



# NZ Certificate in Food and Beverage Service

## Café Services or Café and Restaurant Services strands Level 3

The Café Services strand of this programme enables graduates to start a career in the hospitality industry with a customer/guest service focus. Gain cookery skills and learn to prepare café style food.

During the Café and Restaurant Services strand you will learn how to make exceptional customer service an everyday event in the hospitality industry along with how to create positive first impressions in restaurants, cafés and bars.

You can then build upon these skills by continuing on to the Level 4 programme, which focuses on professional restaurant, bar and wine service.

|                 |                                                                                    |
|-----------------|------------------------------------------------------------------------------------|
| <b>Location</b> | Hawke's Bay                                                                        |
| <b>Start</b>    | Feb and July                                                                       |
| <b>Length</b>   | 15-19 weeks full-time                                                              |
| <b>Contact</b>  | <a href="mailto:hospitality@eit.ac.nz">hospitality@eit.ac.nz</a><br>0800 22 55 348 |

# Create fine food and offer first class service

The Café Services or Café and Restaurant Services strands of this programme enable you to pursue a professional career in cafés and restaurants. In particular, this programme is designed to meet the needs of those who want to enter the hospitality industry with a customer/guest service focus, with additional café style food preparation and cookery skills.

The strands in this qualification allow graduates to specialise in food and beverage service and café style food preparation and cookery.

As a graduate of this qualification you will be able to:

- Communicate effectively when serving customers and behave in a professional manner with colleagues, managers and customers.
- Follow standard operating procedures to deal with familiar problems in a hospitality establishment.

## Career and Study Opportunities

This qualification may lead on to:

- NZ Certificate in Food and Beverage Service (Restaurant Services) [Level 4]
- NZ Certificate in Cookery [Level 3]
- NZ Certificate in Cookery [Level 4]

Employment pathways could be:

- Cookery and service personnel in cafés, bars or clubs, restaurants which provide table and/or buffet services and establishments which cater to functions
- Barista in hospitality establishments
- Crew member in a quick service restaurant

## Partnerships

Our lecturers are highly trained professionals with particular areas of expertise in culinary arts and, food and beverage service. The staff maintains contact with other professionals through organisations such as HCIMA (Hotel and Catering Industry Management Association), RANZ (Restaurant Association of New Zealand), HANZ (Hospitality Association of New Zealand), Services ISB, NZCA (New Zealand Chefs Association) and, CFANZ (Cookery and Food Association of New Zealand).

We value our partnership with students and aim to provide quality education in a supportive environment, encouraging personal growth and professional development.

## Timetable

Your study time will be made up of contact time (class times, tutorials) and non-contact time (your own individual study time).

### Contact Time

On campus classes are scheduled between 8.00am-4.00pm, Monday to Friday (three to four days per week). Occasional evening productions for the Café and Restaurant Services strand are part of this programme.

### Non-contact time

You should plan to spend one (1) hour per classroom hour on individual study.

## Additional costs

- Black leather shoes, fully enclosed and flat
- Personal study stationery



## NZ Certificate in Food and Beverage Service (Café Services and Restaurant Services)

Level 3, 60 credits



Hawke's Bay



Full-time: 19 weeks



Fee:

Visit [fees.eit.ac.nz](https://fees.eit.ac.nz) to see the fees for this programme

### Entry requirements

A personal interview may be part of the application process.

Applicants must demonstrate interest in the industry and the potential to succeed.

- Have basic computer skills.

### Entry process

Applicants with evidence of or an attestation to basic computer skills are automatically accepted for an information session or interview.

The information sessions or interviews are conducted to ensure that the applicant is aware of the requirements of the programme and the industry to which it leads.

Acceptance onto the programme will be on a first come, first served basis following attendance at the information sessions.

### English language entry requirements

Applicants for whom English is not their first language must have an acceptable level of English language fluency prior to enrolment in the programme. This may be demonstrated in a variety of ways, including successful study of a programme in which English was the language of instruction, completion of a New Zealand Certificate in English Language (Level 3), approved scores on IELTS tests (Academic score of 5.5 with speaking and listening bands no lower than 5.5, and reading and writing bands no lower than 5.0) or completion of accepted international equivalents.

### Literacy and numeracy skills

A Literacy and Numeracy assessment is part of the preparation for all Level 1 to 3 programmes. This is a national requirement from the Tertiary Education Commission (TEC). This information gives your tutors information on what you already know to help them provide the support that you may need in your studies.

There are two assessments. The first assessment will take place within the first three weeks of the programme. The second will be a week or two before you finish the programme. This final assessment will show how you have improved with your Literacy and Numeracy skills.

There will always be a tutor to help you when doing the assessment. The most important thing to know about this assessment is that you CANNOT fail. You will merely get information on your Literacy and Numeracy skills. The result will NOT have an impact on any of your assessment marks in your course work.



### 2027 Key dates

#### Semester One

Starts: Monday, 15 February  
Ends: Friday, 25 June

#### Semester Two

Starts: Monday, 19 July  
Ends: Friday, 26 November

#### Semester Breaks

12 - 23 April  
28 June - 16 July  
27 September - 8 October

### Assessments

Assessments vary for each subject, but include assignments, practical and written assessments. Assessment assistance is available through the EIT Learning Hub for everyone to prepare and perform well. Some courses include assessment against National Qualifications Framework unit standards.

### Facilities

Large modern training and production kitchens are complemented by a fully licensed café and restaurant on the Hawke's Bay campus and will be open to the public on selected days for breakfast, lunch and dinner from March to November. It is run by students from all of the hospitality programmes, and as such forms an integral part of these programmes.



## The experience you need & the support to succeed

When you study at EIT you'll get the kind of experiences that will help you gain the knowledge and skills to get ahead.

You'll also be supported by lecturers and tutors who are here for you, within a learning environment where you are treated as an individual, not just a number.

They'll know your name and you'll receive one-on-one attention to make sure you get the support to succeed.

## Experienced lecturers

At EIT, you can be confident in the quality of our teaching and your learning experience.

EIT is highly regarded in New Zealand for research excellence due to the quality of our community centred research, our publications and our external grant income provided by funding institutions who have confidence in our research capability. You can be confident your lecturers use the latest knowledge and research in their field of expertise to inform their teaching, and many are at the forefront of knowledge creation within their discipline area.

## Programme information

The programme is aimed at people entering the hospitality customer service profession for the first time and those wanting to enhance their existing skills and employment options. Upon graduation you will have the knowledge and skills required to:

- Café Services strand: Prepare and serve food and beverages in a café
- Restaurant Services strand: Provide food and beverage service in a restaurant

## Course descriptions

| Course no. | Brief description             | NZQA level | No. of credits |
|------------|-------------------------------|------------|----------------|
| HOSP3201   | Food and Beverage Core Skills | 3          | 20             |
| HOSP3204   | Café Services                 | 3          | 20             |
| HOSP3206   | Restaurant Skills             | 3          | 20             |







## NZ Certificate in Food and Beverage Service (Café Services and Restaurant Services) [Level 3]

### Enrolment Checklist

# Please Note

These forms are to be returned with your completed enrolment form.

Your application cannot be considered if any of this information is missing.

Please complete and return the following:

- ☐ Enrolment Form - completed, signed and dated
- ☐ Course Selection Form - completed, signed and dated
- ☐ Evidence of Learning - if you are seeking Cross Credit or Recognition of Prior Learning for any courses
- ☐ Health and Fitness Declaration - completed, signed and dated with support information if required
- ☐ Personal Statement - completed, signed and dated and in your own words and handwriting
- ☐ Marriage Certificate or Change of Name document (verified copy only) - if you are enrolling under a different name from the one on your National Student Index number

If you do **not** have an active National Student Index number you may need to provide the following information:

- ☐ Birth Certificate (verified copy only)
- ☐ Marriage Certificate or Change of Name document (verified copy only) - if you are enrolling under a different name from your Birth Certificate

A current passport may be submitted for name and birth date identification instead of the above documents.

Please be aware that copies of these identification documents must be certified by a JP. Alternatively, originals can be sighted, copied and certified by EIT Administration staff.



## NZ Certificate in Food and Beverage Service (Café Services and Restaurant Services) [Level 3]

### Course Selection Form

Please include this page with your enrolment form.

Applicant name: .....

Please fill out your course selection form by ticking each course that you need to be enrolled into and ticking any unit standard that you have already achieved and would like Cross Credited.

Evidence that you have achieved a unit standard is required to be sent for you to gain a Cross Credit.

**Please note:** RPL and Cross Credit cannot be awarded for a course if you are enrolled in that course. You must apply prior to enrolment, using this Course Selection Form.

| Course code | Course title                  | Level | Credits | Tick to enrol            | CC and/or RPL (Admin/PC only) |
|-------------|-------------------------------|-------|---------|--------------------------|-------------------------------|
| HOSP3201    | Food and Beverage Core Skills | 3     | 20      | <input type="checkbox"/> | <input type="checkbox"/>      |
| HOSP3204    | Café Services                 | 3     | 20      | <input type="checkbox"/> | <input type="checkbox"/>      |
| HOSP3206    | Restaurant Skills             | 3     | 20      | <input type="checkbox"/> | <input type="checkbox"/>      |

Applicant signature: .....

Programme Coordinator  
or Administrator signature: .....

Date: .....



## NZ Certificate in Food and Beverage Service (Café Services and Restaurant Services) [Level 3]

### Health and Fitness Declaration

Please include this page with your enrolment form.

Applicant name: .....

Please answer the following questions. Answering YES to any of these questions will not necessarily result in being excluded from the programme.

Hospitality programmes require strength and stamina.

|                                                                                                                                                                                                                                                                                |                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Do you have any problems involving addiction to alcohol or illegal substances?                                                                                                                                                                                                 | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Do you have any medical difficulties that may affect your ability to study at EIT?                                                                                                                                                                                             | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Do you have any physical difficulties that may affect your ability to study at EIT?                                                                                                                                                                                            | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Do you have any psychiatric or psychological difficulties that may affect your ability to study at EIT?                                                                                                                                                                        | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If you answered YES to any of these questions please provide further information on a separate sheet or include the details on the Personal Statement form. You will need to attach a letter from your health professional stating that you are fit to study on the programme. |                                                          |

Hospitality programmes are challenging and require commitment.

|                                                                                                                                                            |                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Are there any personal circumstances, e.g. young children, other dependants or transport problems that may affect your ability to attend regularly?        | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If you answered YES to any of these question please provide further information on a separate sheet or include the details on the Personal Statement form. |                                                          |

I confirm that all the information contained in this document is true and correct. I understand that giving a false declaration or failing to disclose information may:

- Prevent me from being accepted onto the programme, or
- If accepted, prevent me from continuing on the programme.

Applicant signature: .....

Date: .....





## NZ Certificate in Food and Beverage Service (Café Services and Restaurant Services) [Level 3]

## Personal Statement

**Please include this page with your enrolment form.**

Applicant name: .....

Please give a statement outlining why you have chosen this particular programme (this must be in your own words and handwriting).

Applicant signature: .....

Date: .....