



GREYSTONE COLLEGE
PART OF THE ILSC EDUCATION GROUP

WWW.GREYSTONECOLLEGE.COM

AVAILABLE IN
VANCOUVER

Diploma in Customer Service Co-op

- 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 + 2 weeks post-placement study.

Note: During Dec–Jan holiday season, co-op start dates could be delayed, and/or hours reduced due to holiday business schedules.

ENTRY REQUIREMENT

- Students who are interested in attending Greystone College must have completed (graduated from) their final year of general schooling or GED, or have mature student status.
- International students must demonstrate a Beginner 4 level of English with Greystone's online written test and interview. The online 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 14, Apr 10, Jun 5, Jul 31, Sep 25, Nov 20

2017 FEES

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

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.

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. Co-op placement hours cannot exceed study hours. 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			Schedule depends on your placement	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)		Schedule depends on your placement

**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

DIPLOMA IN CUSTOMER SERVICE CO-OP COURSES

COURSE NAME		DESCRIPTION
CORE PROGRAM COURSES	Workplace Communication	In this workplace-centered course, students will develop communication skills for the workplace. Key workplace communication skills include gathering, conveying, and receiving information together with completing routine written correspondence.
	Working Effectively with Others	In this course, students will develop teamwork skills for the workplace. The course covers topics like working in a group environment, promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.
	Basic IT Skills—Produce Word Processed Documents*	In this course, students will learn how to correctly operate word processing applications to produce workplace documents.
	Basic IT Skills—Create and Use Spreadsheets*	In this course, students will learn how to correctly create and use spreadsheets and charts using industry-standard spreadsheet software.
	Hospitality, Tourism & Travel Industry Information	In this course, students will gain the knowledge required to source and use current and emerging information on the hospitality, tourism and travel industry. Students will develop research skills in order to stay current on industry structure and technology issues and will integrate this essential knowledge on a daily basis to work effectively in the industry.
	Providing Information and Assistance	In this course, students will gain the knowledge required to provide customers with information and assistance on facilities, products and services. They will learn how to identify customer needs and how to build their knowledge base in order to provide relevant and helpful information.
	Customer Interaction	In this course, students will gain the knowledge required to deliver a fundamental customer service to both internal and external customers. Good customer service requires the ability to greet and serve customers and to respond effectively to customer service enquiries including routine customer problems.
CO-OP PREPARATION	Work Placement Skills	In this course, students will prepare for the Canadian workplace. This course is very useful to students registered in a co-op program. It rapidly prepares students to apply for jobs and ensures their résumés and cover letters are to the business standard. Additionally, it helps students through the process of applying for a tax file number (SIN).
POST CO-OP FOLLOW UP	The Next Step	This course follows up with students after their work placement. It provides the student with a new perspective of their goals and achievements and prepares them to take the next step when they leave the program.

Basic IT Skills—Produce Word Processed Documents and Basic IT Skills—Create and Use Spreadsheets run together during the same session (Each course is half the normal course duration).

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