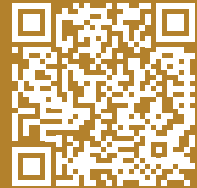




Photo credit: New Zealand Winegrowers Inc _NautilusEstate



Find out more!

Taste success!

Cellar Door Excellence

Create memorable tasting experiences that keep visitors coming back.

It's not just Aotearoa New Zealand's natural beauty that lures visitors from around the world. Our country's outstanding reputation for superb wine, artisan food, and craft beer attracts thousands of gourmet travellers seeking unique flavours and exceptional service.

Cellar Door Excellence recognises your team for delivering an unforgettable experience, from pouring the perfect drop to sharing fascinating stories that showcase your product and your region. It's about more than just a tasting; it's about creating a connection that impresses even the most discerning customer at the cellar door, brewery, or artisan food shop.

Customised to your business

The programme includes a selection of elective unit standards, so you can tailor the learning to suit your operation. This makes the experience more relevant to your workplace and helps your staff complete the programme successfully.

Programme features – Skills for Success

Here's a snapshot of what they'll learn:

- ▶ Deliver expert tasting experiences for wine, craft beer, or artisan food that delight visitors.
- ▶ Share local tourism knowledge to enhance the customer journey and promote your region.
- ▶ Apply health, safety, and security practices to ensure a safe and professional environment.
- ▶ Communicate confidently and professionally with diverse customers, including international visitors.
- ▶ Work effectively as part of a team to deliver seamless service in a busy hospitality or tourism setting.
- ▶ Demonstrate sales and service skills that encourage repeat visits and boost customer satisfaction.

Find out more: www.ServiceIQ.org.nz/training/tourism/tourism-programmes

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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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