

DIPLOMA IN HOSPITALITY OPERATIONS CO-OP



Greystone
COLLEGE

- Strengthen your resume with Canadian work experience and enhance your potential for future career success
- Gain the knowledge and skills necessary to secure rewarding and successful employment in this expanding and fast-growing industry
- Obtain the internationally-recognized American Hotel and Lodging Educational Institute (AHLEI) certificates

Campus

Vancouver, Toronto

Program Length

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

Evening (Vancouver Only): 88 Weeks (48 weeks academic + 40 weeks work)

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 (Vancouver Only) : Jan 4, Feb 15, Apr 12, Jun 7, Aug 2, Sep 27, Nov 22

*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

2022 Evening (Vancouver Only) : Jan 31, Mar 28, May 24, Jul 18, Sep 12, Nov 7

2021 Fees

Registration fee:	\$200
Daytime Tuition:	\$10,575
Evening Tuition:	\$13,825
Material fee:	\$720

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 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

The Diploma in Hospitality Operations Co-op provides students with the fundamental knowledge in a variety of areas within the hospitality industry.

Students acquire industry knowledge through an internationally-recognized Hospitality program, and gain valuable Canadian work experience during the co-op work term. Tourism & Hospitality are two of the fastest growing industries, and the largest areas of employment in the world.

Students will be prepared for a variety of hospitality industry positions such as event coordinator, human resources coordinator, guest services agent, and more.

Co-op Work Experience

This Work Experience 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 work experience opportunity. 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 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 experience term.

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 (Vancouver Only)

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.

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.

Diploma in Hospitality Operations Co-Op Courses

ACADEMIC STUDY

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.

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 practice 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.

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

- Guest services agent
- Room attendant
- Event coordinator
- Housekeeper
- And more!



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



THE AMERICAN HOTEL & LODGING EDUCATION INSTITUTE

Founded in 1953 to provide working hospitality professionals with education and training. Graduates of our Diploma in Hospitality Operations program qualify for additional certification through AHLEI. Professional certification from the Educational Institute is the ultimate distinction of professional excellence for the hospitality industry.



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