



Portland Japanese Garden seeks Full-Time Seasonal 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. This position is great for someone with a passion for great service, and enjoys a fast-paced work environment. The Café Servers report to the Café Manager.

Primary Duties

- Work in café regularly with table service, hosting, 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
- Assist with light administrative duties such as filing for the Café or other departments as needed
- 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
- Food Handler's permit required

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
- Applicants with Hosting 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

Compensation

- Wage: \$14.50/hour (plus tips) to start, with an increase to \$15.00/hour after successful completion of the 90-day introductory period
- This is a full-time, hourly position with 35-40 hours per week. Shifts are typically 6-8 hours (plus ½ hour lunch), between 8:00am and 8:00pm.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Full-Time Café Server" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Monday, February 3rd, 2020**.

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.