



Service Excellence for Business
Diploma & Certificate Programs

"We offer service excellence that even other schools talk about."

TORONTO • VANCOUVER



“ Our vision is not to become the world’s biggest chain of language schools. Our vision is to become the world’s most respected brand in education.”
- Jonathan Kolber, President
ILAC Group of Schools



For over 17 years, we at ILAC have treated our students with respect and with concern for their welfare. We listen to and connect with their needs. At ILAC, our number one priority is to make our students feel important and appreciated.

Our business isn’t just education, it’s customer service. Service excellence is ILAC’s mission and our guiding principle. Customer service is not just a department at ILAC, it’s everyone’s job.

Service excellence is the reason ILAC’s English School has been consistently awarded the **#1 English school in Canada**, and is the **most awarded English school in the world**. It is also the reason ILAC International College is uniquely suited to offer you programs that will equip you with the tools you need to be successful in whatever career you choose.



8 REASONS WHY THESE PROGRAMS ARE FOR YOU



Work experience in Canada

Experience working in customer service. Learn the unique and sincere Canadian approach to service excellence.



Learn from the best! Exceptional guest speakers

Speakers from the executive levels of such highly-ranked companies as TD Bank, the Distillery Historic District, Four Seasons Hotels & Resorts, and Porsche will share their wisdom. Learn the secrets of service excellence, from the best in the business!



Case studies of the world's best companies

You will analyze world-class companies and how customer service functions as a key business strategy. You will learn what makes companies such as Starbucks, Mercedes-Benz and Amex so successful.



English language and Canadian business culture

Canada offers an incredible environment for language learning: superior quality of life, endless opportunities and the best customer service in the world. The ILAC Service Excellence for Business program offers you top-notch Business English education plus weekly IELTS preparation.



Receive a diploma from a respected school

Upon completion of the program, you will hold a Canadian diploma from ILAC International College, a Career College registered with the Ministry of Training, Colleges and Universities.



Qualify for a Diversity Incentive

Students who are accepted to these programs may qualify for a Diversity Incentive towards tuition fees at the ILAC School of Service Excellence.



Canada, the land of opportunities

Canada has a rapidly growing economy with incredible opportunities to work and do business. Both Toronto and Vancouver are multicultural, and among the most livable cities in the world. Canada is also the customer service capital of the world.



Friendships and networks for life

This totally unique learning opportunity is offered exclusively to the best and brightest students from all over the world. You will make lifelong connections with positive and highly-motivated people.



“ Ladies and gentlemen, serving ladies and gentlemen.”
- *The Ritz Carlton motto*

CALLING FUTURE BUSINESS LEADERS!

Q: What is the single most important skill you need to truly succeed in the workplace?

A: Customer Service

Service Excellence is a philosophy and a way of life. It is about always exceeding expectations and it is the attitude you need in order to succeed!



SERVICE EXCELLENCE FOR BUSINESS DIPLOMA & CERTIFICATE PROGRAMS

If you're a passionate, highly-motivated achiever with a strong desire to study and work in Canada, ILAC's Service Excellence for Business diploma & certificate programs offer a **life-changing experience** that will give you the **skills you need to succeed and lead** in any profession.

Learn the art of service excellence in **the customer service capital of the world**. The ILAC School of Service Excellence is **the first and only one of its kind** in Canada. This is an unforgettable opportunity for you to master the language and the business culture.

PROGRAMS

Admission requirements

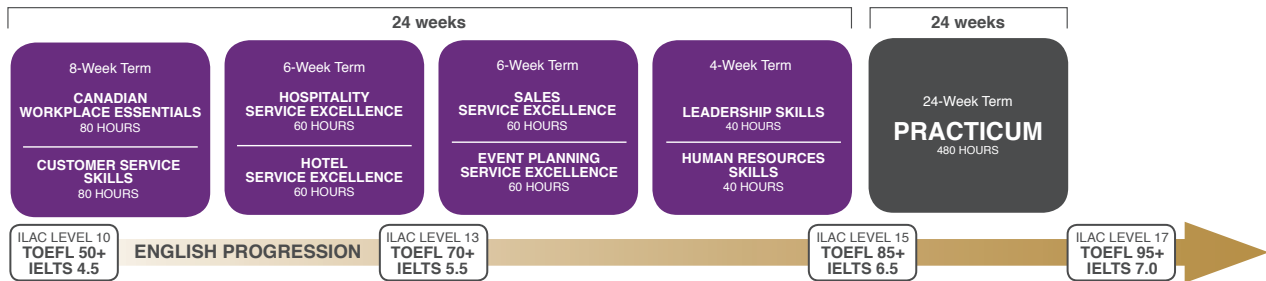
- > College/University graduation for 48-week Diploma
- > High School graduation for 40-week or 26-week program
- > ILAC English level 10 or IELTS 4.5 or TOEFL iBT 50
- > Interview for suitability
- > Resume & Letter of Intent

Course content

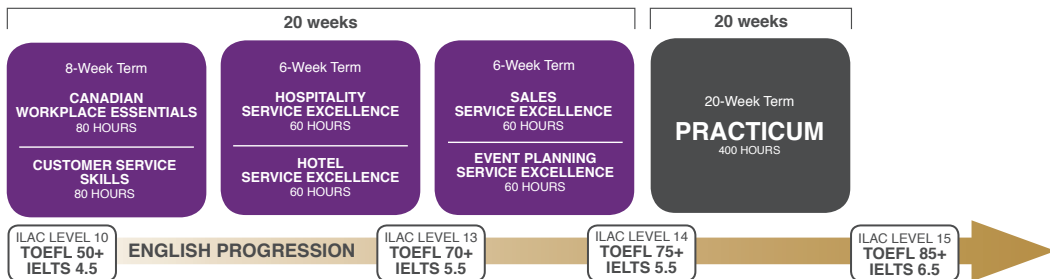
- > Canadian Workplace Essentials
- > Customer Service
- > Hospitality Service
- > Hotel Service
- > Sales Service
- > Event Planning
- > Leadership
- > Human Resources
- > TOEFL Preparation
- > Business Communication
- > Practicum

Sample schedules *(the order of terms depends on which start date is chosen):*

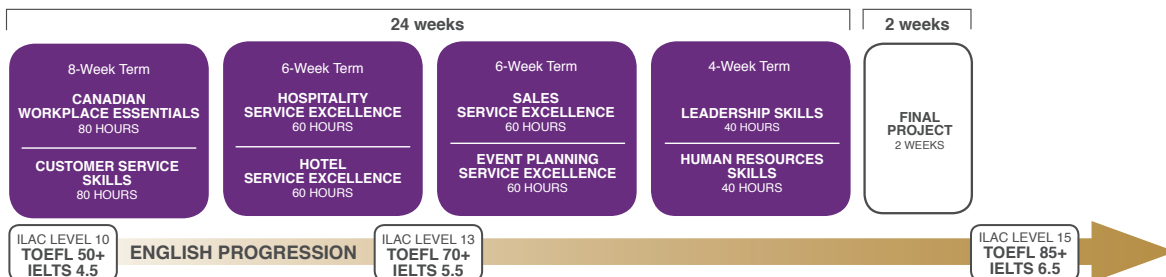
SERVICE EXCELLENCE FOR BUSINESS DIPLOMA > 48 WEEKS



SERVICE ESSENTIALS FOR BUSINESS DIPLOMA > 40 WEEKS



SERVICE EXCELLENCE FOR BUSINESS CERTIFICATE > 26 WEEKS



Apply to

info@ilaccollege.com today

Program fees and payment plan

SERVICE EXCELLENCE FOR BUSINESS DIPLOMA > 48 WEEKS

Program Fees (all prices in Canadian dollars)

Tuition	\$12,000
Diversity Incentive*	-\$5,000
Student pays	\$7,000

\$7,000 deposit (*due before start date*)

\$5,000 at 26 weeks (*waived if the applicant has been granted a diversity incentive*)

SERVICE ESSENTIALS FOR BUSINESS DIPLOMA > 40 WEEKS

Program Fees (all prices in Canadian dollars)

Tuition	\$10,400
Diversity Incentive*	-\$4,400
Student pays	\$6,000

\$6,000 deposit (*due before start date*)

\$4,400 at 22 weeks (*waived if the applicant has been granted a diversity incentive*)

SERVICE EXCELLENCE FOR BUSINESS CERTIFICATE > 26 WEEKS

Program Fees (all prices in Canadian dollars)

Tuition	\$10,000
Diversity Incentive*	-\$3,600
Student pays	\$6,400

\$6,400 deposit (*due before start date*)

\$3,600 at 16 weeks (*waived if the applicant has been granted a diversity incentive*)

OTHER FEES

Administration Fee [‡]	\$200	Accommodation	
Books	\$100 per course	Homestay Single Room	\$225
Health Insurance	\$17.50 weekly	Homestay Placement Fee	\$195

Residence available by request

FILL OUT A SIMPLE FORM AT ILACCOLLEGE.COM TO FIND OUT IF YOU QUALIFY FOR
A DIVERSITY INCENTIVE OF UP TO \$5,000.

***Diversity Incentives** may be awarded to qualified students. Each student is invited to submit a letter of intent along with their application package describing in detail their experience with customer service (both personally and professionally), their career goals upon completion of the program, and demonstrating a financial need for the scholarship.

‡**Administration fee** includes Student Visa support.

The Service Excellence for Business Program is approved as a vocational program under the Private Career Colleges Act, 2005. ILAC International College Ltd. is registered as a private career college under the Private Career Colleges Act, 2005.

Start dates

2015

June 8

July 20

August 31

October 26

December 7

2016

January 18

March 14

April 25

June 6

August 1

September 12

October 24

December 19



LOUIS VUITTON: Marcus Rudy, Regional Director of Operations, explains his philosophy of service excellence to ILAC School of Service Excellence students.

EXCEPTIONAL GUEST SPEAKERS

The ILAC School of Service Excellence attracts speakers from the executive levels of highly-ranked companies to share their secrets of success. Our students benefit from this unique opportunity to learn from the best.



Porsche

Jean Pantelidis, Brand Ambassador



I think it's very important to teach anybody about Service Excellence and how important it is to being successful in life."



Mercedes-Benz Canada

Carmen Isabell Beck-Sharman, Smart Car Sales Associate



Mercedes-Benz Canada's customer experience sets the gold standard in customer satisfaction, and trust is at the heart of our service. Be honest and upfront with customers and exceed their expectations, then they'll trust you and always come back."



American Express

Richard J. Antosik, Director, Operations - World Services



My Top 5 Tips for Service Excellence:

1. Be adaptable
2. Have the will to win
3. Gain experience
4. Know the values of the organization
5. Be eager and willing to add the value of your strengths”



Four Seasons Hotel Toronto

Karen Koelewyn, Front Desk Manager



Service Excellence starts from acknowledging people and being genuine. Building rapport, listening and validating their concerns can turn a situation around and enhance their experience.”



The Historic Distillery District

Mathew Rosenblatt, Founder



We value and welcome graduates of the School of Service Excellence.”



RBC Wealth Management

David Vander Voet, Private Banker



My Service Excellence philosophy revolves around relationships with each of our clients. I invest time at the front end, getting to know them and their goals and then use that discovery to provide advice and solutions to help them meet those goals. Excellence in customer service is listening to the client, understanding and anticipating their needs.”



The School of Service Excellence programs offer a superior mix of academic english, business studies and practical work experience, in Toronto and Vancouver.

FROM OUR STUDENTS

Students from around the world have been discovering that the Service Excellence for Business Diploma & Certificate programs are essential for anyone who wants to get ahead in the professional world.



Jana, Slovakia

At the ILAC School of Service Excellence, I've had the opportunity to acquire new skills in service excellence. I've been given the tools necessary for success in any workplace, whether in Canada or abroad. Taking this course was the best choice I could have made to help further my education and my future employment success."



Baris, Turkey

For me, customer service is about communicating effectively with people so that their needs as customers are not only met but exceeded. My time in ILAC's Service for Business Excellence Diploma Program has taught me how to be a shining example of excellent customer service, and has also taught me how to manage difficult workplace situations to turn those into positive experiences."



Gabriela, *Venezuela*

“These programs have offered me the hands-on experience in the service field that I need to excel in any business environment. The academic material was detailed and highly impressive from day one. I can now approach any customer interaction with the confidence that I can provide the best service possible.”



Santiago, *Spain*

“These programs have opened doors for me that I never could have imagined. I believe the Service Excellence for Business Diploma is the key to success in any business environment. Great course material, outstanding and well qualified teachers – as well as high profile guest speakers sharing their expertise with us. Rest assured you will not be disappointed if you choose the ILAC School of Service Excellence.”



Yuka, *Japan*

“My dream is to get a great job in the hospitality industry, so the opportunity to enhance my customer service skills while learning English was enough to make this program worthwhile. Meeting and learning from the guest speakers, and making important connections in Canadian business was even more than I'd expected.”



Valentina, *Russia*

“If you are a proactive, hardworking and empathetic person who is interested in succeeding in your career, I really think there is no better program available than this one.”



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