

Skill your staff in catering

New Zealand Certificate in Catering Services (Level 3)



Designed especially to satisfy the demands of your business – our Catering Services training programme helps you meet your customers' expectations for excellent food safety, preparation and delivery. It has been developed by industry experts for the benefit of businesses like yours.

The programme is easily delivered to your staff, on the job, and at a pace that works for your business. It gives you the advantage of staff with the essential skills vital for catering businesses today. Your business will be proficient in: food safety; customer care; health and safety; teamwork; time management.

Benefits for your business:

Upskilling your staff in this on-job training programme 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 employees apply new skills on the job.

Benefits for your employees:

Upskilling your staff in this on-job training programme helps them:

- ▶ gain the right skills to do a great job
- ▶ learn while they earn
- ▶ increase their job satisfaction
- ▶ build a career with this nationally-recognised qualification, the New Zealand Certificate in Catering Services (Level 3).

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ServiceIQ

 **Te Pūkenga**

Programme snapshot – Skills for success

Your staff will gain essential practical skills and knowledge to benefit your business. Here's a brief summary of what they will learn:



Core skills and knowledge includes:

- ▶ Food safety practices.
- ▶ Health & safety and security practices.
- ▶ Standard operating procedures and Code of Conduct.
- ▶ Interacting with other staff, managers and customers to provide quality service delivery.



Catering specific skills include:

Food Preparation –

- ▶ Menu adaptation and resource requirements for preparing food.
- ▶ Basic nutrition.
- ▶ Cooking food items.
- ▶ Package and transport of prepared items.

Trayline –

- ▶ Menu adaptation and resource requirements for preparing food.
- ▶ Basic nutrition.
- ▶ Preparing fruit, vegetables and salads for a trayline service.
- ▶ Package and transport of prepared items.
- ▶ Providing trayline services.

Café –

- ▶ Basic nutrition.
- ▶ Providing counter food and beverage service.
- ▶ Preparing and cleaning areas for counter food service.
- ▶ Menu adaptation and resource requirements for preparing food.



Why ServiceIQ / Te Pūkenga?

ServiceIQ is part of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. 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.

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.