

DIPLOMA IN CUSTOMER SERVICE

- Develop a solid foundation in customer service skills and prepare for entry level employment in Hospitality, Tourism and Retail environments
- Learn how to effectively communicate, solve problems and interact with customers in diverse situations
- Learn from highly qualified instructors with several years of professional industry experience
- Develop soft skills sought by today's employers, like effective communication, team-building, and collaboration

Campus

Vancouver

Program Length

Daytime: 26 weeks

Evening: 48 weeks

Schedules will be adjusted in December to accommodate public holidays.

2019 Start Dates

Daytime: Jan 2, Jan 28, Feb 25, Mar 25, Apr 22, May 21, Jun 17, Jul 15, Aug 12, Sep 9, Oct 7, Nov 4, Dec 2

Evening: Jan 2, Feb 12, Apr 8, Jun 3, Jul 29, Sep 23, Nov 18

2019 Fees

| | |
|-------------------|-----------------|
| Registration fee: | \$150 |
| Daytime Tuition: | \$9,750 |
| Evening Tuition: | \$11,700 |
| Material fee: | \$600 |

All fees are in Canadian dollars.

Entry Requirement

- Students who are interested in attending Greystone College must have a secondary school diploma, GED or mature student status.
- All applicants whose first language is not English must demonstrate a Beginner 4 level of English with Greystone College's online written and speaking test.

The online written and speaking test is exempt if TOEFL iBT 35, IELTS 4 or ILSC Beginner 4 is presented.

If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.

Program Description

This program will prepare you for success in workplaces driven by customer relationships, providing a pathway to work in organizations such as restaurants, hotels, motels, clubs, pubs, cafes, coffee shops and retail stores. With this qualification, students will be able to specialize in areas such as accommodation services, food and beverage and retail, or put their diverse skills to support the needs of small businesses. Students will learn effective communication skills, how to manage conflict and handle customer complaints, how to work in a team, and how to build product and service knowledge in order to provide relevant information to customers.

Program Schedule

Daytime Program Schedule

Students taking the daytime program will follow the same course schedule every week throughout their entire 26 week program.

| TIME | MON-THUR | FRI |
|------------------|----------|----------|
| 9:00 AM-12:00 PM | Class | |
| 12:00-1:00 PM | Lunch | No class |
| 1:00-2:30 PM | Class | |

Evening Program Schedule

Students taking the evening program will begin their program with 2 weeks in the Job Search Preparation Course before taking their first 6 week course. After every 6 week course, students take a 2 week break before starting their next course.

| FIRST 2 WEEKS | ACADEMIC STUDY | BREAK |
|--|--|---|
| MON-THU | MON-THU | MON-THU |
| 5:15-6:30 PM Job Search Preparation (2 weeks only) | 4:15-9:15 PM Course (6 weeks / course 36 weeks total) | Scheduled Break 2 weeks between each course- 10 weeks total |

| COURSE NAME | DESCRIPTION |
|---|---|
| WORKPLACE COMMUNICATION | In this workplace-centered course, students will develop communication skills for the workplace. Key workplace communication skills include gathering, conveying, and receiving information together with completing routine written correspondence. |
| WORKING EFFECTIVELY WITH OTHERS | In this course, students will develop teamwork skills for the workplace. The course covers topics like working in a group environment, promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict. |
| BASIC IT SKILLS—PRODUCE WORD PROCESSED DOCUMENTS* | In this course, students will learn how to correctly operate word processing applications to produce workplace documents. |
| BASIC IT SKILLS—CREATE AND USE SPREADSHEETS* | In this course, students will learn how to correctly create and use spreadsheets and charts using industry-standard spreadsheet software. |
| HOSPITALITY, TOURISM & TRAVEL INDUSTRY INFORMATION | In this course, students will gain the knowledge required to source and use current and emerging information on the hospitality, tourism and travel industry. Students will develop research skills in order to stay current on industry structure and technology issues and will integrate this essential knowledge on a daily basis to work effectively in the industry. |
| PROVIDING INFORMATION AND ASSISTANCE | In this course, students will gain the knowledge required to provide customers with information and assistance on facilities, products and services. They will learn how to identify customer needs and how to build their knowledge base in order to provide relevant and helpful information. |
| CUSTOMER INTERACTION | In this course, students will gain the knowledge required to deliver a fundamental customer service to both internal and external customers. Good customer service requires the ability to greet and serve customers and to respond effectively to customer service enquiries including routine customer problems. |
| JOB SEARCH PREPARATION | In this course, students will prepare to take their new skills and knowledge into the job market. Students will focus on defining their future goals and career aspirations, and will learn how to write effective resumés and cover letters, interview basics, and what employers are looking for. Students will complete the course feeling prepared to find work in their new field. |

**Basic IT Skills—Produce Word Processed Documents and Basic IT Skills—Create and Use Spreadsheets run together during the same session (Each course is half the normal course duration).*

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