

Be your customer's choice every time

New Zealand Apprenticeship in Food and Beverage Level 3 & 4

Choosing where to eat or enjoy a drink comes down to the food, the atmosphere and of course, great service. Front-of-house staff with the right skills and knowledge help to make your establishment the top choice for your customers.

ServiceIQ helps you do just that by offering your talented, up-coming trainees an apprenticeship with all of the skills they need to run the show and impress your customers. It's also a vital ingredient to building a serious career in restaurant, bar and club management.

The programme is easily delivered to your staff, on-job, and at a pace that works for your business.

Benefits for your business

Upskilling your staff in this Apprenticeship helps you:

- ▶ meet your customers' expectations for consistent, high level service
- ▶ stand out with a top reputation for food safety and customer care
- ▶ attract new and repeat business
- ▶ cut training costs by up-skilling staff in your workplace
- ▶ satisfy your legal obligations under food safety and hygiene legislation
- ▶ increase productivity with better and faster techniques
- ▶ strengthen your business with well-trained employees
- ▶ boost morale and loyalty with nationally recognised qualifications
- ▶ retain skilled employees and reduce costs associated with high staff turnover
- ▶ enhance your service immediately as your employees apply new skills on-job.



Benefits for your employees

Upskilling your staff in this Apprenticeship helps them:

- ▶ gain the right skills to do a great job
- ▶ learn while they earn
- ▶ take on more responsibility
- ▶ increase their job satisfaction
- ▶ build a career with a nationally-recognised qualification, New Zealand Apprenticeship in Food and Beverage Level 3 & 4.

New Zealand Apprenticeship in Food and Beverage

Level 3 & 4 – Programme Modules

1 Module 1 – Generic

- ▶ Apply health, safety and security practices to service delivery operations.
- ▶ Interact with other staff, managers and customers to provide service delivery outcomes.
- ▶ Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation.
- ▶ Apply food safety practices in a food related business.

2 Module 2 – Bar Service

- ▶ Provide hospitality sales and service opportunities to customers.
- ▶ Provide alcoholic beverage service in a hospitality establishment.
- ▶ Demonstrate knowledge of maintaining a responsible drinking environment as a server in a licensed premise.

3 Module 3 – Restaurant Service

- ▶ Provide restaurant service in a hospitality establishment.

4 Module 4 – Wine

- ▶ Demonstrate knowledge of New Zealand wines and wine producers.
- ▶ Apply specialist knowledge to match food and beverage items on an establishment's menu.

5 Module 5 – Advanced Restaurant Service

- ▶ Coordinate and maintain food and beverage service operations in a commercial hospitality environment.
- ▶ Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes.

6 Module 6 – Supervisory

- ▶ Demonstrate knowledge of food and beverage stock control in a commercial hospitality environment.
- ▶ Monitor and maintain the application of standard operating policies and procedures in a service delivery organisation.
- ▶ Monitor and maintain health, safety and security practices for a service delivery organisation.

7 Module 7 – Compliance

- ▶ Demonstrate knowledge of food contamination hazards, and control methods used in a food business.
- ▶ Monitor staff under a food safety programme in a food related business.
- ▶ Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and implications for licensed premises.
- ▶ Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises.

Programme Snapshot – Skills for success

With a New Zealand Apprenticeship in Food and Beverage, your talented staff will gain the knowledge and confidence they need to satisfy your customers. They'll be upskilled in bar and restaurant sales, specialist wine knowledge and menu matching, staff supervision, stock control, advanced restaurant service and more.

They'll combine their real workplace experience with comprehensive skills training – the very best way to get qualified.



How the programme works

The programme involves training on-job.

Your site manager trains your apprentice on-job and measures how well they are learning what they need to know. It's a time proven method that allows your apprentice to master new skills by applying them continually as they work.

LCQ training is available online to ensure your staff meet the legal requirements of the Sale and Supply of Alcohol Act (2012).

Please contact LCQ@ServicelQ.org.nz or call **0800 863 693**.

A training plan outlines the skills your apprentice needs to learn, and when they need to learn them by. Much of the learning can be self-taught using the supplied programme resources.

Your apprentice and site manager are supported by a ServicelQ specialist Training Advisor, who monitors the training and progress of your apprentice's skills in your workplace.

Strong support all the way

Your ServicelQ Sector Advisor signs your apprentice on as a trainee and mentors their progress throughout the programme. They have quarterly visits with you and your apprentice to discuss progress and set goals.

How long is the programme?

Apprentices are encouraged to work at their own pace, around you and your business.

The average completion time is 24 months.



Why ServicelQ?

ServicelQ 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.

More

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

How to apply

Contact the ServicelQ team by going to www.ServicelQ.org.nz, calling **0800 863 693** or emailing intel@ServicelQ.org.nz

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