

## ***featuring: Victor Penano***

Our feature ambassador for the month of August is Victor, a Banquet Captain with the Coast Coal Harbour Vancouver Hotel by APA in Vancouver, BC.

Victor has been working at the Coast Coal Harbour Vancouver Hotel by APA for 13 years! He joined the hotel 3 months after it opened 2010. Prior to Coast Victor worked at Eaglequest Golf Course as their Banquet Captain.

## ***Why did you choose the hospitality industry, and specifically our hotel?***

I have a degree in Bachelor of Science, Restaurant & Hotel Management from the Philippines. I chose to work at this hotel based on my research and that Coast is a Canadian local brand. I really resonated with the Coast Values once I learned about them. I believed that this was the place where I would grow.

Back in 2010, I passed by downtown where I saw some signs of hotel renovation. At the time, I had no idea what was being built. I spoke with the Security Guard to drop off my resume, but the person said to look online. So, I went online, saw the Banquet Server posting and applied online. Here I am, 13 years later.

## ***What would you say is the best part about working at Coast Coal Harbour Vancouver Hotel by APA?***

Opportunity for growth and the chance to learn all aspects of the hotel.

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

Success concerns your perception. It's a positive outcome of your hard work. As a parent, success is also seeing the growth and maturity of my kids in a positive way and them growing up as a good person.

## ***What's a piece of advice that resonates with you?***

Be humble and follow the standards in place. There is no success if you think about the past. Focus on the current and moving forward.

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

Make the guests happy, this is the greatest accomplishment for me to see and feel. The position is fixed, but for me, it is to lead by example that makes me feel accomplished.

## ***If you could have lunch with anyone, who would it be, why?***

It would be my grandmother who passed away a while ago. I think grandmom would be happy and proud to see where I am now.

## ***What was your dream job when you were a kid?***

Working as a seaman. I love the waters!



## ***Who or what inspires you & why?***

My dad inspires me. I didn't grow up with dad. He was a teacher but didn't have a lot of resources. I didn't realize that he built a small school in a small town. Now I understand why he did that because he has a good heart.

## ***What would your dream vacation be?***

Rest, eat and sleep!

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

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