

# Ed B.

Published 10/5/2021 by **Gerald Encabo**

## What do you teach at Seneca?

I have taught 25 different courses in the School of Hospitality and Tourism and been course lead for 12 courses. These are the most recent ones I have taught:

- FSO 215 - Global Distribution Airline System (Amadeus)
- HTM 250 - Industry Externship I
- HTM 251 - Industry Externship II
- HTM 330 - Human Resource Management
- TIS 200 - Career Preparation/Placement/Professional Internship
- TRV 299 - Career Strategies
- TRV 301 - Legal Liability and Risk Management
- TSA 200 - Tourism Software Applications (SABRE)
- TSA 300 - Amadeus Reservation Specialist

## What is your favourite thing about what you teach?

I like to relate true real-life scenarios from past experiences to demonstrate how students will utilize the skill(s) being taught when they are employed in the Hospitality/Tourism sector.

Give me a student who really wants to learn and has a passion for the hospitality and tourism industry (the will) and I will teach them (the skill).

## What were some of your experiences before teaching at Seneca?

- Certified: Amadeus Classic and Selling Platform Connect Instructor; Amadeus/Altea Reservation and Ticketing Web Certification; Amadeus Altea DC-CM Certification
- Certified: SABRE trainer
- CTM - Certified Travel Manager (ACTA)
- TICO Travel Counsellor and Supervisor/Manager Education Standards Exam
- Served on the Board of Directors for CITC - Canadian Institute of Travel Counsellors

and ACTA - Association of Canadian Travel Agencies

- Been teaching at Seneca College since January 2010
- Worked at LoyaltyOne/AIR MILES Reward Program for over 21 years as a Senior Manager in Customer Care and Rewards

Worked in the airline industry for over 10 years - started working airports and progressed to corporate trainer

**What is your favourite destination to travel?**

If I can only select one destination, it would be anywhere in Europe.

tags : faculty