



**Create Career
College**

Business and Hospitality Communication Certificate



Create Your Future Here!

650- 4789 Kingsway, Burnaby, BC V5H 0A3 | <http://ccccollege.com>

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Business and Hospitality Communication Certificate Program Overview

This is a program that integrates business and hospitality communication, offering students a solid foundation in business English, which is highly required for entering hospitality industry. Within the extensive 36-week program, students will be well prepared to work in the hospitality industry or to receive higher education with the most essential and practical English skills.

The Business & Hospitality Communication program in Create Career College enables students to, first, lay a solid foundation of general and business English. Next, this program introduces the communication skills necessary for working in the hospitality industry. At an entry level, learners will be introduced to the basic communication skills necessary for working at a hotel reception or front desk. They will learn how to communicate properly with potential customers during inquiries as well as how to reserve rooms for hotel guests. It also describes the steps involved in check-in and check-out as well as the terminologies and expressions needed for these procedures. At a management level, learners will be introduced to advanced communication skills used in hospitality, tourism, and airline industry. Overall, this program is designed for younger trainees entering into the hospitality industry to improve their communication skills at hospitality-related workplace, trigger their interests in Hospitality Industry, and pursue a further career training in the future.



Lecture

3 semesters
12 weeks for 1 semester

Total: 36 weeks



Admission Requirements

1. Students must be 19 years of age or over on the first day of class
2. Minimum High School Graduate or equivalent

If a student is from a non-English speaking country, the student need to meet one of the following

1. TOEFL iBT a minimum score of 60; IELTS academic a minimum score of 4.5
2. Successful completion of Grade 12 from a Canadian High School or equivalent
3. A score of 60% on the Create Career College English Placement Test

Students may enroll in ESL courses before starting the academic program

Course Listing

1. Foundation of English

2. Introduction to a Career in Hospitality Industry at an Entry Level

3. Introduction to a Career in Hospitality Industry at a Management Level



Start Dates

2021

| | | |
|------------------|-----------------|-----------------|
| Oct 11 | Nov 8 | Dec 6 |
|------------------|-----------------|-----------------|

2022

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|------------------|---------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-----------------|
| Jan 17 | Feb 14&28 | Mar 28 | Apr 25 | May 23 | Jun 20 | Jul 18 | Aug 15 | Sep 12 | Oct 24 | Nov 7 |
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Courses Overview

Foundation of English

Foundation of English course is a blend of business and general English, with a strong communicative focus. It is specifically designed to get learners talking. This course covers various global lifestyle topics. The topic areas, such as heritage, processes, time management and the Olympic Games, are engaging. Each unit consists of four strands. The grammar and functional language strands help students to lay a solid foundation of English. The 'Work skills' strand provides useful input and helps learners develop the skills they need to excel in the workplace. The vocabulary strand contains relevant business terms, helping learners develop a broad range of vocabulary for use in social and professional contexts. It includes language such as prefixes, suffixes, collocations and opposites, in addition to helpful notes on pronunciation.

Introduction to a Career in Hospitality Industry at an Entry Level

Introduction to a career in Hospitality Industry at an entry level improves the necessary knowledge and skills of students planning to study in Hospitality Industry. This course provides students with simple, functional language for dealing with customers and colleagues in a variety of situations, such as taking bookings, checking guests in and out, dealing with inquiries and complaints, or taking payments. The course offers a straightforward approach to developing basic communication skills in the context of the hotel and catering industry.

Introduction to a Career in Hospitality Industry at a Management Level

Introduction to a career in Hospitality Industry at a management level improves the knowledge of people training for, or who have academy started, career in hotel, airline, tourism or catering industry. This course provides the language needed for dealing with customers and colleagues in a variety of work-related situations such as taking reservations, providing local information, serving food and drink, or applying for jobs. The course offers a straightforward approach to developing advanced communication skills in the context of the hotel and catering industry, tourism industry, and airline industry.



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