

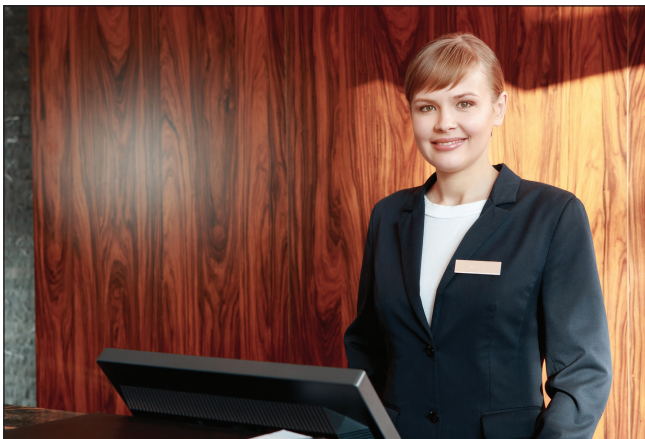
# Great receptionists attract great reviews and more guests

NZ Certificate in Accommodation with a strand in Reception (Level 3)

You don't need to watch 'Hotel Inspector' to know your receptionist's performance sets the scene for how people feel and talk about your establishment. A warm welcome from a well-trained receptionist who makes checking-in a breeze and your guests feel like the most important people in the world, creates a powerful first impression. It's those essential skills, knowledge and attention to detail that attracts more guests, great reviews and ultimately boosts your business.

It's why the **NZ Certificate in Accommodation with a strand in Reception (Level 3)** helps you guarantee a level of service that helps keep guests coming back and recommending your place to others.

On successful completion, your staff get the satisfaction of gaining great skills and the knowledge they need to do a top job, plus a nationally recognised qualification. This programme is easily completed on the job and at a pace that works for your business.



## Benefits for your business

This special accommodation on-job training programme helps you to:

- ▶ provide a consistently impressive guest experience
- ▶ attract great online reviews and word-of-mouth recommendations
- ▶ keep guests coming back
- ▶ increase sales
- ▶ retain great staff and boost loyalty
- ▶ enhance your reputation and brand.

## Benefits for your employees

This special accommodation on-job training programme helps your employees to:

- ▶ gain specialist receptionist skills and knowledge
- ▶ understand the importance of their role for your business
- ▶ increase their confidence
- ▶ increase job satisfaction
- ▶ achieve a nationally-recognised qualification.

[intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz) • 0800 863 693

## Essential skills for your business

Get all the right skills and knowledge for your receptionist. This programme is ideal for new entrants and it also gives your experienced receptionists the opportunity to refresh and gain official recognition of their skills. Your employees at the front desk will develop the know-how they need to make a great impression with your guests, from check-in to check-out.



### NZ Certificate in Accommodation with a strand in Reception (Level 3)

You know guests look for a friendly and professional service from the minute they arrive. This training programme develops your receptionist's skills to help you meet your guests' expectations every time.

For your employees to complete the NZ Certificate in Accommodation with a strand in Reception (Level 3) programme, you will receive ServicelQ learning resources. This pack includes a Trainee assessment, an Assessor guide, and learning material for most of the Unit Standards.

By successfully completing the programme, your staff will be proficient in:

- ▶ applying health, safety, and security practices in your service delivery operations
- ▶ interacting with other staff, managers and customers to provide service delivery outcomes
- ▶ applying standard operating procedures and the code of conduct to their role in your service delivery organisation
- ▶ providing full arrival and departure services, including up-selling or on-selling of facilities, dining options, local attractions, transport options, and current and future events
- ▶ carrying out reception administration duties, including operating the computer booking system, how to deal with different types of customers, managing complaints effectively, and how to deal with unexpected situations.



### Why ServicelQ?

ServicelQ is your official industry-endorsed training partner committed to helping you build a successful business through world-class customer service and qualified staff.

As the Industry Training Organisation (ITO) for New Zealand's service industry, our experts work with industry to develop top quality on-job training programmes that make a positive difference for businesses and their employees.

### Talk to us

To get this and other programmes working for your business, please contact your ServicelQ Training Advisor on 0800 863 693 or email: [intel@ServicelQ.org.nz](mailto:intel@ServicelQ.org.nz).