



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

# Diploma in Customer Service Co-op

- Develop a solid foundation in customer service skills and prepare for entry level paid 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
- Strengthen your résumé and enhance your potential for career success with Canadian work experience

## Campus

Toronto

## Program Length

Daytime: 50 weeks (24 weeks academic study + 24 weeks paid work experience + 2 weeks post-placement study)

Evening: 92 weeks (48 weeks academic study + 40 weeks paid work experience + 4 weeks post-placement study)

## 2018 Start Dates

Daytime: Jan 2, Jan 29, Feb 26, Mar 26, Apr 23, May 22, Jun 18, Aug 7, Sep 4, Oct 1, Oct 29, Nov 26

Evening: Jan 15, Mar 12, May 7, Jul 3, Aug 27, Oct 22

## 2018 Fees

Registration fee:	<b>\$150</b>
Daytime Tuition:	<b>\$9,750</b>
Nighttime Tuition:	<b>\$13,000</b>
Material fee:	<b>\$500</b>
Co-op Service fee:	<b>\$825</b>

All fees are in Canadian dollars.

## 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.

## 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 and speaking interview are 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.

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## 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 Experience

This paid Work Experience placement 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 placement. 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 all study portions. 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 placement. At the end of the work placement, students will return to Greystone College for 2 weeks of Post-Placement Study, and graduation.

24 WEEKS ACADEMIC STUDY		24 WEEKS CO-OP WORK EXPERIENCE	2 WEEKS POST PLACEMENT STUDY	
MON–THU	FRI		MON–THU	FRI
9:00 AM–12:00 PM Class		Work schedule as per employer requirements	9:00 AM–12:00 PM Class	
12:00–1:00 PM Lunch	No Class		12:00–1:00 PM Lunch	No Class
1:00–2:30 PM Class			1:00–2:30 PM Class	
2:45–4:00 PM Work Placement Skills*			No Class	

\* The Work Placement Skills course runs during the 1st and 4th months of your program.

### Evening Program Schedule

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. At the end of the 40-week work placement, students will return to Greystone College for 4 weeks of Post-Placement Study, and graduation.

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

	COURSE NAME	DESCRIPTION
ACADEMIC STUDY	<b>WORKPLACE COMMUNICATION</b>	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.
	<b>WORKING EFFECTIVELY WITH OTHERS</b>	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.
	<b>BASIC IT SKILLS—PRODUCE WORD PROCESSED DOCUMENTS*</b>	In this course, students will learn how to correctly operate word processing applications to produce workplace documents.
	<b>BASIC IT SKILLS—CREATE AND USE SPREADSHEETS*</b>	In this course, students will learn how to correctly create and use spreadsheets and charts using industry-standard spreadsheet software.
	<b>PROVIDING INFORMATION AND ASSISTANCE</b>	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.
	<b>CUSTOMER INTERACTION</b>	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.
	<b>WORK PLACEMENT SKILLS</b>	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).
	<b>HOSPITALITY, TOURISM &amp; TRAVEL INDUSTRY INFORMATION</b>	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.
CO-OP WORK EXPERIENCE	<b>CO-OP WORK EXPERIENCE</b>	During the co-op work placement, students will put their skills into practise 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, mid-term and final) on their placement experience to Greystone College using prescribed reporting forms.
POST PLACEMENT STUDY	<b>THE NEXT STEP</b>	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).*

## The Co-op Work Experience could include entry-level positions in the following areas

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