

CERTIFICATE IN SERVICE EXCELLENCE FOR BUSINESS

Learn essential Canadian workplace skills while improving your English.

Courses include sales, human resources, leadership, hospitality and event planning.

Campus

Vancouver, Toronto

Class Times

Evening classes

Monday – Friday

2:00 PM – 6:00 PM

Program Length

Evening: 26 weeks (24 weeks in class + 2 weeks of final project)

Start Dates

2022 Evening: Jan 4, Feb 14, Mar 28, May 16, Jun 27, Aug 15, Sep 26, Nov 7

Reading weeks for 2022:

May 9 – May 13

Aug 8 – Aug 12

Dec 19 – Dec 30

2021 Fees

Lessons 10000\$ - Descompte = 5200\$

Material 750\$

Registration 200\$

Health 300\$

Enrollment 2846\$

TOTAL 9296\$

Optional accomodation 245\$ week

Admission Requirements

· Educational Qualification: High School / Secondary School Diploma or higher education.

· Interview: Successful interview with an team member.

· English Proficiency: College level 10 or IELTS Academic 4.5

Courses

Canadian Workplace Essentials

Food and Beverage Service

Front Desk Service

Customer Service Skills

Event Planning

Sales Fundamentals

Leadership

Human Resources Fundamentals

Final Project



Learning Outcomes

By the end of this program, students will be able to:

- Modify and develop service strategies to reflect current and developing trends in the customer service industry.
- Demonstrate occupational skills, roles, and responsibilities to create a positive customer service experience.
- Apply customer service strategies and models in service occupations to enhance the customer service experience.
- Demonstrate effective and professional oral and written communication in the workplace.
- Conduct oneself in a professional and ethical manner in changing environments by applying various personal and interpersonal frameworks.
- Explore various sectors of Canadian hospitality and tourism industries in order to determine appropriate career paths.
- Apply human resources management and leadership skills to enhance performance and to contribute to a healthy workplace culture.
- Conduct oneself within the confines of various workplace guidelines, regulations, and legislation.
- Perform administrative and project-based tasks required in the workplace.
- Manage the use of personal and organizational technology required in variety contexts.