



Portland Japanese Garden seeks Seasonal, Full-Time Café Server

Position Overview

The Café Servers are responsible for creating an outstanding guest experience, food 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. The Café Servers report to the Café Manager.

The seasonal position is available immediately and runs through October.

Primary Duties

- Work in café regularly with table service, food and tea prep, dishwashing, and cash handling
- Follow standard cash handling and credit card transaction policies and procedures
- Maintain exemplary cleanliness standards throughout the café
- Assist with stocking and resupply of food and supplies
- Ensure that all drink and food preparation procedures are followed, maintaining the highest quality and safety
- Attend ongoing training and maintain knowledge of 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 duties as assigned

Other Responsibilities

- Familiarize oneself with the organization and the Employee Handbook
- 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 Garden uniform

Qualifications

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

Special Requirements

- Special consideration given to applicants with knowledge of tea, a familiarity with *Omotenashi* (Japanese way of hospitality and customer service), and Japanese culture
- Applicants with both Front of House and Back of House experience preferred
- Able to work occasional overtime

- Must be able to remain in a stationary position and/or move about the Café and Garden for several hours
- Food Handler's permit required

Compensation & Schedule

- Wage: \$13.75 per hour, plus tips
- This is a full-time, hourly position, with 32-40 hours per week. Shifts are typically 7 hours (plus ½ hour lunch), ranging from 8:00am to 8:00pm.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Seasonal Café Server" in the subject line. Please no phone calls or hand delivered applications. **Applications will be accepted until the position is filled.**

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. The Garden has a year-round staff of 85+ FTE's and 30+ seasonal staff, supplemented by over 200 volunteers. All of our staff play a vital role in helping our visitors experience the beauty and tranquility of the garden and expand their understanding of Japanese culture.

A few of the benefits our employees enjoy include:

- Working at a beautiful, authentic Japanese garden, overlooking the city
- Incentives for alternative transportation for your commute to work
- A workplace culture that prioritizes hiring and promoting from within
- Access to the Garden for you, your family, and your friends
- The opportunity to attend a variety of cultural events
- Reciprocal access to other area attractions, such as the Lan Su Chinese Garden, Portland Art Museum, and the Oregon Zoo

The Portland Japanese Garden is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.