

YOUR PEOPLE  
YOUR CUSTOMERS  
YOUR BUSINESS

*Your introduction to ServiceIQ*



**ServiceIQ**

 Te Pūkenga

*Our workplace training programmes enable people to qualify on-job, build enjoyable careers, and boost business performance for Aotearoa New Zealand's booming services industry.*



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## Great skills build a great business

*Today your customers have more choice than ever before. Lots of businesses are competing for their custom: there are multiple hotel chains, restaurants, cafés, tourist attractions and shops to name a few. Great service is a great reason for customers to make return visits.*

Talented staff with excellent skills are vital for success, attracting customers and new business.

In this time of social media, people can easily tell others about their experiences of service. Websites are essential reading for your potential customers. A great review can attract business.

Excellent customer service is at the core of many successful businesses in the world's hospitality, retail, tourism, aviation and travel industries. With skilled employees and a commitment to excellent service, your business can attract customers, keep them coming back, build a strong brand and increase business results.

**SERVICEIQ – Te Pūkenga** is the workplace training specialist for the aviation, hospitality, retail, travel, and tourism sectors. We help our customers succeed by growing their talent: **Poipoia te kākano kia puāwai.**

We develop on-job training programmes that give people of all ages relevant skills, training, and qualifications for industry and business.



ServiceIQ is your industry training partner and it's our responsibility to help your business succeed in today's world through skilled and knowledgeable people.

Tony Laskey  
**Kaihautū | Director | ServiceIQ**

CHECK US OUT AT:  
[www.ServiceIQ.org.nz](http://www.ServiceIQ.org.nz)





## Why ServiceIQ for your business?

- ▶ ServiceIQ is your specialist on-job training partner. We are committed to helping you build a successful business through skilled and knowledgeable employees who know how to deliver excellent service.
- ▶ On-job training programmes are designed to help increase your business productivity and profitability and lead to industry-recognised qualifications for your employees.
- ▶ Our experts work with you to deliver top quality on-job training programmes that make a positive difference for businesses of all sizes nationwide.
- ▶ Training programmes for your business are mostly a mix of theory and practice. They are easily delivered to your staff on-job, and at a pace that works for your people and your operation.
- ▶ Our experts work in every region to help businesses in every sector we represent get the benefits of quality workplace training.



## ServiceIQ serving your industry

ServiceIQ benefits from a decades-long history of workplace and industry training.

Today, as a part of Te Pūkenga, it remains the first choice for employers wanting to access quality training that is supported by government educational funding. Aotearoa New Zealand's service sectors are a vital, and growing, part of the economy, and this is reflected in the wide range of options ServiceIQ has available.

The combined sectors ServiceIQ supports account for 26% of the New Zealand workforce, numbering 697,000 people in full-time equivalent employment. The industry sectors that ServiceIQ cover contributes \$60.9 billion to the economy, equating to 19% of New Zealand's total GDP.

ServiceIQ has offices in Wellington, Christchurch and Auckland, and we have representatives in most regions of the country.



AROUND  
**26% OF ALL  
 NEW JOB OPENINGS  
 BETWEEN 2022 AND 2027  
 ARE IN SERVICE SECTORS  
 COVERED BY SERVICEIQ**



2022 Data: Infometrics



## Top skills for your business

With ServiceIQ you benefit from our flexible approach that ensures the right training business model.

We provide your employee's:

- ▶ programme of training (from new recruits to senior management Diploma level)
- ▶ assessment course materials
- ▶ assessment of skills and competency.

It's free when you have your own in-house ServiceIQ registered workplace assessor. Or we can do the assessment for you at a modest cost.



## Benefits for your business

*Developing excellent staff skills and outstanding customer service increases productivity and profitability.*

Working with ServiceIQ's experts, you can choose the skills and training programmes that best suit the needs of your business and your people.

Improvements are measurable and ongoing, and benefits include:

- ▶ reliable skilled staff you can trust to do the right thing for your customers and your business
- ▶ enhanced service to attract more customers and increase your sales
- ▶ great reputation from positive customer reviews and recommendations
- ▶ return business – customers come back for more
- ▶ motivated and loyal people who will stay with you
- ▶ enhanced workplace desirability by offering new recruits an earn and learn qualification
- ▶ competitive edge to help you stand out from the pack
- ▶ increased capability – do more, do it better.



## Training programmes

You'll find that we arrange on-job training for all kinds of businesses, for all kinds of roles and for talented people working at all levels of a business.

From skills that turn restaurant kitchen-hands into award-winning chefs, retail assistants into professional store managers, or trainee aircraft mechanics into highly qualified aeronautical engineers. Here's a snapshot of just some of the roles we arrange training for.



### RETAIL

Retail assistant  
Team leader/supervisor  
Assistant manager  
Store manager

### RETAIL SUPPLY CHAIN

Warehouse picker and packer  
Team leader/supervisor

### TOURISM

Tour guide  
Tourism information consultant  
Tourism manager  
Tourism customer service  
Team leader/supervisor

### TRAVEL

Travel consultant  
Travel supervisor  
Travel manager

### HOSPITALITY

#### Cookery

Kitchenhand  
Apprentice  
Chef  
Operations management

#### Food and Beverage

Waiter  
Barista  
Bartender  
Duty manager  
Restaurant manager  
Food and Beverage manager

#### Catering

Cook  
Chef  
Catering supervisor  
Catering manager

#### Accommodation

House keeping  
Porter  
Receptionist  
Housekeeping manager  
Front desk manager  
Hotel management

### AVIATION

#### Air traffic control

Air traffic controller

#### Aeroplane pilots

Air transport pilot  
Commercial pilot

#### Passenger services

Check-in agent  
Flight attendant

#### Airport operations

Aircraft cleaner  
Aircraft loader  
Airport operations manager

#### Aircraft certification

Aeronautical certification  
Aircraft maintenance certification

And many, many more... To get the full story and a detailed list of on-job training programmes for the talented people in your business, please talk with your ServicelQ Training Advisor or visit [www.ServicelQ.org.nz](http://www.ServicelQ.org.nz)

## Who we work with

ServiceIQ works in partnership with: large and small employers, industry associations, the Te Pūkenga vocational training network, schools, non-profit organisations, government and community organisations.

Our training programmes are used by businesses of all sizes – from small and medium enterprises through to large national and global corporations – dedicated to skilled staff for service excellence.



## How we work with you

ServiceIQ's on-job training programmes give your employees relevant skills they can put to instant use to benefit your business.

You will find a practical, results-driven approach informs everything ServiceIQ does for you.

1. Your Training Advisor works with you to choose the right on-job training programme/s to help your business and employees succeed.
2. Once you have signed a ServiceIQ training agreement, your employees will receive any applicable learning material and can start the programme.
3. Each programme has a set time frame for completion. As your employees learn, they'll achieve specific standards and/or credits that go towards gaining their qualification.
4. ServiceIQ's expert assessment team can monitor your employees' progress. Alternatively, you can choose to up-skill one of your own managers as an in-house assessor, making your training even cheaper, or even free.
5. When your employees successfully complete their qualification, ServiceIQ will send you their certificates for presentation.
6. Your employees can also share their success with colleagues, friends and family on the ServiceIQ Achievement Gallery and join up as a ServiceIQ Alumnus on LinkedIn – helping to show LinkedIn users that your business has qualified staff.



## Contact us

To find out more, please talk with your ServiceIQ Training Advisor, visit our website, or call or email us. We look forward to helping you.

[www.serviceiq.org.nz/business](http://www.serviceiq.org.nz/business)  
**0800 863 693**  
[intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)



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