



# How do top hotels manage to impress their guests?

New Zealand Diploma in Hospitality Management Level 5

**Like any well run hospitality business, skilled hotel managers make the difference between a good and great experience for guests. Custom-designed for higher level hospitality management, the New Zealand Diploma gives your senior people the vital skills and capability to provide an outstanding, seamless customer service.**

It covers everything they need to know, from effective operations management, financial management, to people management and development for business success. Plus your people choose between two pathways: Rooms Division Management and Food & Beverage Management.



## Benefits for your business

Upskilling your people in this qualification helps you:

- ▶ plan with confidence based on accurate financial reporting and informed financial decision making
- ▶ fulfill your business's legal responsibilities
- ▶ bring out the very best in your people
- ▶ attract diners by designing enticing menus
- ▶ develop and retain great employees
- ▶ increase employee motivation and loyalty
- ▶ offer a seamless guest service at every level
- ▶ get great reviews and recommendations.

## Benefits for your employees

Upskilling in this qualification helps your people:

- ▶ manage effectively and lead a successful team
- ▶ gain an internationally recognised, industry-endorsed qualification
- ▶ understand the importance of their role for the whole of your business
- ▶ increase their motivation
- ▶ enjoy even greater career satisfaction.

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**ServiceIQ**

## Speaking from experience...

*Nina Bhatia, Hotel Apartments Manager, Quest on Queen, Auckland Central*

How is the Diploma improving your leadership and management skills?

“I have more confidence dealing with different work issues. I’m more organised and forward thinking. I’m also more confident with my team and they value me more as a manager.”

Favourite part?

“I’ve learnt from every module, but I was weak in accounting and finance, so I’ve enjoyed learning that aspect of the business.”

Advice to others?

“It’s a no-brainer! You gain industry experience while you do the Diploma, so you’re basically getting paid to learn which is especially beneficial if you have a passion for our industry.”

## Qualification features

The New Zealand Diploma of Hospitality Management Level 5 is easily delivered to your managers in a series of modules. It is designed for them to be able to upskill on job and study while working full time or part time.

The qualification includes:

### Operations Management

Demonstrate knowledge of purchasing and stores management, roster planning and management control systems. Apply cost and revenue requirements, use financial data and reporting to make the right business decisions. Monitor and maintain the application of standard operating procedures and health, safety and security practices. Develop a maintenance schedule, maximise commercial viability of service products, and more.

### People Management

Learn how to plan for and select your team, lead and manage effectively to meet service delivery outcomes, use the right planning and performance systems to get the best out of individuals and the team.

### Rooms Division Management pathway

Manage a reservation service in a commercial hospitality environment. Demonstrate knowledge of commercial accommodation management and hospitality management control systems.

OR

### Food & Beverage Management pathway

In a commercial hospitality environment, gain essential knowledge and skills to manage a food and/or beverage operation OR how to effectively plan, develop, implement and evaluate a menu.



**Industry endorsed** – This qualification is recognised by:



**Please note: Because this is a diploma, the application process will include an interview with ServiciQ’s Sector Manager for Hospitality.**

## Talk to us

To find out more, please contact your ServiciQ Training Advisor on **0800 863 693** or **intel@ServiciQ.org.nz**.