



New Zealand Certificate in Food and Beverage Service (NZ2105) Level 4

This one semester programme is a great advancement from the Level 3 Food and Beverage Service. You will learn advanced service techniques, food and beverage matching, craft beer and how to supervise staff.

You will learn how to:

- Monitor and maintain health and safety, food safety and security practices to ensure own safety and minimise potential hazards when serving customers.
- Monitor and maintain interactions between colleagues, managers and customers to provide efficient customer service.
- Monitor and maintain the application of standard operating policies and procedures to work roles in a hospitality establishment

Restaurant Services strand:

- Monitor and maintain food and beverage service operations.

Programme Specific Information

Class Times

Classes are taught 4 days per week. *Students will also be required to attend services on rostered days including some evenings.*

Jewellery

Students will be required to remove visible jewellery including facial piercings prior to practical classes.

Work Experience

There is no work experience component in this programme, however work experience or part-time employment is strongly recommended.

Career Options

Food servers with advanced skills who are able to monitor and maintain food and beverage operations, in a broad range of food and beverage service outlets.

Programme Information

Course Code	Course Title	Purpose
CFB4.001	Health, Safety and Security	To provide students Health, Safety and security practices for a service delivery organisation and food safety for a food related business. Students engage course content in classroom and workplace environments and demonstrate learning through practical and written presentation.
CFB4.002	Interactions and Operations	This course advances students to monitoring staff performance, customer interactions and the application of operating policies and procedures for a food and beverage service. Students engage course content in classroom and workplace environments and demonstrate learning through practical and written presentation.
CFB4.003	Restaurant Services 1	This course advances students to food and beverage service operations for restaurant services. Content features operations for a restaurant service, customer service in an alcohol licensed environment, and alcohol products and service. Students engage course content in classroom and workplace environments and demonstrate learning through practical and written

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presentation.

CFB4.004	Restaurant Services 2	This course reinforces legislative requirements in the service industry and specific to restaurant services for students. Content features relevant legislation, host responsibility requirements as duty manager, staff performance, collective employment agreements and individual employment agreements. Students engage course content in classroom and workplace environments and demonstrate learning through practical and written presentation.
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Programme Fees and Additional Expenses

Programme Fees

Domestic \$3,326 (approx.)

Additional Expenses

Item	Expected Cost	
Stationery	\$20.00	\$20.00
Printing	\$10.00	\$10.00
*Shoes	\$130.00	\$130.00
Socks (Black)	\$10.00	\$10.00

*Fully enclosed flat black shoes. Solid leather closed in footwear with an appropriate non-slip, non-marking sole.

Students will also be required to wear the Food and Beverage uniform received in their Level 3 certificate.