



DIPLOMA IN HOSPITALITY MANAGEMENT

- Build foundational knowledge in a wide range of key areas to help you choose your career path in Hospitality
- 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: 48 weeks

Schedules will be adjusted in December to accommodate public holidays.

2019 Start Dates

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

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

2019 Fees

Registration fee: **\$150**
 Tuition: **\$18,000**
 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 I3 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 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.

Hospitality is one of the fastest growing industries and largest areas of employment in the world. 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.

Program Schedule

48 WEEKS ACADEMIC STUDY	
MON-THU	FRI
9:00 AM-12:00 PM Class	9:00 AM-12:00 PM Class
12:00-1:00 PM Lunch	
1:00-2:30 PM Class	No class



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.

COURSE NAME	DESCRIPTION
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.
JOB SEARCH PREPARATION	In this course, students will prepare to take their new skills and knowledge into the job market. Students will focus on defining their future goals and career aspirations, and will learn how to write effective resumes and cover letters, interview basics, and what employers are looking for. Students will complete the course feeling prepared to find work in their new field.