



**Greystone**  
COLLEGE

# BRIDGE TO CAREERS

中文版

VOCATIONAL TRAINING

學習專業技能, 開啟國際職場機會!

# 關於 GREYSTONE COLLEGE

Greystone學院於2002年創校,校區位於溫哥華、多倫多及蒙特婁,提供多樣化課程包含商業、旅遊業、餐飲飯店管理和英語教師認證(TESOL),並致力於提供高品質的職業教育訓練課程及多元文化的教學環境。

## 多倫多

多倫多為加拿大商業中心,多元素的生活體驗含括金融、藝術、戲劇、音樂、電影、體育,高達六百萬的居民來自世界各地不同的文化背景。

城市特色:

- 多元化、多民族的城市
- 跨國企業集團及加拿大各大公司的總部皆設立在此
- 為加拿大最大的城市,每年吸引約1300萬遊客
- 為於北美東岸地區,鄰近知名旅遊城市(紐約、蒙特婁),可享受各式的活動

DLI: O19376982302





# 溫哥華

溫哥華近幾年來多次被評為全球最佳適合生活城市之一，曾在2010年舉辦冬季奧運會，為加拿大西部地區最大城市並擁有加拿大最大港口，是貿易和旅遊業的重要樞紐。

城市特色：

- 為世界上最具多元文化的城市之一，可快速提升國際視野及職涯發展
- 每年約800萬遊客參訪溫哥華，並帶來多達3.5億加幣的經濟效益
- 加拿大最受歡迎的英語學習城市之一
- 擁有美麗的海灘和壯闊的山脈，可全年享受各式戶外活動

DLI: 019275396842



# 蒙特婁

全球第二大法語城市，因藝術及設計聞名國際。通過各種美食、音樂節、精品購物和歐式建築親身體驗這座神奇城市的”生活樂趣”。

城市特色：

- 從健康科技和通訊，到視頻遊戲，蒙特婁成為全球頂級行業的首選中心
- 在2017年，蒙特婁連續五年榮登北美頂級國際商務旅遊城市。每年超過1020萬名旅客拜訪這座具歐洲風味的北美城市
- 蒙特婁為蓬勃發展ICT行業的所在地，從2016開始為北美地區ICT工作集中度第八名

DLI: 0256816398068





# 為何選擇 GREYSTONE COLLEGE

## 加拿大&國際認證

Greystone學院會頒發證書或文憑給完成學業的學生,學習商業管理的學生可在完成所有課程後向CIM申請相關證書,旅遊&餐飲飯店管理學生可拿到AHLEI頒發專業證書,英語教師課程學生可獲得全球認可的劍橋ESOL和加拿大TESL的證書。



## 專業師資群

本校聘請多年業界經驗的專業老師授課,擁有多年教學及實際職場經驗的老師將協助學生學習專業的知識及技能,做好準備進入職場,成功找到理想的工作。

## 小班制教學

小班制的編排,讓每位學生接受完善的課堂教學,指導老師可針對班級學習狀況調整教學內容,讓每位學生都可參與練習,並針對學生的職涯規劃給予支援與協助。

## 業界專家經驗分享

本校會不定期邀請與課程相關的業界專家到學校與學生經驗分享,給予個人的建議及回答學生的提問。

## 多樣課程選擇

本校提供證書及文憑課程,其中包括商業、旅遊業及餐飲飯店管理及英語教師訓練課程(TESOL),學生可針對個人的興趣及職業規劃選擇適合的課程,學習該產業的專業知識和技能。

## 就業博覽會

每年舉辦就業博覽會,邀請當地知名企業,知名飯店或餐飲業參與活動,本校在校生或畢業生皆可參加。學生可藉由活動建立業界人脈,找尋工作實習及就業機會。

## 工作實習增加實際經驗及建立職場人脈

將課堂所學實際運用在工作實習的職位上,添加一份國外工作經歷到個人履歷上,認識業界的專業人士、拓展職場人脈, TESOL學生會被安排至當地正式的英語課堂上進行旁聽和實際的教學練習,部份課程學生可選擇有薪的工作實習職位,正式的職場訓練幫助學生獲得寶貴的工作經驗。

# 學生感謝函



## GREYSTONE VANCOUVER

**Nicole Wu**, Diploma in Business Communication Co-op

會選擇Greystone Diploma in Business Communications Co-op 課程而不是語言學校是因為在台灣已經工作好幾年了，希望可以在實際的工作環境提升英文能力，並同時累積

自己的履歷。課程包含學術課程、工作實習課程以及企業實習課程。在上學術課程時，除了老師講述教材外，常常會有小組討論以及上台報告的機會。令我印象深刻的一個報告是Case study，我們要分析某一個公司發生的問題以及找出解決方案。跟我同組的是一個墨西哥人以及一個泰國人，溝通的過程要學習接納不同的做事方式以及英文口音。因為大多數的同學都有工作經驗，大家根據自己的專長跟經驗做出不同的分析以及建議。報告結束後，除了提升英文能力之外，眼界也更加開闊。

除了上課之外，學校也會因為特殊的節日辦活動。像是萬聖節的時候有Potluck活動，每個同學帶一道菜到學校跟大家一起分享。聖誕節的時候舉辦班際教室佈置比賽，為了避免被別班抄襲，我們班一直等到評分的前一天才開始佈置，果然獲獎、獎品全班享用Pizza。

工作實習課程則是指導我們怎麼寫履歷以及求職信，還會提供找工作相關資訊。因為課程結束後要到企業實習，有好的履歷以及求職信才能提高被公司率取的機會。在面試前學校還有辦模擬面試，也提供給我很多建議，讓我去面試的時候更有信心。

剛開始進行企業實習時還蠻辛苦的，畢竟跟在學校學習不一樣，要用英文面對真實的同事與客戶。不過過了一段時間之後，會發現英文進步得很快，也體驗到這邊的工作文化，對於未來的生涯規劃很有幫助。

在出國之前總對自己很沒信心，不好意思開口說英文。在這邊幾個月後，雖不敢說自己的英文很好，但能夠在全英文的環境上課以及工作，還交到不同國家的好朋友，讓我覺得這個選擇很值得！



## GREYSTONE TORONTO

**Cheng Yen Wu**, Hospitality Management Program

I am a student from Taiwan who studies Hospitality Management Program at Greystone College. During 9 months for the academic portion, I have learned a wide

range variety of academic theory and application experience from my professor (Thomas), my classmates are from many different countries as similar a small United Nations, staff in Greystone College, and school counselor. All of them inspired and assisted me a lot. They are knowledgeable, considerate, and trustworthy.

I am so glad and grateful that I can learn my program with those marvelous and outstanding people in Greystone College. They not only increase my professional knowledge but also enhance different concept for my life and that truly help me a lot.

Thank you all sincerely.



## GREYSTONE VANCOUVER

**Verna Chen**, Customer Service Co-op Program

I am a student from Taiwan who studies Customer Service CO-OP Program in Greystone College. During 6 months for academic portion, I have

learned a lot from my instructors (Sarah Maxwell, Isabel Angel, Janet Love Morrison, Brad Johnson, Jonathan Granfar), my classmates are from different countries, staff in Greystone College (Grace Pyo, Syroze, Joyce Yip, Anabela), CO-OP coordinators (Anin, Akiko, and Meitha), and school counselor, Holiday Mah. All of them inspired and help me a lot. They are industrious, open-minded, willing to share.

I am not perfect. However, I feel complete because of them. I am so lucky and grateful that I can meet a group of awesome people. They are my guardian angels! Thank you all sincerely.



## GREYSTONE VANCOUVER

**Wendy Chang**, Hospitality Management Co-op program

I am a Taiwanese student at Greystone College, currently studying the Diploma in Tourism & Hospitality Management Co-op program. Before I entered Greystone College, I studied at ILSC. At ILSC, I can choose different topics about English and meet plenty of amazing friends from various countries in classes; besides, there are many activities after school at ILSC for everyone to participate in, it is a good chance to make friends with other people as well. The time that I spent at ILSC has become a wonderful experience in my life.

In the Tourism & Hospitality Management Co-op program, I have learned a lot about the hospitality industry such as customer service skills and different kinds of knowledge. My instructors are all full of passion and they all have diverse experiences in this field; what's more, they are really friendly, willing to help you with your questions and problems. I think when I start to do my co-op, I can learn much more practical things outside the school. Combine what you have learned from the class with what you can get from the work is helpful not only for your career, but also for the future life. I think this will be the most important thing.

# 課程時間表

## 文憑課程+工作實習(日間課程)

頒發每一份證書或文憑給完成學業的學生,學習商業管理的學生可在完成所有課程後向CIM申請相關證書,旅遊&餐飲飯店管理學生可拿到AHLEI頒發專業證書,英語教師課程學生可獲得全球認可的劍橋ESOL和加拿大TESL的證書.

學術課程		工作實習	實習後返校	
MON-THU	FRI		MON-THU	FRI
9:00 AM-12:00 PM Class		Work schedule as per employer requirements	9:00 AM-12:00 PM Class	
12:00-1:00 PM Lunch	No Class		12:00-1:00 PM Lunch	No Class
1:00-2:30 PM Class			1:00-2:30 PM Class	
2:45-4:00 PM Work Placement Skills*			No Class	

\* 工作前準備課程 "Work Placement Skills" 將於該學生入學的第一個月及第四個月參加。

## 文憑課程+工作實習 (夜間課程)

學術課程			工作實習	實習後返校
MON-THU				MON-THU
5:15 - 6:30 PM Work Placement Skills: Part 1 (2 weeks)	5:15 - 9:00 PM Course (6 weeks / course 36 weeks total)	<b>SCHEDULED BREAK</b> 2 weeks between each course (8 weeks total) + Work Placement Skills: Part 2 (2 weeks)	Work schedul as per employer requirements	5:15 - 8:00 PM The Next Step (4 weeks)

## 一般文憑課程 (日間課程)

學術課程	
MON-THU	FRI
9:00 AM-12:00 PM Class	9:00 AM-12:00 PM Class
12:00-1:00 PM Lunch	
1:00-2:30 PM Class	No Class

## 一般文憑課程 (夜間課程)

開學第一和二週	開學第一和二週	開學第一和二週
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)	<b>SCHEDULED BREAK</b> 2 weeks between each course - 10 weeks total



## 工作實習 (CO-OP) 申請注意事項

### GREYSTONE COLLEGE 工作實習課程 (CO-OP) 申請要求如下:

申請 Greystone College 工作實習課程 (CO-OP) 的學生

1. 工作實習服務包括簽證申請保證信、簽證所需相關文件、面試及工作準備、協助撰寫履歷表、各式政府文件申請程序說明、求職技巧。
2. 工作實習服務並不包括幫助學生安排工作。
3. 申請工作簽證或延長學生簽證所衍生的任何相關政府手續費用，學生則需另行付費。



# GREYSTONE 學院申請流程圖

## GREYSTONE 學院入學條件

- » 學生必須完成一般的學校教育12年級學業 (高中畢業) 或持有大專院校認可的文憑或學位.\*
- » 國際學生必須完成 Greystone學院線上英文寫作測驗(PROLA)及口語面試,多倫多校區需再參加Wonderlic-SLE-Q測驗. 語言程度要求依照各課程要求而不同.

\* 蒙特婁校區: 必須完成大專院校至少一年課程 (提供就學證明及成績單)

## GREYSTONE 學院申請流程圖



## GREYSTONE 學院課程入學語文程度要求

溫哥華&多倫多校區課程	TOEFL IBT	IELTS	ILSC LEVEL
<b>HOSPITALITY</b>			
Diploma in Customer Service (Academic or Co-op) 顧客服務文憑 日/夜	35	4	B4
Diploma in Hospitality Management (Academic or Co-op) 餐飲飯店管理文憑	55	5	I3
Diploma in Hospitality Operations (Academic or Co-op) 餐旅業營運管理文憑 日/夜*	55	5	I3
Diploma in Hospitality Sales & Marketing (Academic or Co-op) 餐旅業市場行銷文憑	65	5.5	I4
<b>BUSINESS</b>			
Diploma in Business Communications (Academic or Co-op) 商業溝通文憑 日/夜*	45	4.5	I2
Diploma in International Business Management (Academic or Co-op) 國際商業管理文憑 日/夜	80	6.5	A1
<b>蒙特婁校區課程</b>			
<b>BUSINESS</b>			
Attestation of College Studies, International Business Management 國際商業管理	80	6.5	A1

ILSC Level: B 初級, I 中級, A 高級

\* 夜間課程僅限溫哥華校區



# 顧客服務一般課程 / 工作實習課程

## DIPLOMA IN CUSTOMER SERVICE

ACADEMIC

CO-OP



### 課程特色

- » 建立紮實的基本客戶服務技巧,為進入飯店業及旅遊業做好準備
- » 學習如何有效率的建構產品及服務知識,並能提供相關及正確的資訊給顧客
- » 聘請具多年業界經驗及持有教師證照的專業師資
- » 提升有效的溝通技巧及團隊建立和協調能力,發展符合工作場合所需的軟實力技能
- » 為履歷表添加一項加拿大工作經驗

### 課程說明

顧客服務文憑課程將學習如何在工作場合上成功的建立客戶關係,提供一個正確的途徑引導學生順利進入各行業工作,例如:餐廳、飯店、俱樂部、酒吧、咖啡廳或零售商店等.在完成此證書課程後,學生將有能力專攻在各種不同的工作領域,例如:飯店業、餐飲業或零售業等,並且發揮所學的專業技能來支援業主所需.課堂上學習有效的溝通技巧、如何管理衝突和處理客戶投訴,如何發揮團隊合作的精神,學習如何有效率的建構產品及服務知識,並提供相關及正確資訊給顧客.

### 工作實習經驗

此課程結合有薪工作實習機會,學生可把課堂所學的理论實踐於工作實習時.工作前準備課程將會協助學生了解目前有薪工作職場狀況,工作實習部門工作人員將給予協助,確保學生了解北美工作職場概況及做好面試準備.

### 工作實習職位

餐飲從業、銷售、顧客服務、櫃檯、宴會服務櫃檯、餐廳服務生、宴會服務生、或更多.

\*本校保留最終修改權利

### 開課校區

溫哥華  
多倫多\*

### 課程期間

日間

26 週

50 週

包含 24 週學術課程 + 24 週有薪工作  
實習 + 2 週實習後返校

夜間 (僅限溫哥華校區)

48 週

92 週

包含 48 週學術課程 + 40 週有薪工作  
實習 + 4 週實習後返校

總學習期間會受到夏冬季休息期間影響,  
詳情請詢問校方.

### 語言程度要求

初級 4

### 入學條件

- 申請人必須完成一般的學校教育12年級學業(高中畢業),或持有大專院校認可的文憑或學位.
- 國際學生必須完成Greystone學院線上英文寫作及口語面試並達到英文初級4程度或以上.如提供iBT35, IELTS 4 成績證明或在ILSC達到B4,將可豁免線上英文寫作測驗.
- 申請人入學必須達到最低入學要求.

\*多倫多校區:僅接受美國或加拿大高中證書  
或滿18歲以上並通過 Superintendent Approved Qualifying  
(Wonderlic-SLE-Q) 考試.

# 餐飲飯店管理一般課程 / 工作實習課程

## DIPLOMA IN HOSPITALITY MANAGEMENT

ACADEMIC

CO-OP



### 課程特色

- » 獲得加拿大工作經驗,為個人履歷添加增加相關工作經驗
- » 掌握管理及營運技能
- » 獲得專業技能及知識,從而進入在全球成長最快速的餐飲飯店業
- » 獲得具國際認可的美國飯店與住宿協會(AHLEI)證書
- » 為履歷表添加一項加拿大工作經驗

### 課程說明

餐飲飯店管理文憑課程主要在培訓學生學習業界所須的知識及技能,為在畢業後進入全球旅遊業、飯店、餐飲、渡假村或會議管理市場做準備,在完成課程後可獲得A H L E I證書及加拿大工作實習經驗。學生可選擇產業相關的職位,例如:顧客關係管理、櫃檯、餐飲從業、客房服務、活動安排或更多。

### 工作實習經驗

此課程結合有薪工作實習機會,學生可把課堂所學的理论實踐於工作實習時。工作前準備課程將會協助學生了解目前有薪工作職場狀況,工作實習部門工作人員將給予協助,確保學生了解北美工作職場概況及做好面試準備。

### 工作實習職位

顧客服務、市場行銷助理、活動人員、房務員、或更多

† 本校保留最終修改權利

*"The instructors at Greystone College are very nice and helpful. They made sure that I have the tools that I need to succeed. The college is very flexible and I've learned so much."*

**DARIA TSYRIKOVA**  
TOURISM AND HOSPITALITY MANAGEMENT

### 開課校區

溫哥華  
多倫多\*

### 課程期間

48週

98 週

48週學術課程 + 48 週有薪工作實習 +  
2 週學術課程(繳交實習報告)

總學習期間會受到夏冬季休息期間影響,  
詳情請詢問校方。

### 語言程度要求

中級 3

### 入學條件

- 申請人必須完成一般的學校教育12年級學業(高中畢業),或持有大專院校認可的文憑或學位。
- 國際學生必須完成Greystone學院線上英文寫作及口語面試並達到ILSC I3以上程度。如提供iBT55, IELTS 5.0, ILSC I3,即可免除線上英文寫作測驗及口語面試。
- 學生須達到入學條件的要求。

\*多倫多校區:僅接受美國或加拿大高中證書)或滿18歲以上並通過 Superintendent Approved Qualifying考試。

# 餐旅業營運管理一般課程 / 工作實習課程

## DIPLOMA IN HOSPITALITY OPERATIONS

### ACADEMIC



### CO-OP



#### 課程特色

- » 獲得加拿大工作經驗,為個人履歷添加增加相關工作經驗
- » 獲得專業技能及知識,進入在全球成長最快速的餐飲飯店業
- » 獲得具國際認可的美國飯店與住宿協會(AHLEI)證書
- » 為履歷表添加一項加拿大工作經驗

#### 課程說明

餐旅業營運管理文憑課程受國際廣泛認可,課堂主要指導學生基礎的餐飲及飯店管理產業理論知識,學生可在課堂上及工作實習中獲得紮實的加拿大工作經驗. 旅遊及餐旅業為全球兩大快速成長的產業,學生可選擇產業相關職位,例如: 活動管理人員、人力資源人員、客戶關係管理人員或更多.

#### 工作實習經驗

此課程結合有薪工作實習機會,學生可把課堂所學的理论實踐於工作實習時.工作前準備課程將會協助學生了解目前有新工作職場狀況,工作實習部門工作人員將給予協助,確保學生了解北美工作職場概況及做好面試準備.

#### 工作實習職位

顧客服務、房務人員、活動人員、或更多

\* 本校保留最終修改權利

*"The training I received at Greystone College helped me reach my career goals. I am learning lots of valuable things in class and I got a chance to see real-life examples when our class went on field trips."*

ELENA

#### 開課校區

溫哥華  
多倫多\*

#### 課程期間

日間

26 週

50 週

包含 24 週學術課程 + 24 週有薪工作實習 + 2 週實習後返校

夜間 (僅限溫哥華校區)

48 週

92 週

包含 48 週學術課程 + 40 週有薪工作實習 + 4 週實習後返校

總學習期間會受到夏冬季休息期間影響,詳情請詢問校方.

#### 語言程度要求

中級 3

#### 入學條件

- 申請人必須完成一般的學校教育12年級學業 (高中畢業),或持有大專院校認可的文憑或學位.
- 國際學生必須完成Greystone學院線上英文寫作及口語面試並達到ILSC I3以上程度. 如提供iBT55, IELTS 5.0, ILSC I3,即可免除線上英文寫作測驗及口語面試.
- 學生須達到入學條件的要求.

\*多倫多校區:僅接受美國或加拿大高中證書)或滿18歲以上並通過 Superintendent Approved Qualifying 考試.

# 餐旅業市場行銷一般課程 / 工作實習課程

## DIPLOMA IN HOSPITALITY SALES & MARKETING

ACADEMIC

CO-OP



### 課程特色

- » 獲得加拿大工作經驗,為個人履歷添加增加相關工作經驗
- » 掌握管理及營運技能
- » 獲得具國際認可的美國飯店與住宿協會(AHLEI)證書
- » 為履歷表添加一項加拿大工作經驗

### 課程說明

餐旅業市場行銷文憑課程受國際廣泛認可,課堂上指導學生在職場上所須的技能,主要針對市場行銷、市場研究、廣告、公共關係和收益管理。學生可在課堂上及工作實習中獲得紮實的加拿大工作經驗,學生可選擇產業相關職位,例如:餐飲業市場行銷人員、銷售人員、公共關係人員或更多。

### 工作實習經驗

此課程結合有薪工作實習機會,學生可把課堂所學的理论實踐於工作實習時。工作前準備課程將會協助學生了解目前有薪工作職場狀況,工作實習部門工作人員將給予協助,確保學生了解北美工作職場概況及做好面試準備。

### 工作實習職位

顧客服務、市場行銷助理、活動人員、銷售人員、或更多

\* 本校保留最終修改權利

*"The course opened new horizons of learning for me. It gave me a different perspective of business English training. The skills I've picked up will, I believe, contribute substantially to any future success I might have as a trainer. I thought, as a trainer, I had all the necessary skills. As the course progressed, I realized how much I didn't know!"*

PRATIK MOITRA

### 開課校區

溫哥華  
多倫多\*

### 課程期間

26 週

50 週

24 週學術課程 + 24 週有薪工作實習  
+ 2 週學術課程(繳交實習報告)

總學習期間會受到夏冬季休息期間影響,  
詳情請詢問校方。

### 語言程度要求

中級 4

### 入學條件

- 申請人必須完成一般的學校教育12年級學業(高中畢業),或持有大專院校認可的文憑或學位。
- 國際學生必須完成Greystone學院線上英文寫作及口語面試並達到ILSC I4以上程度。如提供iBT65, IELTS 5.5, ILSC I4,即可免除線上英文寫作測驗及口語面試。
- 學生須達到入學條件的要求。

\*多倫多校區:僅接受美國或加拿大高中證書)或滿18歲以上並通過 Superintendent Approved Qualifying考試。

# HOSPITALITY PROGRAMS

## DIPLOMA IN CUSTOMER SERVICE COURSES

### CORE COURSES

#### Workplace Communication

In this workplace-centered course, students will develop communication skills. 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 researcher skills in order to stay current on industry structure and technology issues. Personnel 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 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 resumes 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.

## DIPLOMA IN HOSPITALITY MANAGEMENT COURSES

### CORE COURSES

#### The Lodging and Food Service Industry

Prepare students for careers in hospitality by presenting and describing opportunities in hospitality management. These opportunities include careers in a variety of businesses, including hotels, restaurants, institutions, private clubs, casinos, consulting firms, travel agencies, and cruise ships.

#### Hospitality Financial Accounting

Get a comprehensive introduction to hospitality accounting concepts and procedures, the processing of hospitality financial data, and the flow of financial information in the accounting cycle that results in the production of financial statements.

#### Supervision in the Hospitality Industry

Learn how to develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques.

#### Front Office Operations

Increase front office efficiency and help sales grow with the knowledge and skills gained from this course. Topics include revenue management and the latest technology applications. Learn how front office activities and functions affect other departments and how to manage the front office to ensure your property's goals are met. Case studies and real-world examples offer a practical industry perspective.

#### Housekeeping

No property can be profitable without clean rooms and efficient housekeeping operations. Learn what it takes to manage this important department. This course provides a thorough overview, from the big picture of hiring and retaining quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel.

#### Food and Beverage Service

This course will provide the foundation you need to oversee the provision of quality dining service, including responsible alcohol service as well as on site food and beverage operations.

#### Convention Management Service

Get an introduction to the organization and structure of hotels, restaurants, clubs, cruise ships and casino hotels, from a management perspective. Topics include: business ethics, franchising, management contracts, marketing and sales and advertising.

#### Managing Technology

Gain solid grounding in hospitality technology and the management of information systems. Content includes applications for all functional areas, including reservations, rooms, food and beverage, sales and event management.

#### Security and Loss Prevention Management

Gain an understanding of security and safety issues within the hospitality industry. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, and more.

#### Hospitality Sales and Marketing

Discover how to build a top-flight sales team with creative, successful sales and marketing programs that really work. This course shows how to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners.

#### Managing Hospitality Human Resources

Hospitality is a people industry, and this course shows how to manage the important human resources who provide services within a hospitality operation. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed.

#### Revenue Management

In this course you will learn about the different revenue management tools available, as well as their uses. Students will also go over the different vital issues to consider before implementing revenue management tactics, and the consequences or benefits that the subsequent use of revenue management may entail.



### 什麼是 American Hotel & Lodging Association (AHLEI)

美國酒店及住宿協會,協助全球提供飯店及餐飲業相關課程學校,提供高品質的飯店及餐飲業教育、培訓和專業認證。

*\*The curriculum is subject to change.*

# HOSPITALITY PROGRAMS

## DIPLOMA IN HOSPITALITY OPERATIONS COURSES

### CORE COURSES

#### The Lodging and Food Service Industry

Prepare students for careers in hospitality by presenting and describing opportunities in hospitality management. These opportunities include careers in a variety of businesses, including hotels, restaurants, institutions, private clubs, casinos, consulting firms, travel agencies, and cruise ships.

#### Hospitality Financial Accounting

Get a comprehensive introduction to hospitality accounting concepts and procedures, the processing of hospitality financial data, and the flow of financial information in the accounting cycle that results in the production of financial statements.

#### Supervision in the Hospitality Industry

Learn how to develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques.

#### Food and Beverage Service

This course will provide the foundation you need to oversee the provision of quality dining service, including responsible alcohol service as well as onsite food and beverage operations.

#### Front Office Operations

Increase front office efficiency and help sales grow with the knowledge and skills gained from this course. Topics include revenue management and the latest technology applications. Learn how front office activities and functions affect other departments and how to manage the front office to ensure your property's goals are met. Case studies and real-world examples offer a practical industry perspective.

#### Housekeeping

No property can be profitable without clean rooms and efficient housekeeping operations. Learn what it takes to manage this important department. This course provides a thorough overview, from the big picture of hiring and retaining quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel.

#### 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 resumes 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.

## DIPLOMA IN HOSPITALITY SALES & MARKETING COURSES

### CORE COURSES

#### Convention Management Service

Get an introduction to the organization and structure of hotels, restaurants, clubs, cruise ships and casino hotels, from a management perspective. Topics include: business ethics, franchising, management contracts, marketing and sales and advertising.

#### Hospitality Financial Accounting

Get a comprehensive introduction to hospitality accounting concepts and procedures, the processing of hospitality financial data, and the flow of financial information in the accounting cycle that results in the production of financial statements.

#### Supervision in the Hospitality Industry

Learn how to develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques.

#### Hospitality Sales and Marketing

Discover how to build a top-flight sales team with creative, successful sales and marketing programs that really work. This course shows how to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners.

#### Managing Hospitality Human Resources

Hospitality is a people industry, and this course shows how to manage the important human resources who provide services within a hospitality operation. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed.

#### Revenue Management

In this course you will learn about the different revenue management tools available, as well as their uses. Students will also go over the different vital issues to consider before implementing revenue management tactics, and the consequences or benefits that the subsequent use of revenue management may entail.

#### 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 resumes 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.

### CO-OP PREPARATION

#### Work Placement Skills

In this course, students will prepare for the Canadian workplace. This course is very useful to students registered in a co-op program. It rapidly prepares students to apply for jobs and ensures their résumés and cover letters are to the business standard. Additionally, it helps students through the process of applying for a tax file number (SIN).

#### Co-op Work Experience

During the co-op work experience, students will put their skills into practice in a local workplace in a position related to their specific program objectives. Students will be required to complete job tasks as assigned to them by the employer. In addition, students are required to provide regular feedback (monthly, mid-term and final) on their co-op experience to Greystone College using prescribed reporting forms.

### POST CO-OP FOLLOW UP

#### The Next Step

This course follows up with students after their work placement. It provides the student with a new perspective of their goals and achievements and prepares them to take the next step when they leave the program.

*\*The curriculum is subject to change.*

# 商業溝通 一般課程 / 工作實習課程

## DIPLOMA IN BUSINESS COMMUNICATIONS

ACADEMIC

CO-OP



### 課程特色

- » 奠定基礎商業知識,為進入國際商業職場做好準備
- » 聘請具多年業界經驗及持有教師證照的專業師資
- » 提升商業溝通、團隊合作、優先順序選擇及問題解決等實際技能
- » 發展符合工作職場所需的軟實力技能
- » 在履歷表上添加一項加拿大工作經驗

### 課程說明

企業管理文憑課程將提供多元化的知識及技能學習,課程涵蓋一系列主題協助學生在未來職場上面對不同產業的多項職位,例如: 客戶服務顧問、文書人員、資料數據輸入員、前檯資訊服務人員、辦公室專員、櫃檯人員和其它職務,學生將學習商業職場上所需的專業技能,以及極為重要的溝通技巧、團隊合作和雇主需求的軟技能提升,此課程學生在畢業後將具有足夠的實力及競爭力來挑戰未來職場上多角化的工作環境,藉由課堂上獲得的相關知識理論及各項技能為團隊提供有效的資訊及協助。

### 工作機會

此課程結合有薪工作實習機會,工作職位及內容必須與課程相關,工作時數不可超過實際上課時數,工作實習的職位是根據各雇主的需求以及學生個人的英文程度和專業技能,工作實習的班表及薪水是依據各雇主的決定。學校工作實習部門的工作人員將在課程說明會及工作前準備課程輔導學生,確保學生了解北美工作職場概況及做好面試準備。

### 工作實習服務費用包含

簽證申請保證信、簽證所需相關文件、面試及工作準備、協助撰寫履歷表、各式政府文件申請程序說明、求職技巧。

### 工作實習職位

辦公室行政、商業規劃、客戶關係維繫、公共關係、主管階級、或更多

\* 本校保留最終修改權利

### 開課校區

溫哥華  
多倫多\*

### 課程期間

日間

26 週

50 週

包含 24 週學術課程 + 24 週有薪工作實習 + 2 週實習後返校

夜間 (僅限溫哥華校區)

48 週

92 週

包含 48 週學術課程 + 40 週有薪工作實習 + 4 週實習後返校

總學習期間會受到夏冬季休息期間影響,詳情請詢問校方。

### 語言程度要求

中級 2

### 入學條件

- 申請人必須完成一般的學校教育12年級學業 (高中畢業),或持有大專院校認可的文憑或學位。
- 國際學生必須完成Greystone學院線上英文寫作及口語面試並達到英文中級2程度或以上。如提供 iBT45, IELTS 4.5成績證明或在 ILSC達到I2,將可豁免線上英文寫作測驗。
- 申請人入學必須達到最低入學要求。

\*多倫多校區:僅接受美國或加拿大高中證書)或滿18歲以上並通過 Superintendent Approved Qualifying 考試。

# 國際商業管理一般課程 / 工作實習課程

## DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT

ACADEMIC

CO-OP



### 課程特色

- » 高互動性的小班式教學環境
- » 聘請具多年業界經驗及持有教師證照的專業師資
- » 完成所有課程將可獲得加拿大管理協會(CIM)頒發的證書
- » 履歷表添加一份海外工作經驗

### 課程說明

此課程主要以了解當前的全球商業環境狀況,讓學生在進入國際商業職場前做好準備,課堂上將會研討全球議題、簡報準備、團體企劃案以及提升專業技能,完成所有課程後將會通徹明瞭商業管理的精要。國際商業管理文憑課程是由3門各2個月證書課程合併而成。

### 工作實習經驗

此課程結合有薪工作實習機會,工作職位及內容必須與課程相關,工作時數不可超過實際上課時數,工作實習的職位是根據各雇主的需求以及學生個人的英文程度和專業技能,工作實習的班表及薪水是依據各雇主的決定。學校工作實習部門的工作人員將在課程說明會及工作前準備課程輔導學生,確保學生了解北美工作職場概況及做好面試準備。

### 工作實習職位

市場行銷研究、銀行櫃台、財務/會計、活動行銷、人力資源、國際貿易、或更多

†本校保留最終修改權利



### 什麼是CIM?

加拿大管理協會 (Canadian Institute of Management) 是加拿大非營利性的高級管理協會組織,該協會主要協助管理技能及專業發展的提升。

### 開課校區

溫哥華  
多倫多\*

### 課程期間

日間

26週

50週

包含 24 週學術課程 + 24 週有薪工作實習 + 2 週實習後返校

夜間

48週

92週

包含 48 週學術課程 + 40 週有薪工作實習 + 4 週實習後返校

總學習期間會受到夏冬季休息期間影響,詳情請詢問校方。

### 語言程度要求

高級 1

### 入學條件

- 申請人必須完成一般的學校教育12年級學業 (高中畢業),或持有大專院校認可的文憑或學位。
- 國際學生必須完成Greystone學院線上英文寫作及口語面試並達到英文高級程度或以上。如提供iBT80, IELTS 6.5 成績證明或在 ILSC達到A1,將可豁免線上英文寫作測驗。
- 申請人入學必須達到最低入學要求。

\*多倫多校區:僅接受美國或加拿大高中證書)或滿18歲以上並通過 Superintendent Approved Qualifying 考試。



# BUSINESS PROGRAMS

## DIPLOMA IN BUSINESS COMMUNICATIONS COURSES

### CORE COURSES

#### Communication for the Workplace

In this course students will learn the key principles of business communication, becoming aware of different means of communication and building effective strategies for collecting and presenting information.

#### Professional Business Documents

In this course students will learn to adapt the style and layout of documents to their intended audience, while respecting the organization's policies regarding document integrity.

#### Professionalism in a Diverse Workplace

In this course students will learn best approaches to establishing effective workplace relationships valuing diversity and respecting protocols.

#### Customer Relationship Management

This course deals with the importance of customer expectations and how CRM influences customer experiences. It identifies how customers' experience and perception of an organization can be beneficial or detrimental to its success. In this course of study students will gain objective knowledge about what positively and negatively affects customers' experience.

#### Business Excellence in Team Management

This course teaches effective approaches to team management and communication within a team. Students will look objectively at the benefits and value of teamwork and learn about the importance and prominence of teamwork in the professional workplace. In this course, students will learn ways to support organizational goals through team projects and performance management.

#### Personal Development: Strategies and Techniques

In this course students will learn strategies and techniques to establish

## DIPLOMA IN INTERNATIONAL BUSINESS MANAGEMENT COURSES

### CORE COURSES

#### International Business

This course introduces students to globalization and to the value-adding activities of businesses in the current global economy. We discuss the impact of national cultures on doing business globally. In addition, we examine the external forces that impact businesses, international organizations, legal and labor forces in the global context. The course touches on strategic alliances and the impact of rapid environmental changes on strategic planning for international business.

#### Marketing

This course is designed to provide students with an introduction to marketing concepts and terminology. It examines the importance of marketing within organizations and society in general. Students will study the major components of a marketing plan, the marketing mix and consumer relationships. They will learn how to address the basic needs of companies in planning, developing, and managing products, distribution channels, promotion and pricing.

#### Organizational Behaviour

This course introduces students to the concepts of organizational behaviour and their application in today's business environments. Students will develop insights into how the behaviour of individuals and groups impact organizations. Further, they will learn to apply the theories and concepts of organizational behaviour to develop effective managerial competencies in such areas as teamwork, motivation, decision making and leadership.

#### Managerial Communications

The ability to communicate well is an essential requirement for all employees of an organization. In this course we explore the importance of communication in business and cross-cultural environments; students also compose various forms of written communication and prepare and deliver a formal business presentation.

#### Introduction to Management

This course introduces students to the concept of management by exploring the roles and functions of managers in a business environment. The purpose of the course is to enhance the students' understanding of the elements of the management processes of planning, organizing, directing and controlling organizational activities. The course is designed to build a foundation of knowledge needed in future management courses.

#### Business Law

The course provides students with an overview of business law and an understanding of basic legal terminology. Since contracts form the heart of business operations, a significant portion of the course is dedicated to contract law and various legal issues arising from contract disputes. Class topics and discussions will draw on examples from current news media reports on legal cases. Knowledge of the court system includes field trips to the law courts.

#### 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.

## CO-OP PREPARATION

#### Work Placement Skills

In this course, students will prepare for the Canadian workplace. This course is very useful to students registered in a co-op program. It rapidly prepares students to apply for jobs and ensures their resumés and cover letters are to the business standard. Additionally, it helps students through the process of applying for a tax file number (SIN).

#### Co-op Work Experience

During the co-op work experience, students will put their skills into practice in a local workplace in a position related to their specific program objectives. Students will be required to complete job tasks as assigned to them by the employer. In addition, students are required to provide regular feedback (monthly, mid-term and final) on their co-op experience to Greystone College using prescribed reporting forms.

## POST CO-OP FOLLOW UP

#### The Next Step

This course follows up with students after their work placement. It provides the student with a new perspective of their goals and achievements and prepares them to take the next step when they leave the program.

*\*The curriculum is subject to change.*

# 國際商業管理 / 工作實習課程

## ATTESTATION OF COLLEGE STUDIES, INTERNATIONAL BUSINESS MANAGEMENT

### ACADEMIC

### PRACTICUM



#### 課程特色

- » 在課程學期結束後加上4週的工作實習, 添加工作經歷於個人簡歷上
- » 小班制課堂, 學生有更多機會在全英/法語環境中大量練習
- » 提供法語小型說明會, 協助學生更加了解蒙特婁職場概況
- » 多年業界及教學經驗的專業師資
- » 為履歷表添加一項加拿大工作經驗

#### 課程說明

課程提供基礎國際貿易知識, 理解進出口貿易產業概況. 學生將會在課程當中討論全球議題、準備簡報、練習團體報告及增加收尋資訊的技巧, 完成所有課程後的畢業生將會深入了解商業管理.

學生將有機會在與所學相關的產業中進行4週的工作實習課程, 此為絕佳機會把課堂所學知識理論體現於真實的工作環境中, 並可在個人履歷中添加工作經驗.

#### 課程時間表

32 週 學術課程		4 週工作實習
TIME	MON-FRI	
8:30 AM - 11:30 AM	Class	根據雇主需求安排 實習時間
11:30 AM-12:30 PM	Lunch	
12:30 PM - 2:45PM	Class	
3:00PM - 4:30PM	勞動力市場整合***	

\*\*\*此課程將在第一及第四學期提供.

†本校保留最終修改權利

#### 開課校區

蒙特婁

#### 課程期間

36 週  
(32 週學術課程 + 4 週工作實習)

總學期期間會受到冬夏季休息時間影響,  
詳情請詢問校方.

#### 語言程度要求

高級 1

#### 入學條件

- 申請人如符合下列條件方可獲得 Attestation of College Studies program (AEC): 須完成大專院校至少一年課程 (提供就學證明及成績單.)
- 國際學生須通過本校英語寫作線上測驗及電話面試.\*\*
- 申請人須達到最低入學門檻.

\*\*如提供下列成績證明: iBT 80, IELTS 6.5, 或 ILSC A1 無須參加線上英語寫作測驗及電話面試.

# BUSINESS PROGRAMS

## ATTESTATION OF COLLEGE STUDIES, INTERNATIONAL BUSINESS MANAGEMENT

### CORE COURSES

#### **International Business and Job Functions**

This course introduces students to globalization and to the value-adding activities of businesses in the current global economy. It also explores the scope of roles and functions within the industry.

#### **Computer Tools**

A strong grasp of computer software is needed in any business in order to perform tasks efficiently. In this course, students will become familiar with the essentials such as Outlook, Microsoft Word, and Excel. Students will also learn how to improve their written communications and use social media in a professional context.

#### **Research in International Business**

Analysis and critical thinking are vital to business success. In this course, students will gain the fundamental research skills needed to present quantitative findings. Students will also learn how to evaluate data, and produce relevant reports in order to gain valuable insight for business strategy.

#### **International Business Law**

This course provides students with an overview of business law and an understanding of basic legal terminology. Class topics and discussions will draw on examples from current news media reports on legal cases.

#### **International Business Negotiations**

The ability to negotiate effectively is essential in the industry. The purpose of this course is to enhance the students' understanding of the elements of the negotiation process. Students will be able to apply theories and techniques to devise effective negotiation strategies.

#### **Transportation Logistics**

This course introduces students to the concepts of goods transportation management and logistics planning (movement, storage, delivery, packaging, shipping and handling).

#### **Customs Clearance of Imported Goods**

In this course, students will become familiar with the terminology, documents and regulations used in the commercial importing and exporting processes.

#### **Market Studies**

Putting theory into practice, students will conduct research, analyze data and specific market trends. As part of this course, students will also gain an understanding of the process behind producing feasibility reports.

#### **Exportation Costs**

This course is designed to train students to identify, measure, and calculate all the costs involved in the exportation process.

#### **International Payments and Financing**

Students will learn the tools to conduct international transactions and compare products and services offered by financial institutions or governmental organizations.

#### **Market Development Strategies**

This course is designed to provide students with an introduction to marketing concepts and terminology. It examines the importance of marketing strategies within organizations and society in general. Students will study the major components of a marketing plan, the marketing mix and consumer relationships.

#### **E-Commerce**

Students will gain a solid foundation in E-Commerce. In this course, students will design an electronic commerce project that covers all the aspects of an online business.

#### **Project in International Business**

This course will give students the opportunity to apply the knowledge they've learned, in a team project initiative. Collaborating together, students will create an international business strategy.

#### **Labour Market Integration**

Students will focus on defining their future goals and career aspirations, and will learn how to write effective résumés and cover letters, interview basics, and how best to find work in their new field.

#### **Practicum (4 weeks)**

Students will prepare to take their new skills and knowledge into the job market in a practicum related to their program. Students will be required to complete job tasks as assigned to them by the employer.

*\*The curriculum is subject to change.*



# Greystone COLLEGE

## CONTACT INFORMATION

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### GREYSTONE COLLEGE VANCOUVER

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### ILSC MARKETING HEADQUARTERS

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## CONNECT WITH THE GREYSTONE COLLEGE COMMUNITY

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[WWW.GREYSTONECOLLEGE.COM](http://WWW.GREYSTONECOLLEGE.COM)