



Be your customers' first choice every time

New Zealand Certificate in Food & Beverage (Level 3)

Choosing where to eat or enjoy a drink comes down to the food, the atmosphere and the service. Having employees with the right skills and knowledge helps make your establishment the top choice for your customers.

The New Zealand Certificate in Food & Beverage is designed to help you do just that. It is easily achieved by your employees, on the job, and at a pace that works for them and your business.

Your employees will gain expertise in everything from essential core skills to a choice of specialist areas for cafés, bars, clubs and restaurants.

Programme Features – Skills for success

Your employees will gain these essential skills and your business will benefit. Here's a brief summary of what they will learn for great customer service:

Core skills and knowledge

- ▶ Food safety
- ▶ Delivering professional service
- ▶ Effective communication
- ▶ Occupational health and safety
- ▶ Dealing with unexpected situations.

Café

- ▶ Takeaway service
- ▶ Handling transactions
- ▶ Hospitality sales and service
- ▶ Choose from: table service, counter service, responsible drinking environments, coffee.

Bar

- ▶ Alcohol beverage service
- ▶ Responsible drinking environments
- ▶ Hospitality sales and service
- ▶ Choose from: beer or wine.

Barista

- ▶ Prepare and present espresso beverages for service
- ▶ Plan and coordinate espresso beverage service.

Buffet

- ▶ Prep buffet service and equipment
- ▶ Sales and service opportunities.

Restaurant

- ▶ Food and beverage service
- ▶ Order of service
- ▶ Menu knowledge
- ▶ Sales and service opportunities.

Find out more: www.ServiceIQ.org.nz/training/hospitality/food-and-beverage-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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