

# Clubs New Zealand

## YOUR TRAINING MENU

### Be your customers' first choice every time

#### New Zealand Certificate in Food & Beverage (Level 3)

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 Certificate in Food & Beverage is designed to help you do just that. It is easily delivered to your staff, on the job, and at a pace that works for your business.

Your employees will gain expertise in everything from essential core skills to a choice of specialist knowledge for cafés, bars, clubs and restaurants.

### Leaders aren't born. They are made.

#### National Certificate in Business (First Line Management) (Level 3 & 4)

It takes a completely different set of skills to lead and manage a team or business successfully. This programme is designed for you to take your supervisors, managers or those moving into a leadership role and equip them with the skills for greater responsibility in your business.

Your up-coming leaders will be given the knowledge to plan, organise and keep the team on track, while on-job training gives them the opportunity to put theory into practice and develop their leadership skills.

The leadership programme is easily achieved by your employees, on the job, and at a pace that works for your business.

### Online Short Courses

These cost-effective short courses are based on unit standards but are not qualifications. They cover basic skills that are required by every hospitality worker.

- ▶ Introduction to Customer Service Skills
- ▶ Being a Responsible Gambling Host
- ▶ Resolving Customer Complaints
- ▶ Being a Responsible Host – Licensed Premises

These interactive online courses can be completed anywhere and take no more than an hour. On successful completion a certificate can be printed straight away. With an introductory price of just \$25 per course, there's every reason to jump in and give your staff the skills and confidence to keep your members happy.

### Hospitality Diploma in Operational Management

#### National Diploma in Hospitality (Operational Management) Level 5 with strand in Food & Beverage Management

Skilled managers are at the heart - and head - of every good hospitality operation. They bring efficiency, consistency and a quality guest experience.

The qualification covers the range of skills every hospitality manager needs: operations management, people management, and staff development.

The National Diploma in Hospitality (Operational Management) creates successful managers for your business and for our industry. For your operation this means improved systems, productivity, staff retention, and enhanced customer experiences, therefore influencing the success of your business.

This diploma is delivered by Artisan Consulting for ServiceIQ.

Contact Artisan Consulting: 0800 40 41 42 or [info@artisan.net.nz](mailto:info@artisan.net.nz)



ServiceIQ has different pricing options to suit different business needs. If you are interested in any of these programmes for your Club please contact one of our Sector Advisors and they will arrange to meet with you to discuss what will work best for your business.

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