

DIPLOMA IN COMMUNICATION & SERVICE ESSENTIALS WITH CO-OP

Improve your communication skills while learning essential Canadian workplace skills in customer service. Courses include professional presentation skills, sales, hospitality, food and beverage and event planning.

Campus

Vancouver, Toronto

Class Times

Evening classes
Monday – Friday
2:00 PM – 6:00 PM

Program Length

Evening: 60 weeks (30 weeks in class + 30 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 14000\$ - Descompte = 7500\$

Material 750\$

Registration 200\$

Health 300\$

Enrollment 2846\$

TOTAL 11596\$

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 a team member.

· English Proficiency: College English level 8 or IELTS Academic 4.0

Co-op Work Experience

During the co-op term, you will practice customer service knowledge 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.

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

Courses

Language Foundations for Business

English Skills Development

Business Communication Skills

Professional Presentation Skills

Canadian Workplace Essentials

Food and Beverage Service

Front Desk Service

Customer Service Skills

Event Planning

Sales Fundamentals

CO-OP Work Experience



Learning Outcomes

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

- Apply customer service strategies reflecting current trends in the hospitality industry.
- Demonstrate occupational skills, roles, and responsibilities to create a positive customer service experience in various hospitality positions.
- Conduct oneself in a professional manner demonstrating an understanding of workplace norms, guidelines, regulations and legislation.
- Demonstrate the language skills needed to successfully communicate in English with customers and in a workplace context.
- Perform administrative and project-based tasks required in the workplace demonstrating teamwork skills.
- Demonstrate the professional techniques needed in the workplace context including the use of personal and organizational technology.