



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

[WWW.GREYSTONECOLLEGE.COM](http://WWW.GREYSTONECOLLEGE.COM)

# Certificate in Hospitality Skills Co-op\*

AVAILABLE IN  
TORONTO

- Flexible monthly start dates to suit your study needs, certification goals and schedule
- Programs taught by industry professionals and highly-qualified instructors
- Internationally recognized certification from the American Hotel and Lodging Association
- Smart Serve ® certification for alcohol service
- Strengthen your résumé with Canadian work experience

## PROGRAM LENGTH

### 26 weeks

12 weeks academic study + 12 weeks paid work experience + 2 weeks academic study (post-placement feedback)

## 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 pass a superintendent approved qualifying test.
- Students must be at least 18 years of age to participate in this program
- International students must demonstrate an Intermediate 2 level of English with Greystone's online written test and interview. The online written test is exempt if TOEFL iBT 45, IELTS 4.5 or ILSC Intermediate 2 is presented.
- Students must arrive with study and co-op work permits for this program.
- If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.

## 2017 START DATES

Jan 3, Jan 30, Jun 19, Jul 17, Dec 4

## 2017 FEES

Registration:	<b>\$150</b>
Tuition:	<b>\$5,320</b>
Co-op service:	<b>\$825</b>
Materials fee:	<b>\$375</b>

**Co-op Service includes:** Permit sponsorship, documentation support, interview and job preparation review, résumé finalization, job search tips and monitoring throughout the co-op placement. The service is complemented by Work Placement Skills class.

*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

Develop the knowledge, skills, and experience to succeed in one of the most dynamic industries in the world in this fast 12 week program!

The Certificate in Hospitality Skills, Co-op will provide you with in-demand soft skills in teamwork, business communications, problem solving, and conflict resolution. A thorough examination of the hospitality, travel and tourism industry will give you an idea of the diversity of opportunities available to you in this exciting field. The professional-level hospitality program prepares you to be job-ready at the beginning of the co-op placement, and ensures you have the certifications required for hospitality industry jobs in Ontario.

## PROGRAM SCHEDULE

### ACADEMIC STUDIES

Students will benefit from qualified instructors with years of experience in the industry.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 AM–12:00 PM	Class				
12:00 PM–1:00 PM	Lunch				No class
1:00 PM–2:30 PM	Class				
2:45 PM–4:00 PM	Work Placement class—students will attend the Work Placement class for <b>4 weeks</b> during their study in order to prepare for their co-op placement				

### CO-OP WORK PLACEMENT

Greystone co-op coordinators will help prepare you for securing a co-op placement. 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.

*\*Weekly hours may vary and are determined by the employer. Students can work a maximum of 252 hours total during their coop.*

### POST-PLACEMENT ACADEMIC STUDY

Students must return for a 2 week course after completion of the co-op placement.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 AM–12:00 PM	Class				
12:00 PM–1:00 PM	Lunch				No class
1:00 PM–2:30 PM	Class				

*\*Approved as a vocational program under the Private Career Colleges Act, 2005.*

**LEVEL REQUIREMENT**

**B1**

**B2**

**B3**

**B4**

**I1**

**I2**

**I3**

**I4**

**A1**

**A2**

B=Beginner I=Intermediate A=Advanced

## CERTIFICATE IN HOSPITALITY SKILLS CO-OP COURSES

COURSE NAME		DESCRIPTION
CORE PROGRAM COURSES	<b>Working Effectively with Others</b>	Develop knowledge, skills, techniques, and strategies to be an effective member of a workgroup. The process starts with developing workplace relationships by knowing responsibilities, recognizing resource and time constraints, and dealing with constructive feedback. Learn how to be a supportive, collaborative, and group goal-oriented member of teams and groups. The course will teach you how to handle personal, cultural, and language differences; deal with problems as they occur; and play a part in resolving conflicts.
	<b>Hospitality, Tourism &amp; Travel Industry Information</b>	Get an overview of one of the world's most important employment sectors. Three subsectors in particular will be emphasized: Travel and Tourism, Hospitality, and Event Management. The course will cover general principles of organization and management to familiarize you with this diverse industry. Various career paths and requirements are outlined. A section of the course will deal with current and emerging technologies in the industry.
	<b>American Hotel and Lodging Association START ® Program for Food &amp; Beverage Service*</b>	Learn about food and beverage service, food sanitation, guest service, dining room and kitchen protocol, workplace safety, food terminology and wine knowledge. The course also takes you through various aspects of the hospitality institution operations and management. This subject complements Hospitality, Tourism and Travel information by providing the skills needed for one of the most common entry-level positions in the industry. Successful completion leads to an internationally recognized certificate from the American Hotel and Lodging Association (AHLA).
	<b>Smart Serve ® Certification**</b>	Smart Serve Certification is legally required in Ontario for anyone handling, selling, or serving alcohol. This course provides the information needed to complete the Smart Serve examination leading to the certification. The examination is taken at Greystone College.
CO-OP PREPARATION	<b>Work Placement Skills</b>	This course is taken concurrently with your first core course. The goal is to provide you with the tools and strategies needed to find work in your chosen industry. A key focus will be producing a résumé and cover letter that meets Canadian standards. Additionally, you will learn about general workplace conditions, deportment, rights, and responsibilities. Participating in mock interviews will prepare you for the real thing. You will set realistic goals for your placement, which will be reviewed again after placement completion in The Next Step course. You will also discuss government and college reporting requirements. This course complements The Next Step and the co-op service sessions.
POST CO-OP FOLLOW UP	<b>The Next Step</b>	This course follows your placement, and provides an opportunity to review your expectations, revise goals, adjust your résumé, and generally reflect on your experience in the workplace. The collective experiences of the students in the class is informative. You may now be in a position to decide on your next step, whether it is continuing on this career path or seeking further education.

\*START program is registered trademark of American Hotel and Lodging Association.

\*\*Smart Serve is a registered trademark of Smart Serve Ontario.

### CO-OP POSITIONS COULD INCLUDE THE FOLLOWING

- Food and Beverage Attendant
- Function Attendant
- Restaurant Host/Hostess
- Sales Clerk/Customer Service Attendant
- Front Desk Receptionist
- Function Host
- Server/Banquet Server