



Find out more!

Great restaurants need skilled leaders

# New Zealand Certificate in Food & Beverage with strand in Restaurant Services (Level 4)

This programme is designed for experienced hospitality staff ready to take the next step in their career. It equips your team with the skills to oversee service operations, support staff, and ensure outstanding customer experiences.

This practical qualification is completed on the job, so staff learn while contributing to your business. Training is supported with clear learning resources, workplace assessment, and guidance from ServiceIQ. Learners usually complete the programme in 12 months. It is an NZQA-approved qualification, giving both your business and your employees a recognised standard of achievement.

## Programme features – Skills for success

Here's a summary of what your employees will learn:

- ▶ Monitor and maintain food safety and workplace health & safety.
- ▶ Oversee staff performance and ensure positive customer interactions.
- ▶ Apply and maintain standard operating policies and procedures.
- ▶ Manage stock control and coordinate service operations.
- ▶ Develop specialist knowledge to match food and beverage items with menus.
- ▶ Gain knowledge of New Zealand or imported wines.
- ▶ Understand the Sale and Supply of Alcohol Act and host responsibility requirements.

Find out more: [www.ServiceIQ.org.nz/training/hospitality/food-and-beverage-programmes](http://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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Edition 1 – September 2025