

## ***featuring: Ronaldo Del Rosario***

Our feature ambassador for the month of September is Ronaldo Del Rosario, the Asst Maintenance Manager with the Coast Edmonton Plaza Hotel by APA, in Edmonton AB.

Ronaldo moved to Canada at a young age. He started his career in the hotel industry as a housekeeper and houseperson at the West Edmonton Hotel. He then moved to a full time Maintenance worker. Ronaldo worked full time maintenance for both West Edmonton Hotel and Delta Center in downtown. It was a lot of work but he enjoyed it and got so many great opportunities to learn and grow in the maintenance profession. Ronaldo then applied for Assistant Maintenance Manger with the Radisson Hotel and worked there for some time before coming accross the opportunity to work for Coast Hotels, and 13 years later here he is, still working as maintenance lead with Coast Edmonton Plaza and loving it!

## ***Why did you choose the hospitality industry, and specifically Coast Hotels?***

Not only is it fun to work in the hospitality industry, but I get to meet so many people from different backgrounds, which is almost like making new friends everyday. I really enjoy working with guests and seeing them appreciate me fixing the little things like replacing a light bulb. At the Coast Edmonton Plaza, I get a lot of little projects that allow me to work beyond my capacity which helps to create a lot of opportunities for me to grow and learn every single day. I chose to work with Coast Edmonton Plaza, because of people that I work with; they help me grow in my field everyday.

## ***What are you most proud of in your role or your biggest accomplishment in your role?***

I am proud of having everyone's respect and being part of a respectful working environment.

My biggest accomplishment at the Coast Edmonton Plaza was when I first started working here, there were some issues with carpet, and no one wanted to touch because they thought they would damage it even more. They wanted to get a contractor in to fix something that I thought was very simple, so I took the initiative to fix it. It took me about a day to get all the corners fixed up in the Banquet halls. The staff was very happy with my work.

## ***Describe your personality in 3 words...***

friendly, honest and a jokester

## ***What is the best part of working at Coast Hotels?***

The best part of working at the Coast Edmonton plaza is the people. Everyone here is very friendly. We are like a family; we help and care



for each others well being.

## ***What is your definition of success?***

Success means happiness. Enjoying your work is the biggest success. First a happy guest. I also think success is when your team is happy and doing well without drama

## ***Who inspires you and why?***

People with positive outlooks inspire me.

***thank you Ronaldo  
for being an amazing  
ambassador!***

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