

## CI 435 Crown Certificate in International Hospitality Food and Beverage Service

### Course Summary

A successful combination of event planning, wine appreciation, bar flaring and menu engineering. This course gives you practical skills and qualifications to gain a fantastic career in the hospitality industry. This course includes the internationally-recognised London City and Guilds Diploma in Food and Beverage Service.

### Course Content

<b>Beverage Service</b>	<b>Unit</b>	<b>Level</b>	<b>Credit</b>
Demonstrate knowledge of New Zealand wines and wine producers	4637	4	4
Demonstrate knowledge of maintaining a responsible drinking environment	4645	3	2
Demonstrate knowledge of alcoholic and non-alcoholic beverages and beverage service equipment	14420	3	3
Prepare and serve alcoholic beverages in a licensed commercial environment	14421	3	4
Provide a beverage service to tables in a licensed commercial environment	14422	3	2
Prepare and serve cocktails	14424	3	8
Prepare and serve hot and cold non-alcoholic drinks in a commercial environment	14425	2	2
Prepare, take orders and serve bottled wine in a licensed commercial environment	14426	3	4
Advise and assist customers with wine	14427	4	6
Maintain personal presentation in the work place	14462	2	2
Deal with customer complaints in the hospitality industry	14464	3	2
Demonstrate knowledge of beer and beer service	17283	3	4
Evaluate wine	22912	4	4
Demonstrate knowledge of viticulture and wine knowledge	23060	3	4
<b>Operations</b>	<b>Unit</b>	<b>Level</b>	<b>Credit</b>
Sale of Liquor Act	4646	4	2
Receive and action payments	14433	2	2
Provide advanced restaurant service	14437	3	12
Provide restaurant silver service	14438	4	3
Maintain rooms for functions	14445	3	3
Provide food and beverage services for functions	14446	3	5
Demonstate knowledge of host responsibility	16705	4	3
Demonstrate knowledge of espresso coffee heritage, production and culture	17284	3	3
Demonstrate knowledge of espresso coffee equipment and recipes	17285	2	4
Prepare and present espresso beverages for service	17288	3	5
Demonstate knowledge of food an beverage stock control	17548	3	3
Selling skills	Crown		
Knowledge of working overseas and international chefs	Crown		
<b>Food Service</b>	<b>Unit</b>	<b>Level</b>	<b>Credit</b>
Perform calculations	64	1	2
Practice food safety methods	167	2	4
Work in a diverse workplace	377	2	2

Provide customer services for international visitors	378	3	3
Identify basic employment rights and responsibilities and sources of information and assistance	1978	1	2
Read text for practical purposes	2977	1	4
Participate in a team/group which has an objective	9677	2	3
Demonstrate knowledge of food styles and menu types	14431	2	3
Take, amend and cancel reservations for food and beverage service	14432	3	3
Seat customers and take initial orders	14435	3	3
Maintain a safe and secure environment	14465	3	2
Demonstrate knowledge of procedures to protect people and property	14466	2	3
Demonstrate knowledge of the hospitality industry	14468	3	6
Provide customers with information about an establishment	14469	2	2
Demonstrate a basic knowledge of contamination hazards and control methods used in the food business	20666	2	2
Provide positive hospitality customer experiences	21853	3	8
Demonstrate knowledge of providing positive hospitality customer experiences	21854	3	4
Demonstrate knowledge of matching beer and wine with food	22267	3	3
Introduction to international menus	Crown		

### Course achievement

Crown Certificate in International Hospitality - Food and Beverage Service  
 City and Guilds (London) International Diploma of Food & Beverage Service (International qualification)  
 National Certificate in Hospitality (Food and Beverage Service) Level Three Beverage Service  
 National Certificate in Hospitality (Food and Beverage Service) Level Three Food Service  
 National Certificate in Hospitality (Food and Beverage Service) Level Three Wine Service  
 National Certificate in Hospitality (Food and Beverage Service) Level Three Barista  
 National Certificate in Hospitality (Food and Beverage Service) Level Three Functions  
 National Certificate in Hospitality (Food and Beverage Service) Level Three Bar Service  
 Crown Certificate in introduction to international menus  
 Crown Certificate in selling skills  
 Crown Certificate in knowledge of working overseas and international chefs

### Course length

42 weeks (3 terms of 14 weeks, plus two holiday breaks)

### Course times

9:15 am – 3:00 pm (Mon-Fri)

### 2012 Course dates

7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013

### Entry requirements

#### Domestic Students

You should be 18 years of age or over on the date you start your course. You must have NCEA Level 2 or pass the Crown entry test and attend a personal interview. You may need to provide your school report and/or current resume. If you have already completed unit standards in travel and tourism please provide us with evidence. We may be able to cross-credit these to your Crown course.

#### International Students

Upper Intermediate, TOEIC 550, IELTS 5.5 or Crown entry test

### Further Study

If you pass this course you may wish to work towards your National Diploma in Hospitality Management or New Zealand Diploma in Business (NZDipBus) - depending on your English language level.