

# DIPLOMA IN SERVICE EXCELLENCE FOR BUSINESS WITH CO-OP

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: 48 weeks (24 weeks in class + 24 weeks of co-op)

## 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 12000\$ - Descompte = 7200\$

Material 750\$

Registration 200\$

Health 300\$

Enrollment 2846\$

TOTAL 11296\$

Optional accomodation 245\$ week

## Working in Canada While You Study

Full-time students who qualify are permitted to work off-campus up to 20 hours per week during their study component.

## 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

## Co-op Work Experience

During the co-op term, you will practice the customer service skills you have learned in class and gain Canadian work experience. Co-op is also an opportunity to develop professional contacts within the industry and enhance students' résumés. Our Co-op Advisors support students throughout the process of finding the right placement. Students are allowed to work full-time during the co-op component. Your work experience during the co-op term may include entry-level positions as:

- Sales Representatives
- Sales Ambassadors
- Retail Sales
- Barista
- Reception
- Hotel Front Desk



## Courses

Canadian Workplace Essentials

Food and Beverage Service

Front Desk Service

Customer Service Skills

Event Planning

Sales Fundamentals

Leadership

Human Resources Fundamentals

Final Project

CO-OP Work Experience

## 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.