

ServiceIQ's  
essential  
skills to  
build your  
business

# Your winning menu to great service. Always.

## Introducing RestaurantIQ

A reputation for consistently excellent service boosts your business. That's why the RestaurantIQ assessment tool helps you guarantee a first-class service for your customers. By integrating the assessment with your standard operating procedures, you have the confidence of knowing that your employees are meeting the required standards in your restaurant.

RestaurantIQ assessment also works for your employees who get professional satisfaction from doing an exceptional job and building their career with a national qualification – the New Zealand Certificate in Food and Beverage Service (Restaurant Services) Level 3.



### Benefits for your business

RestaurantIQ assessment helps you to:

- ▶ meet your customers' expectations for great service
- ▶ attract top reviews and recommendations
- ▶ keep customers coming back
- ▶ retain skilled employees and boost loyalty
- ▶ enhance your reputation and brand
- ▶ increase productivity and sales.

### Benefits for your employees

RestaurantIQ assessment helps your employees to:

- ▶ gain specialist skills and knowledge
- ▶ understand the importance of their role
- ▶ enjoy professional satisfaction from a job well done
- ▶ build on their hospitality career
- ▶ achieve a nationally recognised qualification.

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## Essential skills for your business

Your employees will gain essential skills and know-how and your business will benefit. Here's a brief summary of the specific knowledge they'll develop to help them reach and maintain the standards needed to impress your customers and gain the national qualification. These specialist areas include:

### Responsible host for licensed premises (Level 3)

Your staff will be able to demonstrate the necessary skills that your business needs to be legally compliant when maintaining a responsible drinking environment in licensed premises.

### Restaurant Service (Level 3)

From welcoming your customers to the restaurant to serving them coffee and arranging their bill at the end of the evening, excellent service is a vital ingredient for a successful business. Your staff will know how to provide a consistent restaurant service in a hospitality environment.

### Food Safety Know-how (Level 3)

Top-notch food safety is vital at all times for your customer's safety, not to mention your restaurant's reputation. This unit standard gives you the confidence that your staff know how to apply the necessary food safety practices that are required in today's food service businesses.

### Apply standard operating procedures (Level 3)

For a professional operation, your staff will know how to do what needs to be done according to the restaurant's style. They will also gain skills in time management, productivity, knowledge of environmental sustainability, and more.

### Apply Health, Safety and Security Practices (Level 3)

Health, safety and security skills and knowledge are vital for your staff, customers and your business. With RestaurantIQ, you can make sure that your team will be proficient in applying these practices consistently across your restaurant, for everyone's peace of mind.

### Interact with other staff, managers and customers to provide service delivery outcomes (Level 3)

Your restaurant runs well when your team know how they best work together. Your staff will know day-to-day procedures and tips and tricks for great team work and customer service. This includes staff rostering, general rules and regulations, leave, and discipline policies.

## How the RestaurantIQ assessment works in with your business

RestaurantIQ is designed to integrate flawlessly with your day-to-day business operation and let your employees upskill on job. Here's how it works:

- ▶ Your employees upskill according to the restaurant's Standard Operating Procedures. Their work is verified by their supervisor/manager by using a regular performance review.
- ▶ Each employee will also work through a range of activities and fill in a RestaurantIQ evidence record.
- ▶ Once your employee has completed everything, their new skills and evidence of achievement will be evaluated by an assessor\* and they'll be approved to gain their qualification.

\*If you don't have a qualified assessor, ServiceIQ can train one or more of your staff to be in-house assessors.



## Why ServiceIQ?

ServiceIQ is your 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 sectors, 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 RestaurantIQ working for your business, please contact your ServiceIQ Sector Advisor on 0800 863 693 or [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz).