



Portland Japanese Garden seeks Seasonal Café Servers

Position Overview

Café Servers report directly to the Café Manager and are responsible for customer service, sweets and tea prep, and cash handling. The Umami Café serves green tea and Japanese sweets, seats 38 and has no kitchen or back of house.

Primary Duties

- Work full-time in café providing table service and preparing sweets and tea
- Follow standard cash handling policies and procedures
- Demonstrate exemplary cleanliness throughout the café
- Assist with stocking and resupply of sweets, tea, kitchen and cleaning supplies
- Contribute to the maintenance of the café and its wares—including light housekeeping and responsible handling of ceramics, lacquerware, and uniforms
- Ensure the highest quality experience by adhering to all sweets and tea preparation procedures
- Attend ongoing training for Japanese green tea and *Omotenashi* (Japanese Customer Service)
- Act as a role model for the Garden's service standard, including excellent work ethic and outstanding customer service

Other Responsibilities

- Familiarize oneself with the organization
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork and creating an atmosphere of open, honest, two-way communication
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code and wear Café uniform

Qualifications

- Minimum 2 years café or restaurant experience
- Excellent customer service and team-oriented
- Well organized, detail-oriented and able to multi-task
- Effective problem solving and decision making abilities

Special Requirements

- Able to work occasional overtime and special events
- Must be able to stand and/or walk for several hours, and comfortably lift 40lbs

Compensation and Hours

- Wage: \$14.50/hour with no tips (The Umami Café is a "No Gratuity" business.)
- This is a full-time, hourly position. 36-40 hours per week. Work shifts include weekends and as needed for events. Shifts are typically 8 hours (plus ½ hour or 1 hour lunch) and are staggered between 7:30am and 8:00pm. Seasonal schedule runs April thru September.

Applications

Special consideration given to applicants with knowledge of tea, a familiarity with *Omotenashi* (Japanese way of hospitality and customer service) and Japanese culture. To apply, email your qualifications, including cover letter, resume (no more than two pages) and a list of three work related references to Human Resources, humanresources@japanesegarden.org, with the subject "Café Seasonal Server". Please no phone calls, mailed, or hand delivered applications. Submit applications by 4/14/17. All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. Founded in 1963 and nestled in Washington Park above downtown Portland, Oregon, the Garden is one of the most important Japanese cultural institutions in North America. 400,000 visitors annually visit this national treasure and participate in its art, cultural, and educational programs. The Garden strives to provide every visitor with an inspiring experience of the beauty and tranquility of the Japanese garden art form. At the same time, the Garden is at the beginning point of engaging diverse audiences to expand their understanding of Japan and themselves. Formal and informal education and cultural programs are offered so that visitors of any background or age will find something that is personally meaningful to them. First-of-a-kind art exhibitions focused on Japanese arts, artists, and craftsmanship illuminate cross-cultural dialogue and understanding of the Japanese garden as an art form.

An expansion of educational and visitor facilities has long been needed because the Garden's original facilities were designed for 30,000 visitors/year. Internationally renowned Japanese architect Kengo Kuma has designed a Cultural Village with new educational and visitor facilities and a new entry area on SW Kingston. Garden Curator Sadafumi Uchiyama has designed new garden areas to surround the Village and entry area. Construction of this Cultural Crossing project began in September 2015 and completed April 2017. As part of this project, the Garden has also launched a comprehensive training program for Japanese garden professionals and amateurs, the Japanese Garden Training Center.

The Garden has a year-round staff of 80+ FTE's and 20+ seasonal staff supplemented by over 300 volunteers. It is an exciting time at the Portland Japanese Garden – a time to help this historic organization set the course for a successful next 50 years with expanded facilities and programs.