

you are the brand

april 2023

featuring: Irene Chen

Our feature ambassador for the month of April is Irene, a Housekeeping Manager with the Coast Bastion Hotel in Nanaimo, BC.

Why did you choose the hospitality industry, and specifically our hotel?

I always wanted to work in the hospitality industry as traveling the world is one of my dreams, and when I looked for a job in Nanaimo, of course I chose THE BEST hotel in my city.

What would you say is the best part about working at the Coast Bastion Hotel?

Getting to know people from all over the world.

What is your definition of success?

The balance of work and personal life, and travel the world when I retire.

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

"You don't have to always understand why", this advice got me out of the corner a few years ago, I allowed myself to move on and today I'm a much happier person.

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

Very long time ago I helped my GM complete a huge production change, we got the certificate after over a year of hard work.

In my current role, the biggest accomplishment is seeing my girls still smiling by end of the day, HK is not easy work and I have some super hard-working ladies, they really don't need much to make their day brighter, so show my appreciation is at least I can do.

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

My sister, she's in China and we haven't see each other in person for over 6 years.

What was your dream job when you were a kid?

I didn't want to work when I was a kid lol

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

Do a round trip in China and travelling the world after.

What is your favorite food?

Seafood, from Minnoz is our calamari, hands down.

Describe your personality in three words:

Smily, positive, dedicate

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

My hometown in China, there's no place like home, especially I'm away



for over 13 years now.

Who or what inspires you & why?

So many, recently Huong from HK, she is a very tiny lady, super hard worker, and never complains, she's always grateful, even for a simple "good morning Huong". I need to remind myself that I am very fortunate to have a job a home and a smart kid that doesn't make bad decisions, plus living on this beautiful island that others comes for their vacation.

thank you Irene for being an amazing ambassador!

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