

# FIND A CAREER IN HOSPITALITY & TOURISM.





# This Is My Office



**FOUR SEASONS**  
RESORT AND RESIDENCES  
WHISTLER

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"Treat others as you wish to be treated"  
- Isadore Sharp

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Join our team at  
Four Seasons Resort Whistler

NO REGRETS  
DON'T MISS THE BEST OF WHISTLER

WHISTLER  
BLACKCOMB

WHISTLER  
BLACKCOMB

WHISTLER  
BLACKCOMB

# WHY TAMWOOD CAREERS?

## DO MORE. LEARN MORE. BE MORE!

Wherever you choose to go in life, Tamwood Careers helps you get there. With the guidance of our skilled staff and coaches you will learn new skills, expand your existing abilities, discover talents you didn't know you had, and transform yourself in wonderful ways you can barely imagine.

## GET THE JOB YOU WANT!

**92% of employers say** that today's job candidates don't have the most important skills and personality traits needed for their jobs, such as tolerance, confidence, problem-solving skills, curiosity, knowing one's strengths/weaknesses, and decisiveness (Source: Erasmus Impact Study 2014).

At Tamwood Careers we consult with industry employers who contribute to our programs' design to make sure you'll get trained in the actual skills that employers are looking for. This helps you get the job you want!

## LEARN FROM INSTRUCTORS AND GUEST SPEAKERS WITH REAL WORLD EXPERIENCE

All of our teachers, training staff and guest speakers have extensive and up-to-date industry experience.

When you are in a Tamwood Careers' classroom, you'll experience a very different type of teaching experience which can only be described as **inspirational and real!**

## FIND WORK FAST!

Tamwood Careers offers workshops, hiring fairs and tools to assist you in finding work fast! Most students find entry-level jobs in hospitality, retail or tourism and earn an average of \$10-\$14 per hour.



## SINGLE VISA APPLICATION

We provide a package for international students that includes all of the programs you wish to study.

### These programs may include:

- English Language programs at Tamwood Language Centres
- Certificate or Diploma programs at Tamwood Careers
- Programs at any of Tamwood Language Centres' partner universities or colleges (based on conditional acceptance)

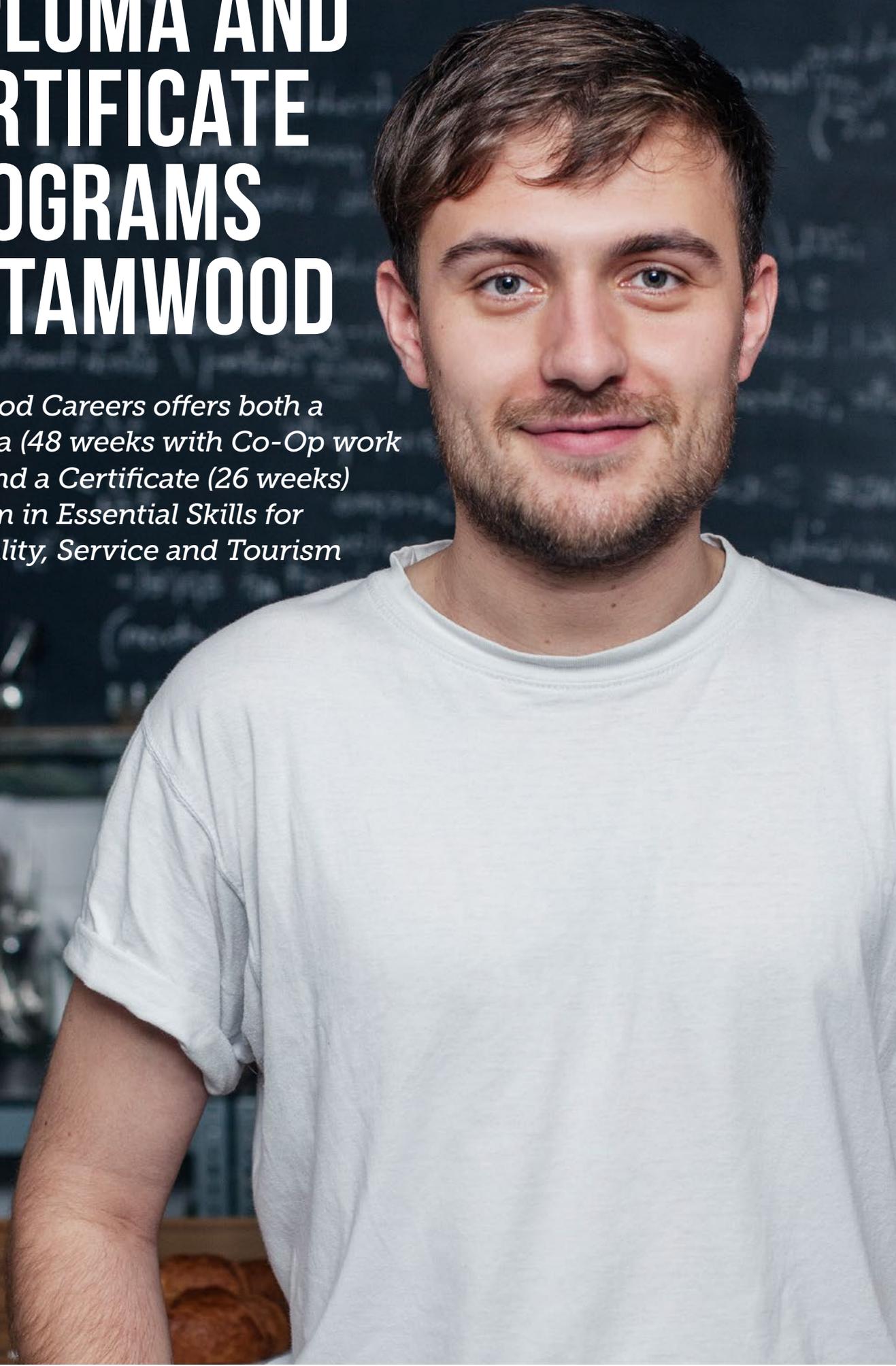
## EARN MONEY WHILE STUDYING

Living abroad can be expensive, but at Tamwood Careers you can earn money while you study to help with living expenses. No matter which program you're in, your Canadian study permit will allow you to work part-time (up to 20 hours per week) while studying at Tamwood Careers - including during your co-op work practicum if you're taking the Diploma program.



# DIPLOMA AND CERTIFICATE PROGRAMS AT TAMWOOD

*Tamwood Careers offers both a Diploma (48 weeks with Co-Op work term) and a Certificate (26 weeks) program in Essential Skills for Hospitality, Service and Tourism*



# GAIN ESSENTIAL SKILLS FOR HOSPITALITY, SERVICE & TOURISM

## TRAIN FOR THESE EXCITING CAREERS:



FUNCTION  
ATTENDANT/HOST



SERVER/BANQUET SERVER



GUEST SERVICES STAFF



FRONT DESK RECEPTIONIST



CONCIERGE



CUSTOMER SERVICE  
REPRESENTATIVE



FOOD AND BEVERAGE  
ATTENDANT



RESTAURANT  
HOST/HOSTESS



SALES CLERK/CUSTOMER  
SERVICE ATTENDANT



SKI LIFT ATTENDANT

**Our innovative programs** teach industry and product knowledge around customer service, hospitality and tourism, as well as the soft skills required for positions in settings such as hotels, motels, resorts, restaurants, convention centres and cruise ships. The skills you'll learn in these programs can be used in any career where client contact and customer service are critical elements of the role.

### Admission Requirements:

- Minimum Age: 19 years
- You must demonstrate you have an intermediate level/ level 4 in English with Tamwood Careers' online written test (<http://tamwood.com/ils.asp>) AND admission interview, or by presenting evidence of having achieved any of the following: CEFR B1, IELTS 5, TOEFL iBT 52-64, Cambridge PET (Merit) or Tamwood Language Centres' level 4.

Students who need to improve their English skills before getting admitted to a Tamwood Careers program can take English courses at Tamwood Language Centres.

These minimum requirements cannot be waived by either the institution or the student.

# COURSES AT A GLANCE



## DIPLOMA PROGRAM

**48 weeks total**

*(24 study weeks + 24 co-op work practicum weeks)*

**20 lessons/week of in-class study**

**Monthly start dates**

**Option to work part-time while studying**

**24 week Study Term:**  
20 h/week  
classes + optional 20  
h/week work



**24 week Co-op Work  
Experience Term**  
minimum 20 h/week  
work (maximum 40)



## CERTIFICATE PROGRAM

**26 weeks total**

*(24 study weeks + 2 weeks Capstone Project)*

**20 lessons/week of in-class study**

**Monthly start dates**

**Option to work part-time while studying**

**24 week Study Term:**  
20 h/week  
classes + optional  
20 h/week work



**2 weeks Capstone  
Project + optional  
20 h/week work**

	Course	Weeks	Total Hours	Work Readiness Skills Learned
● ●	Culture and Communication	4	80	Canadian and global workplace culture, intercultural communication, acculturation, making good first impressions
● ●	Customer Service, Sales and Marketing	4	80	Service standards, wine, eating styles, food service and customer knowledge. Problem solving. Concierge and front desk general procedures, sales, marketing and advertising strategies
● ●	Professional Development in Tourism and Hospitality	4	80	Work search and promotion strategies, social media policies, e-portfolios, SMART goals, cover letters, resumes and interviews
● ●	Managing Events, Attractions and Teamwork	4	80	Research, time and resource management, teamwork, management, special needs and requests, effective emails, forecasting and budgeting
● ●	Tourism Trends and Impacts	4	80	Eco-friendly practices, sustainable tourism, trends, social and cultural impacts of tourism, public speaking and presentations
● ●	Tourism Based Businesses and Workplace Communications	4	80	Meetings, negotiations, ethical policies and procedures, small business operations and business types
●	Co-Op Work Practicum Term	Max 24	480	The essential skills taught in the classroom through on-the-job practice
●	Capstone Project	2	40	Critical thinking, solving challenging problems, oral communication, research skills, planning, self-sufficiency, and goal setting—i.e., skills that will help prepare you for your careers



## CO-OP WORK PLACEMENT

The Diploma program includes a co-operative work term placement of 480 hours which prepares you for a career in hospitality, service, tourism or other industries in a customer-facing role. Co-op positions are typically low-skill, service positions in: Vancouver, Whistler, other resorts areas of British Columbia, Alberta and (occasionally) Ontario.

**Estimated earnings: \$10-\$14/hour on average.**

**Secure your co-op work term job with assistance from GO International which includes:**

- Access to Online Hot Jobs List Database
- Orientation on Working and Living in Canada, and help with Social Insurance Number application
- Seminars on Resume Writing, Interview and Job Search Skills
- Advice and coaching from work placements counselor

## WHAT IS A CAPSTONE PROJECT?

The **Capstone Project**, which is part of the Certificate Program, is an academic project in which students select a topic that relates to both their studies and their field of work. This is submitted in the form of a final written report or presentation. In selecting and working on their project, students will practice critical thinking, solving challenging problems, and developing skills such as oral communication, research skills, planning, self-sufficiency, and goal setting—valuable skills that are sought after by employers!

# STUDENT SERVICES

## LAUNCHPAD»» EMPLOYMENT SERVICES & TOOLS

All Tamwood Careers students can choose to work part-time throughout their program. Launchpad is a package of services and tools that help you find a job and start earning income fast!

### LAUNCHPAD»» INCLUDES:

- »» In-depth Orientation Session to prepare you for living and working in Canada
- »» Access to the online "Hot Jobs List" – a database of available jobs suitable for students
- »» Weekly Resume Writing Workshop with tips on how to convert your CV into a Canadian style resume
- »» Support in obtaining your Social Insurance Number
- »» Weekly Job Hunt Workshop with tips on where to look, and how to apply for jobs
- »» Weekly Interview Skills Workshop with advice on how to answer interview questions
- »» Advice on banks, cell phone providers, finding accommodation, and paying taxes
- »» Internet, printing and faxing
- »» Essential Guide to Working and Living in Canada – an in-depth guide based on years of experience and feedback from participants
- »» Resume/CV review and suggestions by GO International staff
- »» Advice and support for any issues throughout your stay in Canada



**This valuable package is included as part of Diploma students' co-op work placement fee, and is available to Certificate students for a small additional fee.**





## COMMUNITY CONNECTIONS

Meeting Canadians and developing both career and personal connections is easy at Tamwood Careers. Through our company visits and guest speaker series, you'll meet Canadians working in your field.



## CAREER SUPPORT:

Our career support staff are here to provide you with tools, information and assistance to help you find the job you want after you complete your studies.

**Tamwood Careers provides all of our students with:**

- Career planning assistance
- Support developing your resume and cover letters
- Resources and advice on employment possibilities

## ACADEMIC AND STUDENT SUPPORT:

One-on-one student support sessions are available to all students. Our multi-lingual staff members can help you keep up with your studies, talk with you about your career plans, and lend you personal support in a confidential manner. Our goal is to make sure that you're completely satisfied during your time with us.



## FUN ACTIVITIES

You will have great opportunities to discover Vancouver's hot spots and to meet other international students and Canadians by taking part in the amazing social, cultural, sports and sightseeing activities arranged by the Tamwood Careers activity staff.



Check out the activities calendar on our Facebook page and website.

# ACCOMMODATION OPTIONS

## HOMESTAY

Our experienced and caring Accommodation Manager carefully screens and selects hosts for our students. Hosts provide a warm and caring living environment with private or shared rooms and shared facilities. Full and half-board meal plans are included.



## STUDENT RESIDENCE IN WHISTLER

The Tamwood residence is a large house located just 20 minutes by bus from the school and has shared bedrooms, shared bathrooms, laundry, TV, telephone and common areas. This option is self-catering and students often enjoy cooking together.

## HOTELS, STUDENT RESIDENCES, HOSTEL, B&BS:

Residences, hostels and other accommodation options are available for students in Vancouver and Whistler. Students should book at least two months in advance. Contact Tamwood for more information on these accommodation options.

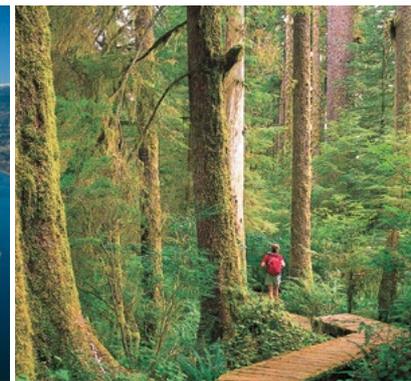


# CAMPUS FACILITIES

## VANCOUVER CAMPUS

Close to shops, restaurants, night life, waterfront and major cultural and sports venues and attractions

- Five-minute walk from main transportation station
- New campus offering state-of-the-art facilities
- Free Wi-Fi



## WHISTLER RESORT CAMPUS

World famous 4 season tourist resort. Host to the 2010 Winter Olympics.

- Great job opportunities in hospitality and tourism.
- Students can ski/snowboard/ mountain bike in their spare time.
- Free Wi-Fi and sports equipment storage



## VISAS

The following is general information. Visa regulations are determined by Citizenship and Immigration Canada (CIC) and are subject to change.

Please verify visa information at [www.cic.gc.ca](http://www.cic.gc.ca) or with the nearest Canadian embassy or consulate.

All students will need to obtain a study permit before commencing their program. Diploma students doing a co-operative work placement as part of their program will also need to apply for a work permit.

The online application for both a study permit and a work permit, as well as further information on these visa applications, is available at [www.cic.gc.ca](http://www.cic.gc.ca)

## OFF CAMPUS WORK:

Students taking any Tamwood Careers program of six months or longer may work up to 20 hours per week off campus for the full duration of their program.

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## TAMWOOD CAREERS

Visit [tamwoodcareers.com](http://tamwoodcareers.com)  
for more information,  
prices and application form.

### Vancouver Campus / Head Office

200-889 West Pender Street,  
Vancouver, BC V6C 3B2 Canada  
Phone: (604) 899-4480  
Toll Free: 1-866-533-0123  
Email: [home@tamwood.com](mailto:home@tamwood.com)

### Whistler Campus

301 - 4204 Village Square  
Whistler, BC  
V0N 1B4 Canada  
Ph: (604) 938 9843

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### We're social!



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