



# CSP

## CUSTOMER SERVICE PROFESSIONAL

### SKILLS LEARNED

<b>Grammar</b>		<b>Listening</b>		<b>Writing</b>	
<b>Vocabulary</b>		<b>Speaking</b>		<b>Pronunciation</b>	
<b>Leadership</b>		<b>Critical Thinking</b>		<b>Presentation</b>	
<b>Creativity</b>					

**YOUR GOAL**  
 Understand the world of customer service and hospitality, and create exciting and rewarding career opportunities

### ADDITIONAL SKILLS LEARNED

- Writing resumes and cover letters
- Dealing with customers in hospitality settings
- Researching travel and tourism destination for clients
- Working successfully with teams in the fast-paced world of restaurants
- Identifying strengths that match with hospitality career requirements
- Communicating clearly, effectively, and efficiently in a pleasant manner

### CAREER OPPORTUNITIES

- Restaurant: Host, server, sous-chef, kitchen worker
- Hotel: Front desk, hospitality, housekeeping, concierge
- Travel & Hospitality: Tourist centre advisors, tour guides, sales, host

### ENTRY REQUIREMENTS

International students must pass the Vancouver International College - Career Campus Entrance Interview AND provide one of the following:

- a recognized international English language equivalency test score, OR
- a pass on our entrance exam; OR
- show proof of one: TOEFL® iBT 53, TOEIC® 550, IELTS 4.5

### CSP COURSES

1. Interpersonal Skill Development
2. Food and Beverage
3. Communications
4. The Hotel Industry
5. Career Tools
6. Tourism and Hospitality
7. Leaders and Motivation

### EXIT REQUIREMENTS

70% average upon successful completion of all required program components

### VIC CAREER CAMPUS ADVANTAGES

- Expand your communication skills through speaking activities
- Learn the basics from hospitality industry experienced professional instructors
- Broaden your service industry contact network
- Learn knowledge from both inside and outside of the classroom (tours and excursions)
- Understand your personal strengths to interrelate with others
- Opportunity to earn your college diploma in Customer Service, as well as your FoodSafe BC and Serving It Right certificates all in one program (extra fees)
- Enhance your resume, learn and practice interview skills to improve your chances of finding a good job

### PROGRAM LENGTH

- 28-week Diploma program - 560 hours  
**(20 hours per week, Monday to Friday, 9:00AM to 1:00PM)**
- Students may register for one course at a time.

““  
 I am very excited to be able to offer our students a program that will allow them to succeed in the workplace by learning from the teachers who are experienced in the industry, as well as providing lots of time to practice and improve their speaking skills.”  
 - Yoko, Student Advisor

Subject to Change  
 Updated: February 2018

