

## **TRAINING OPPORTUNITIES PROGRAMMES (TOPS)**

Training Opportunities Programmes offers vocational training in the hospitality sector for Work and Income NZ referred clients.

### Hospitality, Food & Beverage      National Certificate in Hospitality (Food and Beverage), level 2

The hospitality and tourism industries are New Zealand's largest industries. Employers are constantly on the look out for candidates to fill the many vacancies they have. School of Business Ltd through has vast networks with employers, businesses, and organizations within the hospitality, hospitality related and tourism industries. This means we have the ability to not only place you into a career within the hospitality industry, but to prepare you for a successful progression into the hospitality related profession you want! Training includes Full time Food and Beverage programme, Table Service; Barista; Customer Service; Food Preparation and Food Safety; Beverage Service

Duration: 48 weeks for full certificate course

Start date: anytime (rolling intake)

Campuses: Manukau, Newmarket

Training modules include:

#### **CUSTOMER SERVICE**

- Personal presentation
- Providing information on your operations
- Providing a positive customer experience
- Customer complaints

#### **TABLE SERVICE**

- Serving beverages to table
- Prepare & clear areas for table service
- Providing basic table service

#### **SAFETY / SECURITY**

- Maintaining a safe and secure environment
- Protecting people and property
- Food safety methods
- Controlling contamination hazards

#### **BACK OF HOUSE**

- Back of house duties

#### **PAYMENTS**

- Receive and action payments

#### **BEVERAGE SERVICE -NON ALCOHOLIC**

- Espresso coffee, equipment and recipes
- Prepare/ present espresso beverages for service

#### **SALE OF LIQUOR ACT / LEGISLATION**

- Host responsibility
- Sale of Liquor Act 1989

#### **BEVERAGE SERVICE -ALCOHOLIC**

- Alcoholic beverages and service equipment
- Beer knowledge and pouring
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#### **SECURING EMPLOYMENT**

- Employment Skills
- CV preparation
- Work Preparation Programme
- Work Experience placements