

***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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