

Be your customers' first choice – every time

Choosing where to eat or enjoy a drink comes down to the food, the atmosphere and the service. Having employees with the right skills and knowledge helps make your establishment the top choice for your customers.

The New Zealand Certificates in Food and Beverage or Cookery are designed to help you do just that.

Our business qualifications give your talented employees with management potential, the skills they need to take on greater responsibility in your business.

They are easily achieved by your employees, on the job, and at a pace that works for them and your business.



Benefits for your business

Upskilling your employees in this on-job training helps you:

- ▶ meet your customers' expectations for great service
- ▶ get top reviews and recommendations
- ▶ increase productivity and sales
- ▶ boost morale and teamwork, and retain
- ▶ skilled employees
- ▶ continually improve service with new skills.

Benefits for your employees

Upskilling your employees in this on-job training helps them:

- ▶ take on more responsibility with confidence
- ▶ understand the importance of their role for your business and customers
- ▶ increase their job satisfaction
- ▶ gain a nationally-recognised qualification to build a career.

Success depends on skilled people

Hospitality is part of the lifeblood of our nation. It employs thousands of people, each needing the skills and knowledge to help customers enjoy a great experience and come back for more.

Whether working in a busy kitchen, out front serving, or leading an efficient team, good skills and customer service lead to happy customers and success for your business.

Expertise builds experts

ServiceIQ has the expertise and experience to help your people be the best they can.

Our wide range of on-job training programmes is carefully designed, with hospitality industry input, to give your employees the skills and knowledge they need to be successful and make the most of their job. The programmes are easily delivered, on the job, and at a pace that works for your business. This way, you, your people and your customers get the immediate benefit of new skills designed to help take your business to the next level.

Satisfied customers

The programmes have another advantage: on successful completion, your employees will be awarded with a nationally recognised qualification. Achieving a high standard gives you the confidence that your people have the right skills to provide customers with great service, and it gives your people increased job satisfaction and motivation.

Cost?

There are options where the training programmes could be free. We also offer cost-effective online short courses that allow learning anywhere, anytime. These short courses are ideal as part of the induction for new employees.



The best online LCQ for your business



ServiceIQ's online LCQ@work is the best option for your business because:

- ▶ **It's convenient.** Staff can study online at their own pace and any time, without having to travel or attend classes. They can access the course materials from any device with an internet connection.
- ▶ **It's cost-effective.** \$179.00 incl. GST covers the course and assessment fees, and certificate. Plus, those travel times and cost savings too.
- ▶ **It's comprehensive.** The course covers everything needed to know about alcohol laws and regulations, host responsibility, harm minimisation and customer service. There are practice tests and quizzes to help prepare for assessment.
- ▶ **It's credible.** ServiceIQ is the workplace training specialist for hospitality, retail and related service sectors. Our online LCQ meets NZQA requirements and is endorsed by Hospitality New Zealand.



Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. 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.

Talk to us

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

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