

Ed B.

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I have been teaching at Seneca College since January 2010.

I have taught 25 different courses in the School of Hospitality and Tourism and had 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

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).

I have worked in the airline industry for over 10 years - I started working airports and progressed to corporate trainer. I have also worked at LoyaltyOne/AIR MILES Reward Program for over 21 years as a Senior Manager in Customer Care and Rewards.

I am a certified Amadeus Classic and Selling Platform Connect Instructor along with Amadeus/Altea Reservation and Ticketing Web Certification, and Amadeus Altea DC - CM Certification.

I am a certified SABRE trainer and CTM - Certified Travel Manager (ACTA), TICO Travel Counsellor and Supervisor/Manager Education Standards Exam, and served on the Board of Directors for CITC (Canadian Institute of Travel Counsellors) and ACTA (Association of Canadian Travel Agencies).

If I could choose one destination in the world as my favourite, it would be anywhere in Europe.

tags : faculty