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september 2025

featuring:

Our feature Ambassador for the month of September is Kriztel, our Front Desk Agent at the Coast Coal Harbour Vancouver Hotel by APA in Vancouver, BC.

Kriztel began her career with Coast Hotels in 2015 at the Coast Plaza Hotel & Suites, what many remember as the OG Coast Hotel in Vancouver. It was the kind of place with stories in every corner, full of character and history, where guests and Ambassadors alike felt part of something bigger. That's where Kriztel first learned the art of hospitality, building genuine connections with both colleagues and guests. In 2018, she transitioned to Coast Coal Harbour Vancouver Hotel by APA, where she continues to bring her warm hospitality, professionalism, and dedication to creating memorable guest experiences every day.

We are thrilled to announce that Kriztel has been chosen among many applicants for the Coast Hotels/APA 5 week exchange program in Japan. It was a competitive process, and we know some may be disappointed they weren't selected. They can take solace in knowing that Kriztel is a solid choice, having spent 10 years in the trenches, doing the gritty, day-to-day work that keeps a hotel running, proving herself time and again. Most importantly, she's the kind of Ambassador who will proudly represent Coast Hotels in Japan.

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

I chose hospitality because I wanted a change from retail and customer service and have always loved working with people. I'm passionate about travel and have been to places such as Japan, where I've seen firsthand how thoughtful service makes a guest's experience unforgettable. I'm excited to bring that same energy and enthusiasm to this hotel, which has such a welcoming atmosphere and reputation for excellence.

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

The best part about working here is all the different people I get to meet every day. We see everyone from business travelers to families, and people attending conferences, which keeps every shift interesting. I love being part of creating memorable experiences for such a wide variety of guests.

What is your definition of success?

To me, success is about starting at the bottom and working your way up. It's not just about the end goal, it's the small steps along the way that matter. Staying focused and consistent is key to getting where you want to go.

What is a piece of advice that resonates with you?

A piece of advice that really resonates with me is to "kill them with kindness." Even if a guest is being rude or difficult, staying calm and treating them with respect goes a long way. It not only helps resolve the situation but also shows the kind of service I strive to provide every day.



Why did you apply for the APA exchange?

I applied for the APA exchange because I've always been curious about how hospitality is done in different parts of the world. I might not want to live in Vancouver forever, and this seemed like the perfect chance to step outside my comfort zone and experience a completely different work culture. Japanese customer service has always fascinated me, it's meticulous, thoughtful, and consistently goes above and beyond for guests. Honestly, I was a little surprised to be chosen. It's an honor I never expected, and I hope to do my best to honor the trust placed in me. I'm excited to learn from APA, see their approach to service firsthand, and bring that knowledge back to grow as both a professional and a person.

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

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