costs by skilling staff in your workplace
- ▶ satisfy your legal obligations under food safety and hygiene legislation
- ▶ increase productivity with better and faster techniques
- ▶ strengthen your business with well-trained employees
- ▶ boost morale and loyalty with nationally recognised qualifications
- ▶ retain skilled employees and reduce costs associated with high staff turnover
- ▶ enhance your service immediately as your employees apply new skills on job.



### Benefits for your employees

Upskilling your staff with this Apprenticeship helps them:

- ▶ gain the right skills to do a great job
- ▶ learn while they earn
- ▶ take on more responsibility
- ▶ increase their job satisfaction
- ▶ be recognised as a New Zealand Apprentice
- ▶ gain nationally recognised qualifications, New Zealand Certificates in Catering Services at Levels 3 & 4.

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## Programme Snapshot – Skills for success

With a New Zealand Apprenticeship in Catering Services, your talented staff will gain the knowledge and confidence they need to satisfy your customers. They'll be upskilled in designing menus, creating good quality dishes and they'll be trusted nutrition and food safety experts. They'll also get to know how to manage production costings and revenue, and they'll have experience in supervising a highly productive team.

They'll combine their real workplace experience with comprehensive skills training – the best way to get qualified.

### How the programme works

Your ServiselQ specialist Training Advisor signs your apprentice on and mentors their progress throughout the programme.

You will receive training materials and a training plan which outlines the skills your apprentice needs to learn, and when they need to learn them by.

Many modules can be self-taught by using the resources and computer-based learning.

The programme involves training on the job, and around six one-to-one sessions plus quarterly visits on-site by a ServiselQ specialist Training Advisor.

Your site manager trains your apprentice on-job and measures their skill level. The one-to-one sessions with a ServiselQ specialist give your apprentice:

- ▶ extra guidance on techniques
- ▶ useful tips on supervision
- ▶ answers to any questions they may have about the learning material
- ▶ help to develop skills specific to your business.

The purpose of the quarterly visits is to discuss and assess your apprentice's progress, set goals and complete assessments.



Your apprentice and site manager are supported by your ServiselQ specialist Training Advisor who monitors training progress and carries out practical assessments of your apprentice's skills in your workplace.

### How long is the programme?

Apprentices are encouraged to work at their own pace, around you and your business. The average completion time is around two years.

### How to apply

Contact the ServiselQ team to discuss your interest by going to [www.ServiselQ.org.nz](http://www.ServiselQ.org.nz), calling 0800 863 693 or emailing [intel@ServiselQ.org.nz](mailto:intel@ServiselQ.org.nz)



# New Zealand Apprenticeship in Catering Services Level 3 & 4 – Programme Modules



## Module 1 – Introduction

- ▶ Practice food safety methods in a food business under supervision.
- ▶ Apply health, safety and security practices to service delivery operations.
- ▶ Interact with other staff, managers and customers to provide service delivery outcomes.
- ▶ Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation.

## Module 2 – Menus and Nutrition

- ▶ Demonstrate knowledge of basic nutrition in commercial catering.
- ▶ Apply menu requirements to catering services production.
- ▶ Develop menus to meet special dietary and cultural needs for a catering services operation.

## Module 3 – Cookery

- ▶ Cook food items for a food services operation.
- ▶ Apply food safety practices in a food related business.
- ▶ Demonstrate knowledge of menu adaptation and resource requirements for preparing food catering services.
- ▶ Demonstrate knowledge of food contamination hazards, and control methods used in a food business.

## Module 4 – Supervision

- ▶ Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes.
- ▶ Monitor staff under a food safety programme in a food related business.
- ▶ Lead a team to achieve an objective.
- ▶ Monitor and maintain health, safety and security practices for a service delivery organisation.
- ▶ Monitor and maintain the application of standard operating policies and procedures in a service delivery organisation.

## Module 5 – Catering Operations

- ▶ Prepare, cook and serve food for catering services production.
- ▶ Apply catering control principles and storage requirements to catering services production.
- ▶ Monitor and maintain catering revenues and costs for a catering services operation.





## How to get ahead in catering

Six years ago, Rachael Whitton was straight out of school and unsure what career path to take, so she joined top food service company Compass Group as a casual catering assistant. This led to a role in the staff café at The Warehouse head office. The big opportunity: the talented teen was hungry for a challenge and wanted to develop professional catering skills to get ahead.

**Next step:** She decided to get stuck-in and completed a Catering Apprenticeship on the job. Her training was such a success that after a few years when the café needed a new manager, Rachael was a natural leader, with the right skills, knowledge and experience to take over.

**Career highlight so far:** The café was revamped with a popular new menu, look and structure, and under Rachael's watch it grew busier with more customers every day, eventually doubling revenue. In 2013, the humming site won the Managing Director's Award and Merit award for Best Retail Transformation at the Compass Group Star Awards. Rachael says: "It was the highlight of my career knowing all the hard work that I put into the job had been recognised."

**Step up:** Today she has another challenge: Rachael is one of just two Supply Chain Advisors, responsible for trouble shooting and managing the smooth delivery of truckloads of precious fresh food and beverage products to Compass Group's busy kitchen sites all over New Zealand.

### 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.

