

featuring: Junna Palomo

Our feature ambassador for the month of November is Junna (Yuna) Palomo, a Front Desk Agent with the Coast Calgary Downtown Hotel & Suites by APA in Calgary, AB.

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

Most of my previous experience before I came to Canada was at the back end of customer service, assisting clients over the phone. When I came to Canada, my first job was a customer service representative and so I had the opportunity to try front-end customer facing work. I wanted to challenge myself and further my skills, so I decided to apply in the hospitality industry. To be honest, I was not expecting to get hired since I lacked experience, but I tried my luck and submitted my resume, hoping that they would give me a chance, I passed the interview and was able to start working here.

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

I am able to learn and develop my communication skills. I get to talk to all sorts of people, coming from different places, and get to hear some of their stories.

What is your definition of success?

Success means being able to do what fulfills me and earn enough money to live a good and joyous life.

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

"Always be kind because you don't know what others are going through". I try my best to be patient and understanding because of that advice.

What are you most proud of in your role?

By giving excellent customer service to the guest, I feel like I am able to contribute a positive experience on their stay.

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

I don't have a particular person in mind, but definitely someone who can bestow great wisdom and advice to me so I can live a successful life.

What was your dream job when you were a kid?

I think wanted to become a teacher.

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

I want to acquire rental properties and a mini grocery store or convenience store.

What is your favorite food?



My favourite food is fresh seafood, which is hard to come by since we live in the mountains. But any home-cooked meals would suffice.

Describe your personality in three words:

Friendly, patient and understanding.

Who or what inspires you & why?

People who dare to live bold and do what their heart truly desires.

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

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