

CERTIFICATE IN HOSPITALITY SKILLS CO-OP CO-OP



Greystone
COLLEGE

- Preparation for Smart Serve®
- Flexible monthly start dates to suit your study needs, certification goals and schedule
- Learn from highly qualified instructors with several years of professional industry experience
- Preparation for Internationally recognized certification from the American Hotel and Lodging Association
- Strengthen your résumé and enhance your potential for career success with Canadian work experience

Campus

Toronto

Program Length

Daytime: 26 weeks

(12 weeks academic study +
12 weeks co-op + 2 weeks
post-placement study)

*Schedules will be adjusted in December to
accommodate public holidays.*

2021 Start Dates

2021 Daytime: Jan 4, Feb 1, Mar 1, Mar 29,
Apr 26, May 25, Jun 21, Sep 13, Oct 12, Nov 8,
Dec 6

2022 Daytime: Jan 4, Jan 31, Feb 28, Mar 28,
April 25, May 24, Jun 20, Jul 18, Aug 15, Sep 12,
Oct 11, Nov 7, Dec 5

2021 Fees

Registration fee:	\$200
Tuition:	\$6,285
Material fee:	\$375

All fees are in Canadian dollars.

**Bursaries available. Contact us or your local
Greystone College representative for more info.**

Co-op Program includes: Permit sponsorship,
documentation support, interview and job
preparation review, résumé finalization, job
search tips and monitoring throughout the co-
op placement. The service is complemented by
Work Placement Skills class.

*The student is responsible for the payment of any
government fees related to the application for a work
permit and the extension of study permit.*

Entry Requirement

- Students who are interested in attending Greystone College must have a secondary school diploma or equivalent (accepted secondary school diplomas must be from Canada or the USA).
- In Toronto, students must be at least 18 years of age, and pass a superintendent approved qualifying test.
- All applicants whose first language is not English must demonstrate a Beginner 4 level of English with Greystone College's online written and speaking test.

*The online written and speaking test is exempt if TOEFL
IBT 31, IELTS 4 or ILSC Beginner 4 is presented.*

*If an applicant fails to meet the minimum requirements, they
cannot be waived by either the institution or the student.*

Program Description

Develop the knowledge, skills, and experience to succeed in one of the most dynamic industries in the world in this fast 12 week program!

The Certificate in Hospitality Skills, Co-op will provide you with in-demand soft skills in teamwork, business communications, problem solving, and conflict resolution. A thorough examination of the hospitality, travel and tourism industry will give you an idea of the diversity of opportunities available to you in this exciting field. The professional-level hospitality program prepares you to be job-ready at the beginning of the co-op placement, and ensures you have the certifications required for hospitality industry jobs in Ontario.

Co-op Work Experience

This Work Experience placement is an integral part of the Co-op program. Students will apply the theories learned in class in real world work settings that are relevant to their field of study and align with the learning objectives of the program. Program Orientation and Pre-Placement classes will prepare you for finding a suitable placement. Throughout the work experience term, you will receive the support and guidance of a dedicated Co-op Coordinator who will work with you and ensure that you receive all the support that is needed to successfully complete the program.

**Weekly hours may vary and are determined by the employer. Students can work a maximum of 252 hours total during their co-op.*

Program Schedule

Students taking the daytime program will follow the same course schedule from 9:00 AM–2:30 PM during all study portions. During the first 12 weeks of the program, students will also take the Work Placement Skills Course (Part 1 & 2) during the afternoon 2:45–4:00 PM block to prepare for their co-op. After completing the final course, students will start their co-op work placement. At the end of the work placement, students will return to Greystone College for 2 weeks of Post-Placement Study, and graduation.

12 WEEKS ACADEMIC STUDY		12 WEEKS CO-OP WORK EXPERIENCE	2 WEEKS POST PLACEMENT STUDY	
MON-THU	FRI		MON-THU	FRI
9:00 AM-12:00 PM Class			9:00 AM-12:00 PM Class	
12:00-1:00 PM Lunch	No Class		12:00-1:00 PM Lunch	No Class
1:00-2:30 PM Class			1:00-2:30 PM Class	
2:45-4:00 PM Work Placement Skills*			No Class	

** The Work Placement Skills course runs during the first 12 weeks of the program.*

Certificate in Hospitality Skills Co-op Courses

ACADEMIC STUDY

WORKING EFFECTIVELY WITH OTHERS

Develop knowledge, skills, techniques, and strategies to be an effective member of a workgroup. The process starts with developing workplace relationships by knowing responsibilities, recognizing resource and time constraints, and dealing with constructive feedback. Learn how to be a supportive, collaborative, and group goal-oriented member of teams and groups. The course will teach you how to handle personal, cultural, and language differences; deal with problems as they occur; and play a part in resolving conflicts.

HOSPITALITY, TOURISM & TRAVEL INDUSTRY INFORMATION

Get an overview of one of the world's most important employment sectors. Three subsectors in particular will be emphasized: Travel and Tourism, Hospitality, and Event Management. The course will cover general principles of organization and management to familiarize you with this diverse industry. Various career paths and requirements are outlined. A section of the course will deal with current and emerging technologies in the industry.

RESTAURANT SERVICE COURSE

The Restaurant Service Course will teach you how to provide excellent food and beverage service while learning important protocols to ensure food safety and safe service of alcohol. The course will prepare you for entry-level food and beverage positions in the tourism and hospitality industry. Upon completion of the course, students will be prepared to take exams for the following certifications, which may be required for certain food and beverage jobs in Canada:

- American Hotel and Lodging Education Institute START* Restaurant Server certification
- Smart Serve*** certification
- Food Safety Basics / Food Safe Level 1 certification

WORK PLACEMENT SKILLS PART 1 & 2

This course is delivered in two parts. In Part 1, students will develop the basic skills for finding and securing work in Canada – they will learn about resumes, cover letters, tax forms and more. Part 2 of the course is designed especially for Co-op students. It provides additional support to help students find and secure a co-op placement related to their studies and explains expectations and responsibilities during the work term.

CO-OP WORK EXPERIENCE

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During the co-op work placement, students will put their skills into practise in a local workplace in a position related to their specific program objectives. Students will be required to complete job tasks as assigned to them by the employer. In addition, students are required to provide regular feedback (monthly and final) on their work experience to Greystone College using prescribed reporting forms.

POST PLACEMENT STUDY

THE NEXT STEP

This course follows your placement, and provides an opportunity to review your expectations, revise goals, adjust your résumé, and generally reflect on your experience in the workplace. The collective experiences of the students in the class is informative. You may now be in a position to decide on your next step, whether it is continuing on this career path or seeking further education.

**START program is registered trademark of American Hotel and Lodging Association.*

***Smart Serve is a registered trademark of Smart Serve Ontario.*



Bring your own device

To ensure our students have the most transformative learning experience we recommend the following minimum device requirements:

- Windows 7 or Mac OS v.10.7 or higher
- Processor: Intel I5-6400 or Ryzen 5 1400 minimum
- Memory: 4 GB recommended
- Screen: 14 inches recommended
- Connectivity: Wi-Fi and LAN
- Ports: minimum 1 USB 3.0 port
- Mouse and video camera

We recommend purchasing an external numeric keyboard if your device does not already have one. Students are provided with a free Microsoft Office 365 account during their studies.

THE ONTARIO MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT

The Ontario Ministry of Advanced Education and Skills Development is responsible for the administration of laws relating to education and skills training in the province of Ontario. The Ministry oversees the development and the review of standards for programs of instruction, in order to clearly identify the essential skills and knowledge that graduates of that program must acquire.

THE CO-OP WORK EXPERIENCE COULD INCLUDE ENTRY-LEVEL POSITIONS IN THE FOLLOWING AREAS

- Food and Beverage Attendant
- Front Desk Receptionist
- Function Attendant
- Restaurant Host/Hostess
- Function Host
- Server/Banquet Server



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