



**TORONTO**  
SCHOOL OF MANAGEMENT

# Certificate in Customer Service Excellence Co-op

## START DATES

January, March, May, July,  
September, November

## PROGRAM SCHEDULE

Daytime

This 31-week program will train you to become a leader in delivering unparalleled customer service and experiences.

## PROGRAM HIGHLIGHTS

- Learn about the different aspects of hospitality management
- Gain excellent communication skills that will allow you to work in any business environment
- Study in downtown Toronto: one of Canada's largest tourism, event and convention hubs
- Strengthen your resume with Canadian work experience
- Start at TSoM with **EAP Level 3** and improve your business communication skills
- **Co-op placement in the field of studies<sup>^</sup>**

## PROGRAM DURATION



## MODULES

- Hospitality Career Readiness
- Customer Service
- Front Office Operations
- Food and Beverage Operations
- Work Placement

## LEARNING PARTNER

**ORACLE®**  
**HOSPITALITY**

The program is powered by Oracle Hospitality. OPERA Property Management Cloud Service by Oracle Hospitality is a cloud-based, mobile-enabled platform for next generation hotel property management. You will learn how to use the Oracle property management system as if you were to be working in a hotel.



## CO-OP EXPERIENCE

The co-op term provides you with an opportunity to integrate academic studies with related employment experience.

**The co-op work experience could include positions in the following areas:**

- Customer Service Representative
- Front Desk Officer
- Guest Relations Officer
- Food and Beverage Server

**Some of our co-op partners include:**



## CAREER OPPORTUNITIES

- Front Desk Agent
- Concierge
- Sales Representative
- Tour Guide
- Travel Agent
- Visitor Information Counsellor

## ADMISSION REQUIREMENTS\*

- Have an Ontario Secondary School Diploma or equivalent or
- Be at least 18 years of age and pass the Wonderlic Test

**For non-native English speakers:**

- Successful completion of TSoM EAP Level 3 or
- IELTS 5 or equivalent or pass the TSoM English Assessment

*\*Please visit [TorontoSoM.ca](http://TorontoSoM.ca) for more information about our admission requirements*

^ Students will be offered paid or unpaid entry-level positions related to their field of studies. The Career Services Department will provide full support to students on booking and preparing for interviews. It is the student's responsibility to perform well during all interviews as well as during the full length of the co-op term. Placements are subject to availability and will vary based on the program, season and job market changes as well as the student's English level and previous professional and academic experience. Should the co-op placement not be available the student will be required to complete a Capstone Project as an alternative to graduate from the program.

## WHAT CAN TSoM OFFER YOU?

- Diverse student environment
- Experiential learning through field trips, guest speakers and networking events
- Dedicated career support
  - resume writing, mock interviews and a network of over 100 co-op partners
- Academic pathway advice and support for any university or college in Canada



Kyle Akyol - Academic Manager

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*The students are great, they are coming from different backgrounds and cultures. This makes our classroom environment a fun, engaging, and diverse place.”*

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