



DIPLOMA IN HOSPITALITY MANAGEMENT CO-OP

- Strengthen your resume with Canadian work experience and enhance your potential for future career success
- Master the key aspects of management and operations that make hospitality properties thrive
- Gain the knowledge and skills necessary to secure rewarding and successful employment in this expanding and fast-growing industry
- Obtain the internationally-recognized American Hotel and Lodging Educational Institute (AHLEI) certificates

Campus

Vancouver, Toronto

Program Length

Daytime 98 weeks (48 weeks of academic studies + 48 weeks of work experience + 2 weeks of post-placement study)

Schedules will be adjusted in December to accommodate public holidays.

2019 Start Dates

Jan 2*, Jan 28, Feb 25, Mar 25, Apr 22, May 21, Jun 17, Jul 15, Aug 12, Sep 9, Oct 7, Nov 4, Dec 2

**Jan 2 start date is Vancouver campus only.*

2019 Fees

| | |
|-------------------|-----------------|
| Registration fee: | \$150 |
| Tuition: | \$19,575 |
| Material fee: | \$1,440 |

All fees are in Canadian dollars.

Entry Requirement

- Students who are interested in attending Greystone College must have a secondary school diploma, GED or mature student status.
- All applicants whose first language is not English must demonstrate an Intermediate 3 level of English with Greystone College's online written and speaking test.

The online written and speaking test is exempt if TOEFL iBT 55, IELTS 5.0, or ILSC 13 is presented.

If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.

Program Description

Greystone College's Diploma in Hospitality Management Co-op program is an intensive diploma program designed specifically to meet the vast employment needs, both staff and managerial, in the global tourism, hospitality, resorts and conventions markets.

Students acquire industry knowledge through an internationally-recognized Hospitality program, and gain valuable Canadian work experience during the Co-op Work Term.

Students will be prepared for a variety of hospitality industry positions in guests services, front desk operations, food & beverage, housekeeping, event coordination, administration and more.

Co-op Work Experience

This Work Experience 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 work experience opportunity. Throughout the work experience term, you will receive the support and guidance of a dedicated Co-op Coordinator.

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 48 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 term. At the end of the work experience term, students will return to Greystone College for 2 weeks of Post-Placement Study, and graduation.

| 48 WEEKS ACADEMIC STUDY | | 48 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.*



The American Hotel & Lodging Education Institute, was founded in 1953 to provide working hospitality professionals with education and training. Graduates of our Hospitality Management program qualify for additional certification through AHLEI. Professional certification from the Educational Institute is the ultimate distinction of professional excellence for the hospitality industry.

Greystone College of Business and Technology (Toronto) Inc. (Greystone College (Toronto)), Greystone College of Business and Technology (Greystone College (Vancouver)), and Collège Greystone (Greystone College (Montréal)) are herein collectively referred to as "Greystone College".

| | COURSE NAME | DESCRIPTION |
|-----------------------|--|---|
| ACADEMIC STUDY | THE LODGING AND FOOD SERVICE INDUSTRY | Prepare students for careers in hospitality by presenting and describing opportunities in hospitality management. These opportunities include careers in a variety of businesses, including hotels, restaurants, institutions, private clubs, casinos, consulting firms, travel agencies, and cruise ships. |
| | HOSPITALITY FINANCIAL ACCOUNTING | Get a comprehensive introduction to hospitality accounting concepts and procedures, the processing of hospitality financial data, and the flow of financial information in the accounting cycle that results in the production of financial statements. |
| | SUPERVISION IN THE HOSPITALITY INDUSTRY | Learn how to develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. |
| | FRONT OFFICE OPERATIONS | Increase front office efficiency and help sales grow with the knowledge and skills gained from this course. Topics include revenue management and the latest technology applications. Learn how front office activities and functions affect other departments and how to manage the front office to ensure your property's goals are met. Case studies and real-world examples offer a practical industry perspective. |
| | HOUSEKEEPING | No property can be profitable without clean rooms and efficient housekeeping operations. Learn what it takes to manage this important department. This course provides a thorough overview, from the big picture of hiring and retaining quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel. |
| | FOOD AND BEVERAGE SERVICE | This course will provide the foundation you need to oversee the provision of quality dining service, including responsible alcohol service as well as onsite food and beverage operations. |
| | CONVENTION MANAGEMENT SERVICE | Get an introduction to the organization and structure of hotels, restaurants, clubs, cruise ships and casino hotels, from a management perspective. Topics include: business ethics, franchising, management contracts, marketing and sales and advertising. |
| | MANAGING TECHNOLOGY | Gain solid grounding in hospitality technology and the management of information systems. Content includes applications for all functional areas, including reservations, rooms, food and beverage, sales and event management. |
| | SECURITY AND LOSS PREVENTION MANAGEMENT | Gain an understanding of security and safety issues within the hospitality industry. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, and more. |
| | HOSPITALITY SALES AND MARKETING | Discover how to build a top-flight sales team with creative, successful sales and marketing programs that really work. This course shows how to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners. |
| | MANAGING HOSPITALITY HUMAN RESOURCES | Hospitality is a people industry, and this course shows how to manage the important human resources who provide services within a hospitality operation. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed. |
| | REVENUE MANAGEMENT | In this course you will learn about the different revenue management tools available, as well as their uses. Students will also go over the different vital issues to consider before implementing revenue management tactics, and the consequences or benefits that the subsequent use of revenue management may entail. |
| | 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 resumes and cover letters are to the business standard. Additionally, it helps students through the process of applying for a tax file number (SIN). |
| CO-OP WORK EXPERIENCE | CO-OP WORK EXPERIENCE | During the co-op work experience, 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 work experience to Greystone College using prescribed reporting forms. |
| POST PLACEMENT STUDY | THE NEXT STEP | This course follows up with students after their work experience term. 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. |

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

- Guest services agent
- Marketing Assistant
- Event coordinator
- Housekeeper
- And more

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