

DIPLOMA IN HOSPITALITY OPERATIONS



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

2021 Fees

Registration fee:	\$150
Daytime Tuition:	\$9,750
Evening Tuition:	\$11,700
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 provides students with the fundamental knowledge in a variety of areas within the hospitality industry. This includes organizing and performing the front office functions of guest service, managing housekeeping operations, supervising a team of hospitality professionals, and more.

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

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 (Vancouver Only)

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.

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.



The American Hotel & Lodging Education Institute, was 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.

Diploma in Hospitality Operations 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.

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.



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

