DIPLOMA IN HOSPITALITY OPERATIONS

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

Evening: 48 weeks* (Including scheduled breaks)

*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:	$9,750
Evening Tuition:	$11,700
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.

Program Description

The Diploma in Hospitality Operations provides students with the fundamental knowledge in a variety of areas within the hospitality industry. This includes organizing and performing the front office functions of guest service, managing housekeeping operations, supervising a team of hospitality professionals, and more.

Students will be prepared for a variety of hospitality industry positions such as event coordinator, human resources coordinator, guest services agent, and more.

Program Schedule

Daytime Program Schedule

Students taking the daytime program will follow the same course schedule every week throughout their entire 26 week program.

TIME	MON–THUR	FRI
9:00 AM–12:00 PM	Class	No class
12:00–1:00 PM	Lunch	
1:00–2:30 PM	Class	

Evening Program Schedule

Students taking the evening program will begin their program with 2 weeks in the Job Search Preparation Course before taking their first 6 week course. After every 6 week course, students take a 2 week break before starting their next course.

FIRST 2 WEEKS	ACADEMIC STUDY	BREAK
MON–THU	MON–THU	MON–THU
5:15–6:30 PM Job Search Preparation (2 weeks only)	4:15–9:15 PM Course (6 weeks / course 36 weeks total)	Scheduled Break 2 weeks between each course–10 weeks total

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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.
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.

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.