

# DIPLOMA IN CUSTOMER SERVICE CO-OP



Greystone  
COLLEGE

- Develop a solid foundation in customer service skills and prepare for entry level paid employment in Hospitality, Tourism and Retail environments
- Learn how to effectively communicate, solve problems and interact with customers in diverse situations
- Learn from highly qualified instructors with several years of professional industry experience
- Strengthen your résumé and enhance your potential for career success with Canadian work experience

## Campus

Vancouver, Toronto

## Program Length

**Daytime: 48 weeks** (24 weeks academic study + 24 weeks paid work experience)

**Evening: 88 weeks** (48 weeks academic study + 40 weeks paid work experience)

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, Jul 19, Aug 16, Sep 13, Oct 12, Nov 8, Dec 6

**2021 Evening:** Jan 4, Feb 15, Apr 12, Jun 7, Aug 2, Sep 27, Nov 22

**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

**2022 Evening:** Jan 31, Mar 28, May 24, Jul 18, Sep 12, Nov 7

Note: During the Summer and Winter holiday seasons (Aug and Dec) placement start and end dates will need to align with holiday closures. Additionally, students expecting to start their placement during this time should anticipate possible delays due to the reduced level of business activity.

## 2021 Fees

Registration fee:	<b>\$200</b>
Daytime Tuition:	<b>\$10,575</b>
Nighttime Tuition:	<b>\$13,825</b>
Material fee:	<b>\$600</b>

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, résumé building, job search tips and monitoring throughout the co-op placement.

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 completed (graduated from) their final year of general schooling or GED, or have mature student status.
- In Toronto only, 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 test and speaking interview are 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

This program will prepare you for success in workplaces driven by customer relationships, providing a pathway to work in organizations such as restaurants, hotels, motels, clubs, pubs, cafes, coffee shops and retail stores. With this qualification, students will be able to specialize in areas such as accommodation services, food and beverage and retail, or put their diverse skills to support the needs of small businesses. Students will learn effective communication skills, how to manage conflict and handle customer complaints, how to work in a team, and how to build product and service knowledge in order to provide relevant information to customers.

## Co-op Work Experience

This paid 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.

## Program Schedule

### Daytime 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 24 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.

24 WEEKS ACADEMIC STUDY		24 WEEKS CO-OP WORK EXPERIENCE
MON-THU	FRI	
9:00 AM–12:00 PM Class		Work schedule as per employer requirements
12:00–1:00 PM Lunch	No Class	
1:00–2:30 PM Class		
2:45–4:00 PM Work Placement Skills*		

\*The Work Placement Skills course runs during the 1st and 4th months of your program.

### Evening Program Schedule

Students taking the evening program will begin their program with 2 weeks of Work Placement Skills: Part 1 before taking their first 6 week program course. In between each 6 week course, students will take a 2 week break before starting their next course. At the end of the fourth course, students will complete 2 weeks of Work Placement Skills: Part 2 before commencing the co-op work placement.

### Vancouver

48 WEEKS ACADEMIC STUDY		40 WEEKS CO-OP
MON-THU 5:15 PM – 9:00 PM	FRI 12:30 PM – 5:30 PM	
Class	Weekly instructional Review	Work schedule as per employer requirements

\*Includes a 15 minute break.

### Toronto

48 WEEKS ACADEMIC STUDY		40 WEEKS CO-OP
MON-THU 5:15 PM – 9:00 PM		
Class*		Work schedule as per employer requirements

\*Includes a 15 minute break.

# Diploma in Customer Service Co-op Courses

## ACADEMIC STUDY

### WORKPLACE COMMUNICATION

In this workplace-centered course, students will develop communication skills for the workplace. Key workplace communication skills include gathering, conveying, and receiving information together with completing routine written correspondence.

### WORKING EFFECTIVELY WITH OTHERS

In this course, students will develop teamwork skills for the workplace. The course covers topics like working in a group environment, promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.

### 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\*\*\* (Ontario) or Serving it Right (British Columbia) certification
- Food Safety Basics / Food Safe Level 1 certification

### HOSPITALITY, TOURISM & TRAVEL INDUSTRY INFORMATION

In this course, students will gain the knowledge required to source and use current and emerging information on the hospitality, tourism and travel industry. Students will develop research skills in order to stay current on industry structure and technology issues and will integrate this essential knowledge on a daily basis to work effectively in the industry.

### PROVIDING INFORMATION AND ASSISTANCE

In this course, students will gain the knowledge required to provide customers with information and assistance on facilities, products and services. They will learn how to identify customer needs and how to build their knowledge base in order to provide relevant and helpful information.

### CUSTOMER INTERACTION

In this course, students will gain the knowledge required to deliver a fundamental customer service to both internal and external customers. Good customer service requires the ability to greet and serve customers and to respond effectively to customer service enquiries including routine customer problems.

### 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

### CO-OP WORK EXPERIENCE

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 placement experience to Greystone College using prescribed reporting forms.

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

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

### 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
- Sales Clerk/Customer Service Attendant
- Function Host
- Server/Banquet Server



## 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.



## PRIVATE TRAINING ACT OF MINISTRY OF ADVANCED EDUCATION

Greystone College Vancouver is registered and holds a designated certificate under the provisions of the Private Training Act of Ministry of Advanced Education. The Ministry of Advanced Education provides leadership and direction for the world class post-secondary education and training system in British Columbia



Greystone College of Business and Technology (Toronto) Inc. (Greystone College (Toronto)), Greystone College of Business and Technology (Greystone College (Vancouver)), and Collège Greystone (Greystone College (Montréal)) are herein collectively referred to as "Greystone College".