



Find out more!

How do the best chefs **manage** to impress their diners?

# New Zealand Diploma in Hospitality Management (Level 5)

In any successful, well-run restaurant, highly skilled chefs with management expertise make all the difference between a good and great experience for diners. Custom-designed for higher level hospitality management, the New Zealand Diploma gives your senior chefs vital leadership skills and the capability to provide an outstanding, seamless service.

It covers everything they need to know about running an effective operation in, and beyond, the kitchen, from financial management, to how to manage and develop employees' skills for great teamwork and a successful business. Your chef/s know how to cook, now they can learn how to run the business.

## Benefits for your business

Upskilling your chef/s in this qualification helps you:

- ▶ run a smooth and effective operation
- ▶ strengthen the business with confident managers equipped with the right skills
- ▶ build strong teamwork, in and out, of the kitchen
- ▶ plan ahead confident in your chef's accurate financial reporting and decision making
- ▶ fulfill your business's legal responsibilities
- ▶ create an energised workplace
- ▶ get the very best from your people who help build the business
- ▶ offer a top quality dining service at every level
- ▶ attract great reviews and recommendations.

## Benefits for your employees

Upskilling in this qualification helps your chef/s:

- ▶ confidently manage, develop and lead the team
- ▶ understand the importance of their role for the whole of your business
- ▶ increase their motivation
- ▶ enjoy greater career satisfaction
- ▶ gain a nationally recognised, industry endorsed qualification.

Find out more: [www.ServiceIQ.org.nz/training/hospitality/cookery](http://www.ServiceIQ.org.nz/training/hospitality/cookery)

**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.

Contact us: 0800 863 693 | [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)

# ServiceIQ

## Industry Qualifications

### Speaking from experience...

**Mervyn Proffitt, Head Chef, RSA Tauranga**

#### How has the Leadership programme helped your communications?

*"I changed the way I managed our people and the feedback I got was very positive. The atmosphere we created brought us together and we work better as a team."*

#### Recommend it to chefs considering the diploma?

*"You don't know what you don't know, but once you've learnt it, the world is open to you!"*

**Philipp Knoedler, Head Chef, Novotel Christchurch**

#### What's changed? Advice?

*"Now I'm an open-minded leader who sees people's strengths and helps them improve their skills."*

*"I would definitely recommend it because you can do the diploma while you are working. It can be a struggle, but if you can combine what the diploma requires with what you're doing on the job, and vice versa, you can make it work."*

### Qualification features

The New Zealand Diploma of Hospitality Management Level 5 is easily delivered to your managers in a series of modules. It is designed for them to be able to upskill on job and study while working full time or part time.

The qualification includes:

#### Operations Management

Demonstrate knowledge of purchasing and stores management, roster planning and management control systems. Apply cost and revenue requirements, use financial data and reporting to make the right business decisions. Monitor and maintain the application of standard operating procedures and health, safety and security practices. Develop a maintenance schedule, maximise commercial viability of service products, and more.

#### People Management

Learn how to plan for and select your team, lead and manage effectively to meet service delivery outcomes, and use the right planning and performance systems to get the best out of individuals and the team.

#### Food & Beverage Management

Essential knowledge and skills to effectively plan, develop, implement and evaluate a menu for a commercial hospitality environment.



**Industry endorsed** – This qualification is recognised by:



**Please note: Because this is a diploma, the application process will include an interview with ServiceIQ's Sector Manager for Hospitality.**

To find out more, please contact your ServiceIQ Sector Advisor  
on **0800 863 693** or **intel@ServiceIQ.org.nz**