

DIPLOMA IN HOSPITALITY MANAGEMENT

- Build foundational knowledge in a wide range of key areas to help you choose your career path in Hospitality
- Secure rewarding and successful employment in this expanding and fast-growing industry
- Obtain the internationally-recognized American Hotel and Lodging Educational Institute (AHLEI) certificates



Greystone
COLLEGE

Campus

Vancouver, Toronto

Program Length

Daytime: 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

*Greystone College Toronto is pausing delivery of most programs in the daytime schedule in 2021, except for the Diploma in Customer Service and Diploma in Customer Service Co-op. Daytime program schedules will resume for start dates in 2022.

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:	\$18,000
Material fee:	\$1,440

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, GED 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 an Intermediate 3 level of English with Greystone College's online written and speaking test.

The online written and speaking test is exempt if TOEFL TOEFL iBT 46, IELTS 5.5, or ILSC I3 is presented.

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

Program Description

Greystone College's Diploma in Hospitality Management program is an intensive diploma program designed specifically to meet the vast employment needs, both staff and managerial, in the global tourism, hospitality, resorts and conventions markets.

Hospitality is one of the fastest growing industries and largest areas of employment in the world. Students will be prepared for a variety of hospitality industry positions in guests services, front desk operations, food & beverage, housekeeping, event coordination, administration and more.

Program Schedule

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



The American Hotel & Lodging Education Institute, was founded in 1953 to provide working hospitality professionals with education and training. Graduates of our Hospitality Management program qualify for additional certification through AHLEI. Professional certification from the Educational Institute is the ultimate distinction of professional excellence for the hospitality industry.



Diploma In Hospitality Management Courses

THE LODGING AND FOOD SERVICE INDUSTRY

Prepare students for careers in hospitality by presenting and describing opportunities in hospitality management. These opportunities include careers in a variety of businesses, including hotels, restaurants, institutions, private clubs, casinos, consulting firms, travel agencies, and cruise ships.

HOSPITALITY FINANCIAL ACCOUNTING

Get a comprehensive introduction to hospitality accounting concepts and procedures, the processing of hospitality financial data, and the flow of financial information in the accounting cycle that results in the production of financial statements.

SUPERVISION IN THE HOSPITALITY INDUSTRY

Learn how to develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques.

FRONT OFFICE OPERATIONS

Increase front office efficiency and help sales grow with the knowledge and skills gained from this course. Topics include revenue management and the latest technology applications. Learn how front office activities and functions affect other departments and how to manage the front office to ensure your property's goals are met. Case studies and real-world examples offer a practical industry perspective.

HOUSEKEEPING

No property can be profitable without clean rooms and efficient housekeeping operations. Learn what it takes to manage this important department. This course provides a thorough overview, from the big picture of hiring and retaining quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel.

FOOD AND BEVERAGE SERVICE

This course will provide the foundation you need to oversee the provision of quality dining service, including responsible alcohol service as well as onsite food and beverage operations.

CONVENTION MANAGEMENT SERVICE

Get an introduction to the organization and structure of hotels, restaurants, clubs, cruise ships and casino hotels, from a management perspective. Topics include: business ethics, franchising, management contracts, marketing and sales and advertising.

MANAGING TECHNOLOGY

Gain solid grounding in hospitality technology and the management of information systems. Content includes applications for all functional areas, including reservations, rooms, food and beverage, sales and event management.

SECURITY AND LOSS PREVENTION MANAGEMENT

Gain an understanding of security and safety issues within the hospitality industry. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, and more.

HOSPITALITY SALES AND MARKETING

Discover how to build a top-flight sales team with creative, successful sales and marketing programs that really work. This course shows how to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners.

MANAGING HOSPITALITY HUMAN RESOURCES

Hospitality is a people industry, and this course shows how to manage the important human resources who provide services within a hospitality operation. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed.

REVENUE MANAGEMENT

In this course you will learn about the different revenue management tools available, as well as their uses. Students will also go over the different vital issues to consider before implementing revenue management tactics, and the consequences or benefits that the subsequent use of revenue management may entail.

*The curriculum is subject to change.



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