

featuring: Katheryn Coleman

Our feature ambassador for the month of November is Katheryn Coleman, a Front Desk Agent with the Coast Sundance Lodge, in Sun Peaks, BC. Katheryn has a long history in customer and guest service and has been part of the CSL Front Desk team for almost 1 year. During this time Katheryn has found a passion for interactions for guests from arrival to departure and takes pride in picking up a ringing phone, being around her co workers and the flexibility to balance life and work in Sun Peaks

If you could have lunch with anyone who would it be?

Ghandi – to learn how to be kind and peaceful to all humanity

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

I enjoy looking after people and giving them a ‘good moment’ to remind them of their stay. Working at the CSL front desk allows for greater responsibility and multi tasking all facets of guest interaction. I chose CSL after being approached by my now manager to apply for the position as it fitted with my own personal employment goals better than other locations available to me.

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

Being able to turn a negative guest stay into a positive

What is your favorite food?

Coffee

Describe your personality in 3 words...

Eccentric and happily discontented

What is the best part of working at Coast Hotels?

The Team of employees who bring this hotel to life!

What is your definition of success?

Having a valuable outcome on my day.

Who inspires you and why?

Big thinkers and big dreamers

What’s a piece of advice that resonates with you?

Everyday is a new opportunity to be better.

If you could live anywhere in the world where would it be?

Kaua’i Island, Hawaii



What is the top item on your “bucket lists”?

Travel – Right now if I could, I would fly to Spain and hike the El Camino de Santiago Trail, documenting my journey by photo along the way

What would your dream vacation be?

A trip on the Orient Express

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

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