

DIPLOMA IN HOSPITALITY OPERATIONS CO-OP

- Strengthen your resume with Canadian work experience and enhance your potential for future career success
- 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: 50 Weeks (24 weeks academic study + 24 weeks work experience + 2 weeks post-placement study)

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

**Evening schedule available in Vancouver only.*

Schedules will be adjusted in December to accommodate public holidays.

2019 Start Dates

Daytime: Jan 2**, Jan 28, Feb 25, Mar 25, Apr 23, May 21, Jun 17, Jul 15, Aug 12, Sep 9, Oct 7, Nov 4, Dec 2

Evening: Jan 2**, Feb 12, Apr 8, Jun 3, Jul 29, Sept 23, Nov 18

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

2019 Fees

Registration fee:	\$150
Daytime Tuition:	\$10,575
Evening Tuition:	\$13,825
Material fee:	\$720

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 I3 is presented.

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

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".

Program Description

The Diploma in Hospitality Operations Co-op provides students with the fundamental knowledge in a variety of areas within the hospitality industry.

Students acquire industry knowledge through an internationally-recognized Hospitality program, and gain valuable Canadian work experience during the co-op work term. Tourism & Hospitality are two of the fastest growing industries, and the largest areas of employment in the world.

Students will be prepared for a variety of hospitality industry positions such as event coordinator, human resources coordinator, guest services agent, 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 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 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 experience term. At the end of the work experience term, 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)	Scheduled Break 2 weeks between each course (8 weeks total) + Work Placement Skills: Part 2 (2 weeks)	Work schedule as per employer requirements	5:15–8:00 PM The Next Step (4 weeks)

	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.
	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
- Room attendant
- Event coordinator
- Housekeeper
- And more!



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

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