

# Carrie Poon

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**Program:** Hospitality - Hotel & Restaurant Services Management (HTM)

**Graduated:** 2017

**Current Position:** As a Service Director on the Air Canada flight, my duty is to make sure that all my passengers have an enjoyable flight. I make sure that the workload for the flight is delegated properly and that my flight attendants have an equal amount of rest. I will be the liaison between the pilots and flight attendants & passengers when an issue arises. After every flight, I send off the flight reports to my manager.

**Experience:** Prior to being in the aviation industry, I was working in hotels. I started from being a housekeeping room attendant to the front desk. After a few years, I was promoted to Manager on Duty. Being exposed to both the back and front of the house makes me understand the basics and operation of the hotel.

**Advice:** My advice to current students would be to take advantage of starting from the bottom of the ladder and working your way up. This allows you to have a strong background of what operations are all about. When you become management, your colleagues will have more respect for you as your decision will factor in what you had experienced before.

tags : alumni