



Certificate in Customer Service Excellence Co-op



Start Dates

January, March, May, July, September, November



Program Schedule

Daytime | Evening



Program Duration



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**
(Terms & Conditions apply)



Learning Partners





Co-op Experience

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



Modules

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



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 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.

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