

# Make your customers quick to choose you

## New Zealand Certificate in Food & Beverage (Level 3) PLUS a strand in Quick Service Restaurants Services

New Zealanders are spoilt for choice with so many quick service restaurants competing for customers. But the decision of where to dine all comes down to pristine hygiene, quality food and fast service.

Having a team you trust to consistently do it right every time helps you to make your place the top choice for your customers.

The New Zealand Certificate in Food & Beverage with a strand in Quick Service Restaurants Services is designed to help you do just that. It is easily achieved by your staff, on the job, and at a pace that works for your business.



### Benefits for your business

Upskilling your staff in this on-job training programme helps you:

- ▶ have confidence in your team's ability to deliver a consistently high standard of service
- ▶ meet your customers' expectations for great service
- ▶ meet the new health and safety legislation requirements
- ▶ 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 staff in this on-job training programme 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.



## Programme Features – Skills and Assessment for Success

Your employees will gain vital skills, know how to work to a high standard, and your business will benefit. Here’s a quick guide to the programme and assessment for excellent, safe service every time.

The programme is divided into two parts with a total of six unit standards to gain the qualification.



### Part 1 – Core Skills and Knowledge

There are four mandatory unit standards that cover everything your employees must know and do to meet your customers’ expectations, and, just as importantly, to be in line with New Zealand’s latest health and safety legislation for the hospitality food services sector.



Your team will receive a comprehensive pack of ServiceIQ learning materials to help them up skill on-job. Knowledge and skills include:

- ▶ food safety
- ▶ delivering professional service
- ▶ effective communications
- ▶ occupational health and safety
- ▶ dealing with unexpected situations.



### Part 2 – Quick Service Restaurants Service – Assessment

To ensure your team meet industry standards and can apply vital skills at the right pace for the business, your employees will be independently assessed by ServiceIQ assessors, according to your in-house policies and operating procedures.

Specifically, they will need to demonstrate how to:

- ▶ provide food service in a quick service restaurant
- ▶ prepare for food service in a quick service restaurant.



### 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 sector advisor for no obligation advice and programmes to fit your needs.