

Getting started in hospitality

Hospitality Savvy Award – Available on-job in print and online



Benefits for your employees

Upskilling your employees in this induction programme helps them:

- ▶ gain quickly and easily the essential skills they need to do a great job
- ▶ understand the importance of their role in your business
- ▶ increase their job satisfaction
- ▶ gain NZQA unit standards that are an entrée to completing full industry qualifications
- ▶ kick-start an exciting career in New Zealand's fast-growing hospitality industry

To survive and thrive, great hospitality businesses need skilled people, fast.

Now you can get your new recruits kitchen-ready quickly and easily, by upskilling them on-job in all the essentials of food safety, health and safety and customer service with the Hospitality Savvy Award.

The brand new bite-size induction training programme speedily delivers the must-have ingredients, including legal requirements, for all successful cafés, pubs, clubs, take-away businesses and quick-service restaurants. And because it's NZQA approved, the Award rewards your staff with four unit standards, making it the perfect entrée to full hospitality qualifications and an exciting career.

Specially designed for fast-paced businesses, the Hospitality Savvy Award is completed easily by new recruits on-job in only 16 weeks or less.

Benefits for your business

Upskilling your employees in this induction programme helps you:

- ▶ get new recruits working the right way, quickly and easily on the job
- ▶ protect your reputation by complying with food safety regulations
- ▶ have confidence your people know what they are doing
- ▶ attract positive reviews
- ▶ keep customers coming back
- ▶ increase productivity and sales
- ▶ stand-out from the competition for great customer service
- ▶ retain great staff with career development opportunities
- ▶ boost teamwork
- ▶ continually improve your service to customers.



**Programme features –
Essential Kitchen and Service Skills for Success**

Your new recruits starting out in hospitality will gain vital basic skills and knowledge for a successful hospitality business. Here’s just a brief summary of what they will learn.

- ▶ Food contamination hazards
- ▶ Cross-contamination and how to prevent it
- ▶ Food Control Plans
- ▶ Personal hygiene requirements and how to apply them to a food related business
- ▶ Food safety practices and how to apply them when handling food in a food related business
- ▶ How to provide excellent customer service experiences
- ▶ How to keep your customers and employees safe by knowing how to use the correct health, safety and security practices
- ▶ How to apply standard operating procedures and the code of conduct in your business

Why ServicelQ?

ServicelQ is your industry-endorsed training partner committed to helping you build a successful business through world-class customer service. We are the Industry Training Organisation (ITO) for the service industry and our experts develop top quality on-job training programmes that make a positive difference for businesses of all sizes right across New Zealand.

More

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServicelQ Training Advisor for no obligation advice and programmes to fit your needs.

