

featuring: Robert Tseng

Our feature ambassador for the month of June is Robert, our Manager, Technology at Coast Corporate Office in Vancouver, BC.

He started his career in technology while attending the University of Ottawa. He went to part time studies at university and enrolled in the full time, 9 month, Microsoft Certified Systems Engineer (MCSE). He saw a career pathway with this training and was immediately hired at an IT consulting company, while completing his university studies.

In 2006, Robert joined Coast Hotels as a contractor, becoming a permanent full time Ambassador on July 1, 2007, as a Support Specialist. He was promoted to Network Analyst in 2013. Wanting to move forward with a leadership role, he was promoted to Manager, Technology earlier this year.

Robert supports all our Coast Hotels properties, and their technology and systems needs. His skills, experience, knowledge, and enthusiasm for his job have made him a hugely valuable Ambassador.

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

I had been supporting multiple companies as an IT consultant. I felt that the atmosphere in these companies was not what I was looking for, I wanted a friendly atmosphere where people would say good morning and interact with each other even when working hard. I needed a change and thought that hospitality and Coast Hotels would give me what I was looking for.

What would you say is the best part about working at CCO?

The best part of working at Coast Corporate Office is that I have the opportunity to work with many talented and smart people including our senior leadership team and I can enjoy a great working atmosphere, where I see smiles and laughs all the time.

What is your definition of success?

I was trained on customer-focus since my first day in Technology. Helping to resolve the issues from my internal/external customers makes my day happy and it has always been my top priority. When you achieve what you want and are happy, then I think that is success.

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

"Wherever you find yourself at work, always consider you are the owner of the business. Think about, what you would do differently when it comes to the problems and challenges as the business owner."

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

I take great pride in witnessing the growth and mutual support within my team. The progress and development of each individual holds greater significance to me than any personal accomplishments.

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

I would like to have a lunch with my grandfather (on my mother's side). I have never seen him before as he passed away when he was young. I would like to say to him, "I love you and miss so much".

What was your dream job when you were a kid?

I wanted to be a doctor, to save lives. I tried but it is too hard, as there are too many smart people out there.

What is the top item on your "bucket list"?

To be financially free when I am 60.



Who or what inspires you & why?

A person who inspires me is Oscar Catris, who I worked with in my early years at Coast Hotels. Oscar gave me great advice when I first joined the company – "Always work smarter to achieve your goals, not harder, this will make your life easier in the future."

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

To me it is not a place, it is the people who I live with. I wish I could live in the same city where my parents live.

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

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