

featuring:

Our feature Ambassador for the month of January is Paul Whitmore, our long serving Sous Chef, based at Coast Coal Harbour Vancouver Hotel by APA

Paul's journey with Coast Hotels began on April 27, 1993, just two days before his birthday. He likes to joke that landing this job was such a big moment for him that he still remembers the exact time he walked through the door—9 AM to be exact! Paul brought his bar experience and enthusiasm to his role at our former location on Denman Street in Vancouver's West End. Like many of us at Coast Hotels, Paul holds a special place for that old spot, with all its quirks and character. It's the kind of place that shapes you, even as things move forward.

According to Paul, his initial application was declined, but when the position was reposted, Coast Hotels took a chance on him—a decision that has shaped a remarkable career ever since. With his trademark humor, Paul jokes that the company has been "trying to get rid of him" ever since. Like all great chefs, Paul is the secret ingredient in a dish you can't quite put your finger on but know it wouldn't be the same without him.

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

According to Paul, it wasn't some grand vision or carefully planned career move. He'll tell you, with his signature grin, that he just wanted to do more than flip burgers. Growing up his mom worked behind the scenes at a hotel, running things smoothly and eventually managing the place. By the age of 11, Paul was already working at his family's hotel, learning the ropes from a young age. It was gritty work, far from glamorous, but it shaped his foundation for working in the industry. When the opportunity to join Coast Hotels came up, Paul saw it as his chance to be part of something bigger. It may not have been fate, but it was a moment where he could make his mark, and he took it. That's how his journey with Coast Hotels began.

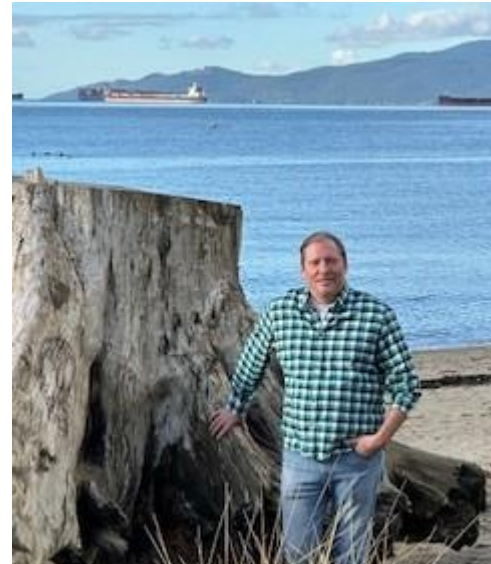
What is the best part about working at Coast Hotels?

For Paul, the people have always been the heart and soul of Coast Hotels. It's not just a job or a workplace; it's like a family. He's formed deep connections with colleagues, some of whom he's known for decades, and that sense of camaraderie is what keeps him coming back.

One of the best parts of working at Coast Hotels for Paul is the way the company stepped up when his family needed it most. In 2000, they experienced a fire at the apartment below them, and Paul found himself in need of a place to stay. When he asked about the room rate, the Coast team went above and beyond—they put him up at no charge for 3 to 4 months. But it didn't stop there. Housekeeping and the entire hotel staff rallied together, organizing a drive to buy new clothes, toys, and other essentials. They even donated a new bed for Paul and his family, helping them get back on their feet during an incredibly difficult time. For Paul, the generosity and care the Coast family showed during that period will always hold a special place in his heart, and it's something he'll be forever grateful for. Even after all these years, Paul still has the "yearbook" from the old Coast Hotel on Denman, a memento they handed out when the location closed.

What is your definition of success?

For Paul, it's all about keeping everyone happy and satisfied—whether it's guests or staff. He finds fulfillment in the small victories, like ensuring everything runs smoothly, even when things don't go as planned.



What are you most proud of in your role?

First and foremost, he's proud of his ability to step in and take over as head chef whenever needed, without missing a beat.

Another proud moment for Paul was being part of the team that closed the old Coast Hotel on Denman with dignity. It wasn't easy, but they handled it with respect, knowing that it was part of a larger transition. The real challenge, though, was reestablishing operations in a new hotel. He helped create a new environment, fostering a culture of commitment, fairness and collaboration, and that new space eventually flourished into a place that felt like home, just as the old one had.

What inspires you and why?

The challenge of figuring out how to pull off big functions, especially the logistics of it all. He's fascinated by the math behind it: calculating how many onions are needed, how to produce meals for such large groups. It's a puzzle he enjoys solving.

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

A piece of advice that has always stuck with Paul comes from an old chef he worked with: "Leave your ego at the door, and you'll have a far better path." It's one of those simple yet profound truths that Paul has carried with him throughout his career.

thank you Paul
for being an amazing
ambassador!

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