

## *featuring:*

Our feature Ambassador for the month of May is Dawn, our Room Attendant at the Coast Chilliwack Hotel by APA in Chilliwack, BC.

Dawn has been an Ambassador with Coast Hotels for 10 years, following a series of short-term and varied jobs earlier in her career, including a brief stint at Tim Hortons. Those earlier roles helped her understand what she values most in a workplace, which ultimately led her to Coast Hotels. Over the past decade, Dawn has grown her career at the Coast Chilliwack Hotel by APA and built strong relationships with fellow Ambassadors, particularly within the housekeeping team, where collaboration and trust are essential to delivering a great guest experience.

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

I chose the hospitality industry because I genuinely enjoy working with people and being part of an environment where small actions can make a big difference in someone's day. Hospitality allows me to connect with guests and coworkers in meaningful ways. Coast, specifically, appealed to me because of its close-knit culture and the convenience of working close to home, which made it a great fit both professionally and personally.

## *What would you say is the best part about working at Coast Hotels?*

The best part about working at Coast Hotels is the people. The team feels like a family; we're close-knit, supportive, and able to speak openly with one another. That sense of trust and belonging makes coming to work enjoyable and keeps everyone working toward the same goal.

## *What is your definition of success?*

To me, success is simple and deeply personal: being able to provide for my family. Having a stable home, food on the table, and knowing my loved ones are taken care of is what truly defines success in my life.

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

A piece of advice that really resonates with me is "don't make permanent decisions based on temporary emotions." It's a reminder to slow down, breathe, and allow time for clarity before reacting—something that's invaluable both at work and in life.



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

I'm most proud of my reliability and consistency. Knowing that my team and guests can depend on me, and that my work contributes positively to the overall guest experience, is something I take a lot of pride in.

## *What inspires you & why?*

My biggest inspiration is my kids. They motivate me to be the best version of myself every day. My mom is also a strong source of inspiration, having shown me resilience, strength, and unconditional support throughout my life.

## *Describe your personality in a few words:*

Caring, empathetic, and stoic.

*thank you Dawn  
for being an amazing  
ambassador!*

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