

Gain essential skills and qualifications to get started in the hospitality and tourism industries



Youth Guarantee programmes are free, one year full-time courses designed for school leavers. Start in February

### Programme content

- Customer service** you will learn how to deliver and exceed customers' expectations to a diverse range of customers. You will learn to effectively deal with complaints and provide a safe and secure environment for customers
- Food safety** you will get a thorough understanding of food safety methods and receive an industry certificate, which is now a national requirement
- Food preparation** you will learn all about food and beverage service, including food and beverage preparation and order taking for customers in a cafe and restaurant environment
- Beverages** you will be able to prepare and serve various non-alcoholic and alcoholic beverages and create exciting mocktails
- Coffee making** you will learn the skills to operate equipment and the techniques to produce a range of coffees and practice these skills in our on-site training cafe
- Tourism knowledge** you will learn all about the tourism industry, including careers, and have the opportunity to complete work experience in the industry
- Destination knowledge** you will learn all about New Zealand and the world, including tourist destinations and attractions

### Qualification

Graduates of the Certificate in Work Skills (Hospitality & Tourism) will also gain the National Certificate in Hospitality (Food and Beverage Service) Level 2, industry certificates in Achievements for Barista, Food Safety, Customer Service & Hospitality Operations

### Further study options

Enrol in the Certificate in Tourism (Core Skills) (Level 3), the Certificate in Professional Cookery or a range of other courses offered at Whitireia New Zealand

### Job opportunities

Graduates of the Certificate in Work Skills (Hospitality & Tourism) will be confident and work ready for junior roles as front of house staff, baristas, kitchen hands or in junior tourism roles

### Entry criteria

- Must be a school leaver between 16 and 17 years of age as at 13 February 2012
- Can be turning 18 years of age on or after 14 February 2012 and still be eligible
- Must enrol in full-time study in 2012
- Must be a New Zealand citizen or permanent resident