Hospitality Operations with Co-op

The Hospitality Operations with Co-op is a certificate program and aims to focus on the latest development in the hospitality industry. It will help the students to identify and understand the techniques and theory needed in modern hospitality and tourism environment.

Key Facts

Campus	Qualification	Start Dates
Vancouver	Certificate	Jan, Mar, May, Jul, Sep, Nov

Program Highlights

Students are given emphasis on developing competencies such as effective communication skills, solid customer service skills, leadership, teamwork, and other relevant topics related to the industry.

The program is not complete without the On-the-Job- Training. Therefore, our philosophy is to integrate classroom studies with supervised practical work experience directly related to academic and career goals. It aims to provide students with:

- The knowledge and skills needed to be successful in hospitality and tourism industry.
- Problem-solving skills, improve their ability to communicate and operate effectively as industry professionals

Delivery Methods

- In-Class
- Combined Delivery (Both In-Class and Distance)

Why study this program?

Growing global demand for ...

Desk Clerk, Guest Service Agent, Food Service Officer, Visitor Information Counsellor, Conference Planner Assistant, Booking and Reservations Officer, Sales Assistant, Travel Guide, Resort Worker, Room Service Clerk

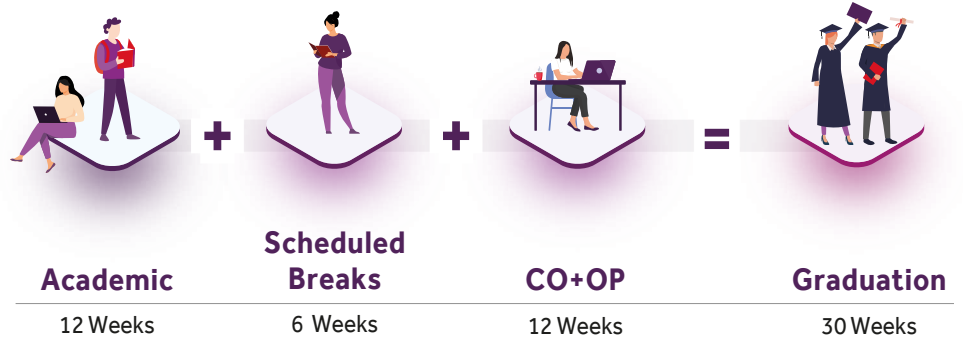**Becoming an industry leader...**

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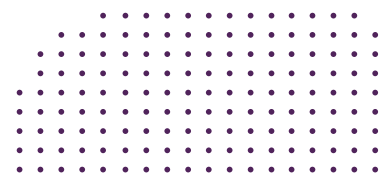
Student Journey

Co-op Experience

The Co-op work experience placement represents 50% of the total program duration. Students will get the opportunity to apply their newly acquired skills within the industry through a guaranteed paid work experience placement opportunity.

Academic + **Scheduled Breaks** + **CO+OP** = **Graduation**

Academic	Scheduled Breaks	CO+OP	Graduation
12 Weeks	6 Weeks	12 Weeks	30 Weeks

*Please see proposed schedule **here**.

Learning Objectives

Knowledge Competencies

- Knowledge of how to develop effective communication skills using office software, time management and interpersonal communication in a business environment.
- Knowledge of customer service and how to provide quality products or service that satisfies the needs/wants of a customer.
- Knowledge of the systems and procedures required for Front Desk Operations.
- Knowledge of a range of Food and Beverage production and service methods used in a variety of outlets.

Skill Competencies

- Use basic tools, technology and skills required to effectively communicate and manage time in a workplace.
- Evaluate the appropriate etiquette and customs required for service delivery.
- Evaluate the implications of key legislation and regulatory requirements for reception operations.
- Evaluate the measures to improve food and beverage practice and procedures including assessing the fiscal and monetary policy on business organizations.

Career Opportunities

- Desk Clerk
- Guest Service Agent
- Food Service Officer
- Visitor Information Counsellor
- Conference Planner Assistant
- Booking and Reservations Officer
- Sales Assistant
- Travel Guide
- Resort Worker
- Room Service Clerk

Learning Outcomes

Upon completion of the diploma program, you will be able to demonstrate knowledge all aspects of business administration; utilize process management tool suites; create and maintain business reports; understand strategic planning and much more.

Admissions Requirements

- Good command of English language
- High school diploma or equivalent from an approved government of applicant's home country, or applicant is minimum 19 years of age
- Students are required to bring their own computers to class

For more information on Admission Requirements, please review the CCTB Admissions Policy.

For non-native speakers:

- Successful completion of CCTB EAP (English for Academic Purposes) Level 2 or
- Have the required IELTS 4.5 score or equivalent
- Pass the CCTB English Assessment (Written onsite or online with exam proctor)

For more information on English Language Requirements, please review the CCTB English Language Policy.