

featuring: Daniel O'Hare

Our feature ambassador for the month of May is Daniel O'Hare, a Front Desk Agent with the Coast Victoria Hotel & Marina by APA in Victoria, BC. Daniel joined the Coast in January of 2015, this was his first position in the industry after completing his studies in Tourism Management at BCIT. Since joining Coast Daniel has worked as a Night Auditor, but is now mainly in the role of Front Desk Agent. Daniel is also the current primary contact for Marina Management duties.

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

Tourism I view as an ever growing business and enables plenty of flexibility as the industry is everywhere and has a wide array of opportunities. Coast is a well known brand in the industry with a great reputation. I have worked with many great people since joining Coast so the reputation stands.

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

Plenty of small victories. I made a 60 page training document for the Night Audit position, which proved helpful especially for newer employees who would find themselves working independently during a Night Audit shift.

What is your favorite food?

Pizza. It was always the birthday food when I was a kid and that stuck with me. Classic pizza toppings, pepperoni.

Describe your personality in 3 words...

Creative, compassionate and nerdy.

What is the best part of working at Coast Hotels?

The people I work with. It sounds cliché, but in the time I have been with Coast there has been a limited amount of conflict and my colleagues are very professional. This was very helpful to me for guidance after I was fresh out of business school.

What is your definition of success?

Being able to quickly solve a problem, this requires knowledge across different disciplines and different departments. This applies to the Front Desk Agent position, Night Auditor and with the Marina. Guests and other ambassadors don't want to wait for issues to be solved so good to be a generalist and to work quickly!

Who inspires you and why?

Writers inspire me, as the industry has changed significantly yet they still manage to have an output that is valuable.



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

"You regret every checklist you didn't make." This applies to personal and professional situations. Best to be organized ahead of time and anticipate that the list will come in handy.

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

Victoria, BC. It is beautiful and has really grown on me.

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

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