

# DIPLOMA IN CUSTOMER SERVICE



Greystone  
COLLEGE

- Develop a solid foundation in customer service skills and prepare for entry level 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
- Develop soft skills sought by today's employers, like effective communication, team-building, and collaboration

## Campus

Vancouver, Toronto

## Program Length

**Daytime:** 26 weeks

**Evening:** 48 weeks

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, Feb 1, Mar 1, Mar 29, Apr 26, May 25, Jun 21, Jul 19, Aug 16, Sep 13, Oct 12, Nov 8, Dec 6

**2022 Evening:** Jan 4, Feb 15, Apr 12, Jun 7, Aug 2, Sep 27, Nov 22

## 2021 Fees

Registration fee:	<b>\$200</b>
Daytime Tuition:	<b>\$9,750</b>
Evening Tuition:	<b>\$11,700</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.**

## Entry Requirement

- Students who are interested in attending Greystone College must have a secondary school diploma or 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 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

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.

## Program Schedule

### Daytime Program Schedule

Students taking the daytime program will follow the same course schedule every week throughout their entire 26 week program.

TIME	MON-THUR	FRI
9:00 AM-12:00 PM	Class	
12:00-1:00 PM	Lunch	No class
1:00-2:30 PM	Class	

### Evening Program Schedule

Students taking the evening program will begin their program with 2 weeks in the Job Search Preparation Course before taking their first 6 week course. After every 6 week course, students take a 2 week break before starting their next course.

## VANCOUVER

48 WEEKS ACADEMIC STUDY	
MON-THU 5:15 PM - 9:00 PM	FRI 12:30 PM - 5:30 PM
Class*	Weekly instructional Review

\*Includes a 15 minute break.

## TORONTO

48 WEEKS ACADEMIC STUDY
MON-THU 5:15 PM - 9:00 PM
Class*

\*Includes a 15 minute break.

# Diploma in Customer Service Courses

## 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.

## JOB SEARCH PREPARATION (DAYTIME ONLY)

In this course students will learn strategies and techniques to establish and implement a personal professional development plan to strive for efficiency and effectiveness in business. Students will reflect on their personal Self-Awareness through assessing their values, strengths and weaknesses as well as their vision in life. This will also help students set meaningful life and career goals, align with their goals more effectively and understand oneself in relation to others.

## WORK PLACEMENT SKILLS PART 1 (EVENING ONLY)

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.

\*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.



## 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