

## **featuring:**

Our feature ambassador for the month of February is Melissa Irvine, a Room Attendant with the Coast Victoria Hotel & Marina by APA in Victoria, BC.

Melissa has worked for the Coast Victoria Hotel & Marina by APA for just under 2 years. She is a Room Attendant but also has taken on responsibilities as the relief Supervisor in housekeeping, room inspecting, laundry attendant and has done some work in in maintenance and at the front desk. Melissa's previous experience was in five star resorts in housekeeping!

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

I chose the hospitality industry because I enjoy working with people and I also enjoy cleaning. It's wonderful to be able to follow my passion for cleaning while on break in training to become an opera singer. My ultimate goal is to join a touring Opera company and travel the world!

## **What is the best part of working at Coast Victoria Hotel & Marina by APA?**

The best part about working at Coast Victoria is working with our Executive Housekeeper, Heather! She has an impressive ability to respect people on an individual level and make everything work for all Ambassadors on the team. I had a great interview with Heather, and that is primarily why I chose to work with Coast. I also have had many opportunities to grow and learn at Coast Victoria, holding my

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

My definition of success is being able to do everything that is expected or asked of me. Whether it is my long-term goals or just finishing my daily workload, to me, success is measurable as long as I put my purpose towards something, and it is accomplished.

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

My family, particularly my five siblings, inspire me. They are so completely different, but work and support each other and myself to the best of their abilities.

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

My biggest accomplishment at work would be being able to do a job well done within time constraints. I get the most satisfaction from doing the "impossible", I also absolutely love a well-made bed.

## **What is on your bucket list?**

To sing in Italy, anywhere in Italy. I would be happy with the acoustics of any of their stages, just as long as it was in Italy.



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

When I was a kid, I wanted to be a Broadway performer, but I later discovered Opera. To me, Broadway goes for the emotion and learning to dance and sing at the same time, where Opera is this constant push toward an unachievable perfection

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

I would probably have lunch with Renee Flemming, she is an opera singer. I have read her memoir and watched her teach masterclasses online. She has such a musical way of speaking; I would love to hear her talk about her experiences.

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

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