

Millennium, Copthorne and Kingsgate Hotels & Resorts are New Zealand's largest hospitality employer and are committed to exceeding customer expectations by providing the highest quality training.

Millennium Hotels & Resorts

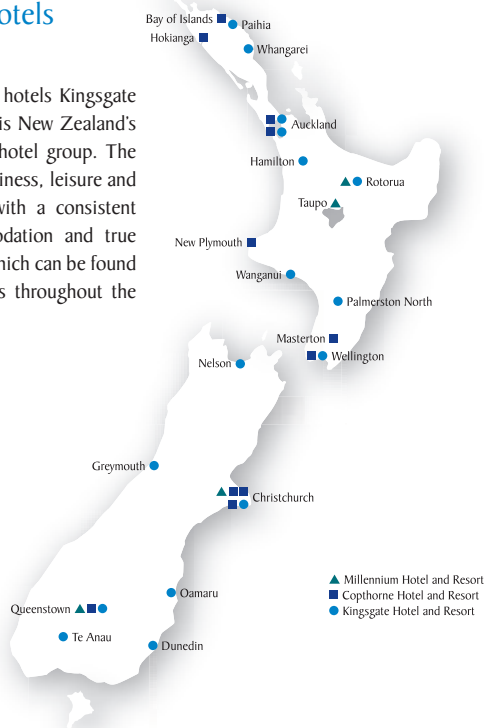
Around the globe Millennium Hotels offer the discerning traveller warm and personal service in surroundings which complement their geographical location. Throughout New Zealand, the hotels are situated in 4 stunning locations and this premium collection of accommodation presents a theme of timeless elegance and sophistication. Each hotel features a superb restaurant with the opportunity to experience uniquely New Zealand cuisine. Above all, Millennium Hotels and Resorts strive to exceed expectations in every aspect of hospitality from food to facilities to service.

Copthorne Hotels & Resorts

Copthorne Hotels & Resorts is New Zealand's largest four star group of hotels situated in regional business centres and resort destinations. Our 11 Copthorne Hotels & Resorts can be found in 8 fantastic locations from the beautiful Bay of Islands in the far north, to the pristine tranquil setting of Queenstown in the deep south. We pride ourselves in offering the very best in affordable luxury, friendly personal service and well appointed leisure & corporate facilities.

Kingsgate Hotels & Resorts

With a total of 16 hotels Kingsgate Hotels & Resorts is New Zealand's largest three star hotel group. The hotels provide business, leisure and family travellers with a consistent level of accommodation and true 'kiwi' hospitality which can be found in 15 key locations throughout the country.



For more information in your region contact the Regional Human Resources Manager

Auckland/Rotorua/Bay of Islands	09 634 1269
Wellington/Palmerston North	04 358 0279
Christchurch/Greymouth	03 365 1111
Queenstown/Dunedin/Te Anau	03 441 8888

Work towards a National Qualification in Hospitality with us



Our Industry Training Organisation

The Hospitality Standards Institute is an industry led training organization (ITO). Their qualifications are written by Kiwis, for Kiwis, and their goal is to promote training in the hospitality industry. They have training solutions for Schools, Training Providers and Workplaces, in all sectors of the industry, and a team of Regional Training Advisors to provide support and advice.



HSI works closely with Millennium, Copthorne & Kingsgate Hotels and Resorts to link new employee customer service, supervisory and management training programmes to unit standards registered on the National Qualifications Framework. This process enables employees from Millennium, Copthorne & Kingsgate Hotels and Resorts to gain formal hospitality qualifications while they

work. Employees are assessed in their departments by their own supervisors and managers who are registered Workplace Assessors.

Level 2

New Employee Customer Service Training (NECST)

The Hotel Induction programme offers an entry level qualification and contains the core compulsory unit standards for all subsequent qualifications.

Programme	Unit Standard
• Customer Service	14462
• Customer Complaints	14464
• Workplace Diversity	377
• Hospitality Industry Information	14469
• Maintaining a Safe and Secure Environment	14465
• Protection of People and Property	14466
• Basic Calculations	64
• The Employment Relationship	1979
• Reading Texts for Practical Purposes	2977
• Group and Team Participation	9677

Level 2 and 3

National Certificates in Hospitality

The twelve month skill based training programme offers on the job training at no cost to the employee. It is specifically designed for people who want to 'earn and learn' in a practical workplace environment. It is well structured and develops key operational skills in the following departments.

- Housekeeping – Accommodation Services
- Portering – Guest Services
- Food and Beverage Services
- Front Office Services

Level 4

National Certificate in Hospitality Operations Supervision

Millennium Copthorne Kingsgate Hotels and Resorts own training providers offer Supervisory Operations training to develop the skills and knowledge required by Supervisors and Managers to manage their own departments within the hotel. It provides the pathway for further study that can lead to a National Diploma in Hospitality – Business Management.

Programme	Unit Standard
• Effective Communication	9706
• On the Job Trainer	7114
• Workplace Assessor	4098
• Recruitment and Selection	16611
• Performance Reviews / Coach, Counsel and Discipline	16616
• Managing Interpersonal Conflict	9704
• Time Management	12349
• Team Building	18336
• Roster Management	17533
• Cost Control	17548
• Report Writing	3491
• Conducting Meetings	9679

Level 3 and 4

Modern Apprenticeships

Millennium, Copthorne & Kingsgate Hotels and Resorts offers Modern Apprenticeships for people between 16 and 21 years of age who are enthusiastic about developing a career in the hospitality industry. If you are prepared to commit between two and three years to gain the skills and knowledge required to be a fully trained and qualified hospitality professional, Millennium, Copthorne and Kingsgate, in conjunction with H S I offers three pathways to choose from.

- Cookery
- Food and Beverage Service
- Hospitality Operations

Who is eligible?

To participate in this training you should meet the following criteria:

- Be employed by Millennium, Copthorne & Kingsgate Hotels and Resorts
- Enjoy working with a team of people
- Excellent presentation skills
- Flexibility to work weekends, public holidays and shifts
- Good oral and written English
- Able to keep smiling when the going gets tough!

What's in it for you?

- You get paid to train
- Your training is free
- You train on the job with real situations, real people in real hotels
- You work with Supervisors and Managers who are qualified On Job Trainers and Workplace Assessors
- Your workbooks and training resources will be provided for you.
- You have the opportunity to gain unit standards for previous work experience

Who do I need to contact to find out more?

All you need to do is contact the closest centre to you and ask to speak to the Regional Human Resources Manager about training opportunities. Details are on the back page of this brochure.

