

# DIPLOMA IN HOSPITALITY MANAGEMENT CO-OP



Greystone  
COLLEGE

- 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: 96 weeks** (48 weeks academic study + 48 weeks work experience)

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

## 2021 Start Dates

**Daytime\*:** Jan 4, Feb 1, Mar 1, Mar 29, Apr 26, May 25, Jun 21, Jul 19, Aug 16, Sep 13, Oct 12, Nov 8, Dec 6

*\*Greystone College Toronto is pausing delivery of most programs in the daytime schedule in 2021, except for the Diploma in Customer Service and Diploma in Customer Service Co-op. Daytime program schedules will resume for start dates in 2022.*

## 2021 Fees

Registration fee:	<b>\$200</b>
Tuition:	<b>\$19,575</b>
Material fee:	<b>\$1,440</b>

*All fees are in Canadian dollars.*

## Entry Requirement

- Students who are interested in attending Greystone College must have completed (graduated from) their final year of general schooling or GED, or have mature student status.
- In Toronto only, be at least 18 years of age, and pass a superintendent approved qualifying test.
- All applicants whose first language is not English must demonstrate an Intermediate 3 level of English with Greystone's online written test and speaking interview.

*The online written and speaking test is exempt if TOEFL iBT 46, IELTS 5.5, 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 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

### Daytime 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.

24 WEEKS ACADEMIC STUDY		24 WEEKS CO-OP WORK EXPERIENCE
MON-THU	FRI	
9:00 AM-12:00 PM Class		Work schedule as per employer requirements
12:00-1:00 PM Lunch	No Class	
1:00-2:30 PM Class		
2:45-4:00 PM Work Placement Skills*		

*\*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.



# Diploma on Hospitality Management Co-op Courses

## 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.

## THE CO-OP WORK EXPERIENCE COULD INCLUDE ENTRY-LEVEL POSITIONS IN THE FOLLOWING AREAS

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

### 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

This course is delivered in two parts. It prepares students for the Canadian workplace. This is a requirement for all students registered in a Co-op program. It prepares students for coop work placement as well as the job search and application processes.

### CO-OP WORK EXPERIENCE

#### CO-OP WORK EXPERIENCE

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 and final) on their work experience to Greystone College using prescribed reporting forms.

*\* The curriculum is subject to change.*



## Bring your own device

To ensure our students have the most transformative learning experience we recommend the following minimum device requirements:

- Windows 7 or Mac OS v.10.7 or higher
- Processor: Intel I5-6400 or Ryzen 5 1400 minimum
- Memory: 4 GB recommended
- Screen: 14 inches recommended
- Connectivity: WI-FI and LAN
- Ports: minimum 1 USB 3.0 port
- Mouse and video camera

We recommend purchasing an external numeric keyboard if your device does not already have one. Students are provided with a free Microsoft Office 365 account during their studies.



## THE ONTARIO MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT

The Ontario Ministry of Advanced Education and Skills Development is responsible for the administration of laws relating to education and skills training in the province of Ontario. The Ministry oversees the development and the review of standards for programs of instruction, in order to clearly identify the essential skills and knowledge that graduates of that program must acquire.



## PRIVATE TRAINING ACT OF MINISTRY OF ADVANCED EDUCATION

Greystone College Vancouver is registered and holds a designated certificate under the provisions of the Private Training Act of Ministry of Advanced Education. The Ministry of Advanced Education provides leadership and direction for the world class post-secondary education and training system in British Columbia



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".