

featuring:

Our feature ambassador for the month of August is Emma, our Houseperson at the Coast Calgary Downtown Hotel & Suites by APA in Calgary, AB.

Jianhua Xu, gladly called Emma, worked with the former hotel Regency Suites for a long time. In April 2022, Emma worked continuously with Coast Calgary Downtown Hotel & Suites by APA in different positions, Breakfast Attendant, Laundry Attendant and currently Houseperson.

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

This job at the hotel is very special to me. It's not just my first job in Canada, but also a place where I've grown both personally and professionally over the last 18 years (yes, it's been almost two decades with the hotel!). I've developed a deep connection with my colleagues and the guests we serve. I intend to continue working here until I retire, as this job has become a significant part of my life and identity.

What is the best part about working at Coast Hotels?

A close friend referred me to this job, which turned out to be a wonderful opportunity. The referral opened the door to a career I hadn't initially considered, and I'm grateful for the chance to work in such a welcoming and supportive environment. It also taught me the value of networking and how sometimes the best opportunities come from personal connections.

What is your definition of success?

I firmly believe that persistence leads to success. Throughout my career, there have been challenges, but I've always faced them with determination and resilience. This mindset has helped me overcome obstacles and achieve my goals. It reminds me that no matter how difficult a situation may seem, perseverance and hard work will eventually lead to positive outcomes.

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

Family is incredibly important to me, and I dream of having a big, happy family surrounded by many grandchildren. The joy of family gatherings and seeing the next generation grow brings me immense happiness and fulfillment. It's a source of motivation and inspiration in both my personal and professional life.

What are you most proud of in your role?

One of the most rewarding aspects of my job is the daily interaction with both guests and colleagues. These interactions allow me to learn about different cultures and perspectives. Additionally, the management's commitment to ongoing training and professional development has been invaluable. The regular training sessions help me stay updated with industry trends and enhance my skills, ensuring that I provide the best service possible. It signifies that we've met or exceeded their expectations, and it brings a sense of accomplishment and pride. Knowing that I've contributed to someone's positive experience is deeply satisfying and motivates me to continue delivering excellent service.



What is your favorite food?

Hot pot is my favorite food. I love the communal aspect of sharing a meal with family and friends, where everyone can cook their own food in a simmering pot of broth. It's a versatile and interactive dining experience that brings people together and allows for a variety of flavors and ingredients.

Describe your personality in three words:

I would describe myself as hospitable, caring, and flexible. I always strive to make guests feel welcome and comfortable, showing genuine care and attention to their needs. Being flexible allows me to adapt to different situations and challenges, ensuring that I can provide the best service possible even in unexpected circumstances.

Who or what inspires you and why?

My daughter and grandson are my greatest sources of joy and pride. They are a constant source of inspiration and motivation in my life. My love for them drives me to work hard and strive for a better future, both for myself and for them.

What was your dream job when you were a kid?

If I wasn't working in the hospitality industry, I might have been in the military. I admire the discipline, courage, and dedication that servicemen/women embody. While my career path led me elsewhere, I respect and value the qualities of service, commitment, and resilience that they represent.

thank you Emma
for being an amazing
ambassador!

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