



# CERTIFICATE IN HOSPITALITY SKILLS CO-OP

- Smart Serve® certification for alcohol service
- Flexible monthly start dates to suit your study needs, certification goals and schedule
- Learn from highly qualified instructors with several years of professional industry experience
- Internationally recognized certification from the American Hotel and Lodging Association
- Strengthen your résumé and enhance your potential for career success with Canadian work experience

## Campus

Toronto

## Program Length

Daytime: 26 weeks  
(12 weeks academic study +  
12 weeks co-op + 2 weeks  
post-placement study)

*Schedules will be adjusted in December to accommodate public holidays.*

## 2019 Start Dates

Daytime: Jan 2, Jun 17, Dec 2

## 2019 Fees

Registration fee:	\$150
Tuition:	\$6,285
Material fee:	\$375

*All fees are in Canadian dollars.*

## Co-op Program 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.*

## 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).
- In Toronto, students must be at least 18 years of age, and pass a superintendent approved qualifying test.
- All applicants whose first language is not English must demonstrate a Beginner 4 level of English with Greystone College's online written and speaking test.

*The online written and speaking 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.*

## 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.

## Co-op Work Experience

This 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.

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

## 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 12 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.

12 WEEKS ACADEMIC STUDY		12 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 first 12 weeks of the program.*

	COURSE NAME	DESCRIPTION
ACADEMIC STUDY	<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.
	<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, department, 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.
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 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.

## 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
- Function Host
- Server/Banquet Server