



**GREYSTONE
COLLEGE**
PART OF THE ILSC EDUCATION GROUP

WWW.GREYSTONECOLLEGE.COM

Diploma in Customer Service Co-op

AVAILABLE IN
TORONTO

- Develop a solid foundation in customer service skills and prepare for entry into the hospitality, tourism and travel industries.
- Learn how to effectively build your product and service knowledge in order to provide relevant information to customers
- Programs taught by industry professionals and highly-qualified instructors
- Strengthen your résumé with Canadian work experience

PROGRAM LENGTH

Daytime Program: 50 weeks

24 weeks academic study + 24 weeks paid work experience + 2 weeks academic study (post-placement feedback)

Evening Program: 92 weeks

48 weeks academic study + 40 weeks paid work experience + 4 weeks post-placement study.

ENTRY REQUIREMENT

- Students who are interested in attending Greystone College must have a secondary school diploma or equivalent (accepted secondary school diplomas must be from Canada or the USA); or be at least 18 years of age, and pass a superintendent approved qualifying test.
- International students must demonstrate a Beginner 4 level of English with Greystone's online written test and interview. The online written test is exempt if TOEFL iBT 35, 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.

2017 START DATES

Daytime Program: Jan 3, Jan 30, Feb 27, Mar 27, Apr 24, May 23, Jun 19, Jul 17, Aug 14, Sep 11, Oct 10, Nov 6, Dec 4

Evening Program: Jan 3, Feb 13, Apr 10, Jun 5, Jul 31, Sep 25, Nov 20

2017 FEES

Registration:	\$150
Tuition:	\$9,490
Co-op service:	\$825
Materials fee:	\$500

Co-op Service 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.

All fees are in Canadian dollars.

Greystone College Toronto

DLI: O19376982302

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 PLACEMENT

Greystone co-op coordinators will help prepare you for securing a co-op placement, and, for an optional fee, can provide up to 2 guaranteed interviews. Co-op placement hours cannot exceed study hours—the program is designed to allow students to work an average of 21 hours per week. Co-op positions vary depending on an employer's needs, and the student's English and professional skills. Your work schedule and wage will be determined by your employer.

PROGRAM SCHEDULE

DAYTIME PROGRAM SCHEDULE

Students taking the daytime program will follow the same course schedule from 9:00 AM–2:30 PM every week throughout their entire 50 week program. Additionally, during 4 weeks of the program, students will take the Work Placement Class to prepare for their co-op. After completing the final course, students start their co-op placement then return to Greystone College for 2 weeks of Post Placement Study, and graduation.

24 WEEKS ACADEMIC STUDY		24 WEEKS CO-OP	2 WEEKS POST PLACEMENT STUDY	
MON-THU	FRI	VARIES	MON-THU	FRI
9:00 AM–12:00 PM Class			9:00 AM–12:00 PM Class	
12:00–1:00 PM Lunch	No Class		12:00–1:00 PM Lunch	
1:00–2:30 PM Class			1:00–2:30 PM Class	
2:45–4:00 PM Work Placement class 4 weeks only			No Class	

EVENING PROGRAM SCHEDULE

Students taking the evening program will begin their program with 2 weeks in the Work Placement Skills Course before taking their first 6 week academic course. After every 6 week course, students will take a 2 week break before starting their next course. After completing the final course, students complete their co-op placement then return to Greystone College for 4 weeks of Post Placement Study, and graduation.

48 WEEKS ACADEMIC STUDY			40 WEEKS CO-OP	4 WEEKS POST PLACEMENT STUDY
MON-THU			VARIES	MON-THU
5:15–6:30 PM Work Placement Skills: Part 1* (2 weeks)	5:15–9:00 PM Course (6 weeks / course 36 weeks total)	Scheduled Break 2 weeks between each course (8 weeks total) + Work Placement Skills: Part 2 (2 weeks)		5:15–8:00 PM The Next Step (4 weeks)

**If space allows, students may repeat the Work Placement Skills: Part 1 any time throughout their program. The Work Placement Skills course runs every 8 weeks, during the scheduled break.*

LEVEL REQUIREMENT

B1 B2 B3 B4 I1 I2 I3 I4 A1 A2

B=Beginner I=Intermediate A=Advanced