

# DIPLOMA IN CUSTOMER SERVICE

## ACADEMIC OR CO-OP



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- Develop a solid foundation in customer service skills and prepare for entry into the hospitality, tourism, and travel industries.
- Develop teamwork, communication, and collaboration skills to ensure collective success in delivering excellent customer experiences.
- Learn about food safety and safe service of alcohol and get prepared to take exams to earn recognized certifications in these areas, often required in food and beverage service roles in Toronto and Vancouver.
- Take the co-op program to put your skills into practice and get Canadian references in a work placement in customer service.



Learn more

## Campus

Toronto

## Program Length

### ACADEMIC

**Morning:** 24 weeks (24 weeks study)

**Evening:** 46-48 weeks (36 weeks study + up to 12 weeks scheduled breaks)

### CO-OP

**Morning:** 48-56 weeks (24 weeks study + 24 weeks co-op placement)

**Evening:** 86-88 weeks (36 weeks study + up to 16 weeks scheduled breaks + 36 week co-op placement)

Schedules will be adjusted in December to accommodate public holidays.

## Start Dates

### Morning

**2024:** Jan 2, Jan 29, Feb 26, Mar 25, Apr 22, Aug 12, Sept 9, Oct 7, Nov 4, Dec 2, Dec 30 (first session of 2025)

**2025:** Dec 30 (2024), Jan 27, Feb 24, Mar 24, Apr 21, May 20, Jun 16, Jul 14, Aug 11, Sep 8, Oct 6, Nov 3, Dec 1

### Evening

**2024:** Jan 29, Mar 25, May 21, Jul 15, Sept 9, Nov 4

## Scheduled Breaks

### Summer Break 2024 / 2025

#### Morning Schedule Only:

Jun 17 - Aug 9, 2024 / Jun 16 - Aug 8, 2025

### Winter Break 2024 / 2025

#### Morning Schedule:

Dec 23 - 27, 2024 / Dec 22 - 26, 2025

#### Evening Schedule:

Dec 16 - 27, 2024

## Language Level Requirement

### BEGINNER 4

(Equivalent to TOEFL iBT: 31, IELTS: 4.0)

**OR** Completion of a minimum of three full years of study in a secondary or post-secondary institution where the sole language of instruction is English.

## Other Admission Requirements

View [general Greystone College Admission Requirements](#) for your chosen campus on our website for more details.

## Program Description

Prepare for success in workplaces driven by customer relationships, such as restaurants, hotels, motels, clubs, pubs, cafes, coffee shops, retail stores, and more. The relationship and teamwork skills you'll develop will provide a foundation for customer service success across a wide variety of industries and roles.

Take the co-op program to get hands-on customer service experience in a client-facing role related to your studies.

A Diploma in Customer Service can open careers in fields such as retail sales, restaurant service, client coordination, and reservations desks.

## Why Choose the Co-op Program?

Co-op or "co-operative education" combines academic study with a work placement related to your program. This popular Canadian learning approach provides you with hands-on experience in your study field, quality references, and networks that will give you a competitive edge for finding future work and growing your career. Program orientation and pre-placement support prepare you to find a suitable placement. Throughout the work experience term, you will receive support and guidance from a dedicated Co-op Program Advisor who will ensure you receive all the support you need to successfully complete the program.

## Program Schedule

**Toronto Morning Schedules are Changing on December 2, 2024. See New Schedule Info on Page 3.**

### Morning Program Schedule

24 WEEKS ACADEMIC TERM Total weekly study hours = 21 (26 during specific sessions)	
MON-THU	FRI
8:30 AM-1:00 PM Class	
1:30-2:45 PM Work Placement Skills	8:30 AM-11:30 AM Class
<i>The Work Placement Skills course applies for Co-op students only, during sessions 1 and 4.</i>	

### Evening Program Schedule

46-48 WEEKS ACADEMIC TERM Total weekly study hours = 15
MON-THU
5:15 PM-9:00 PM Class <i>Includes a 15 minute break.</i>

## Co-op Schedule

Students who choose the co-op program will begin a co-op placement after completing their academic study portion. The co-op will last for 24 weeks for daytime schedule students and 36 weeks for evening schedule students. Your daily co-op placement work schedule will vary, depending on the needs of your employer.

# Diploma In Customer Service Courses

The curriculum is subject to change.

## ACADEMIC STUDY

### CUSTOMER INTERACTION

In this course, students will gain the knowledge required to deliver a fundamental customer service to both internal and external customers. Good customer service requires the ability to greet and serve customers and to respond effectively to customer service enquiries including routine customer problems.

### HOSPITALITY, TOURISM, & TRAVEL INDUSTRY INFORMATION

In this course, students will gain the knowledge required to source and use current and emerging information on the hospitality, tourism, and travel industry. Students will develop researcher skills in order to stay current on industry structure and technology issues. Personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

### PROVIDING INFORMATION AND ASSISTANCE\*

In this course, students will gain the knowledge required to provide customers with information and assistance on facilities, products, and services. They will learn how to identify customer needs and how to build their knowledge base in order to provide relevant and helpful information.

### RESTAURANT SERVICE COURSE

The Restaurant Service Course will teach you how to provide excellent food and beverage service while learning important protocols to ensure food safety and safe service of alcohol. The course will prepare you for entry-level food and beverage positions in the tourism and hospitality industry. Upon completion of the course, students will be prepared to take exams for the following certifications, which may be required for certain food and beverage jobs in Canada: American Hotel and Lodging Education Institute START\* Restaurant Server certification, Smart Serve<sup>®\*\*</sup> (Ontario) or Serving it Right (British Columbia) certification, and Food Safety Basics / Food Safe Level 1 certification. \*The START program is a registered trademark of American Hotel and Lodging Association. \*\*Smart Serve is a registered trademark of Smart Serve Ontario.

### WORKING EFFECTIVELY WITH OTHERS

In this course, students will develop teamwork skills for the workplace. The course covers topics like working in a group environment, promoting team commitment and cooperation, supporting team members, and dealing effectively with issues, problems, and conflict.

### WORKPLACE COMMUNICATION

In this workplace-centered course, students will develop communication skills for the workplace. Key skills include gathering, conveying, and receiving information together with completing routine written correspondence.

### WORK PLACEMENT SKILLS PART 1 & 2\*

This course is delivered in two parts. In Part 1, students will develop the basic skills for finding and securing work in Canada – they will learn about resumes, cover letters, tax forms, and more. Part 2 of the course is designed especially for co-op students. It provides additional support to help students find and secure a co-op placement related to their studies and explains expectations and responsibilities during the work term.

*Evening program students taking academic (non-co-op) programs will take the first part of the Work Placement Skills Course. Co-op students will complete part 1 and 2. Daytime academic (non-co-op) students will take the Job Search Preparation course.*

### NEW! WORKPLACE SKILLS & TOOLS \*

Learn the fundamental skills necessary for the Canadian workplace. Students will learn topics such as oral and written communication, computer skills, and workplace preparation. The course will also cover the necessary skills needed for academic study in their program.

## CO-OP WORK EXPERIENCE

### CO-OP WORK EXPERIENCE

During the co-op work placement, students will put their skills into practice 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) on their placement experience to Greystone College using prescribed reporting forms.

THE CO-OP WORK EXPERIENCE COULD INCLUDE ENTRY-LEVEL POSITIONS IN ROLES LIKE

- Food and Beverage Attendant
- Front Desk Receptionist
- Function Attendant
- Restaurant Host/Hostess
- Sales Clerk/Customer Service Attendant
- Function Host
- Server/Banquet Server

**\*NOTE:** Starting in Toronto on December 2, 2024\*, some courses in this program will change:

The new **Workplace Skills & Tools** course will replace:

- **Providing Information and Assistance** AND
- **Work Placement Skills 1 & 2**

*\*This change will be implemented for new arriving Greystone College Toronto students who begin their studies on or after the program change dates listed.*



## Bring your own device

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

- Windows 10 or Mac OS v.10.7 or higher
- Processor: Intel i5-6400 or Ryzen 5 1400 minimum
- Memory: 8 GB recommended
- Screen: 14 inches recommended
- Ports: minimum 1 USB 3.0 port
- Built-in camera, speakers and microphone
- Connectivity: WI-FI
- Speed: 50Mbps download speed recommended
- External numeric keyboard (optional but recommended)

Students are provided with a free Microsoft Office 365 account during their studies.

*Program information is current as of ©240813 but is subject to change. The most up-to-date information about Greystone College Canada programs and admissions is always available on our website: [www.ilsc.com/greystone-college/canada](http://www.ilsc.com/greystone-college/canada). In case of any discrepancy between this document and our website, the website information will prevail.*



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# NEW! GREYSTONE COLLEGE TORONTO SCHEDULES START IN 2024



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NEW SCHEDULES APPLY TO PROGRAMS IN THE FOLLOWING AREAS:

- Business Diploma Programs
- Hospitality Programs

## NEW! Morning Program Schedule

NEW TORONTO MORNING SCHEDULE STARTS ON DECEMBER 2, 2024	
WORKPLACE SKILLS & TOOLS COURSE	ALL OTHER PROGRAM COURSES
MON-THU 8:30 AM-1:00 PM Class	MON-THU 8:30 AM-1:00 PM Class
FRI 8:30 AM-11:30 AM Class	FRI 8:30 AM-11:30 AM Class
TOTAL WEEKLY STUDY HOURS: 21	

### WORKPLACE SKILLS & TOOLS COURSE

The Workplace Skills and Tools course takes place during the first session.

## About this Change?

We're constantly looking for ways to enhance your learning experience so that we can support your success in our programs, co-op placement, off campus work, and future career!

Starting in Toronto in 2024\*\*, we're introducing the new Workplace Skills & Tools course to all of our morning schedules for Business Diploma and Hospitality Programs.

This new course consolidates the best content from other courses, and provides you with enhanced learning, supported by new digital tools and online curriculum.

**\*\*** New schedules will be implemented for current and new students as they are confirmed by the Ministry. Once the new schedule is implemented, only new students will need to take the new Workplace Skills & Tools class. Existing students will complete the Work Placement Skills 1 & 2 course.

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