

CERTIFICATE IN COMMUNICATION & SERVICE ESSENTIALS

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: 30 weeks (30 weeks in class)

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 12500\$ - Descompte = 6500\$

Material 750\$

Registration 200\$

Health 300\$

Enrollment 2846\$

TOTAL 10596\$

Optional accomodation 245\$ week

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

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



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.

