



Make your customers quick to choose you

New Zealand Certificate in Food & Beverage with a strand in Quick Service Restaurants Services (Level 3)

New Zealanders are spoilt for choice with so many quick service restaurants competing for customers. But the decision of where to dine all comes down to pristine hygiene, quality food and fast service.

Having a team you trust to consistently do it right every time helps you to make your place the top choice for your customers.

The New Zealand Certificate in Food & Beverage with a strand in Quick Service Restaurants Services is designed to help you do just that. It is easily achieved by your staff, on the job, and at a pace that works for your business.

Programme Features – Skills for success

Your employees will gain these essential skills and your business will benefit. The programme is divided into two parts with a total of six unit standards to gain the qualification:

Part 1 – Core Skills and Knowledge

There are four mandatory unit standards that cover everything your employees must know and do to meet your customers' expectations, and, just as importantly, to be in line with New Zealand's latest health and safety legislation for the hospitality food services sector.

Your team will receive a comprehensive pack of ServiceIQ learning materials to help them up skill on-job. Knowledge and skills include: food safety, delivering professional service, effective communications, occupational health and safety, dealing with unexpected situations.

Part 2 – Quick Service Restaurants Service – Assessment

To ensure your team meet industry standards and can apply vital skills at the right pace for the business, your employees will be independently assessed by ServiceIQ assessors, according to your in-house policies and operating procedures.

Specifically, they will need to demonstrate how to:

- ▶ provide food service in a quick service restaurant
- ▶ prepare for food service in a quick service restaurant.

Find out more: www.ServiceIQ.org.nz/training/hospitality/quick-service-restaurant-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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