



HOST/HOSTESS (Concession Stand)

Host/Hostesses are responsible for greeting local and international visitors and providing information on the Nikka Yuko Japanese which includes cultural and historical education about Japanese winter customs, arts and traditions. Employees are to assist other employees as required and provide support as requested by the Executive Director, Visitor Centre Experience Manager and the Marketing and Events Manager regarding special events, tours and other areas as required. The Garden position is to also assist and ensure the garden is a safe, clean and welcoming environment for all our visitors.

Duties and Responsibilities

- To work and collaborate with the Nikka Yuko Japanese team in a positive and professional manner.
- To assist with set up the concession stand for opening and sales.
- To make hot beverages and provide snacks using kettles, coffee urns, carafe, and other heating mechanisms.
- To use proper hand hygiene when providing drinks and snacks to the public.
- To assist with snow removal on the pathway in front of the Concession Stand.
- To ensure signage is in the right places prior to opening and placed away when closing.
- To assist with processing concession sales.
- To communicate Winter Light Festival experiences such as directions and program information in the garden.
- To assist with keeping track of sales including cash, coupons and other forms of payment such as cash.
- To close the concession, stand which includes placing signage away, final closing sales, take out garbages, and other closing related duties.
- To assist our volunteers and community partners when directed. This may include set up and take down of table, chairs and other items that maybe required from the volunteer or community partner.
- To help our guests with getting answers to their questions regarding the Garden and other Local information needed. (Hotels, Directions)
- To provide cultural/historical information on Japanese culture, horticulture (pruning), arts and festivals.
- Practice Japanese manners and etiquette; and be professional with staff, visitors, management, and volunteers. To report any concerns, complaints and incidents to Management.
- To provide visitors a positive visitor experience. This includes being friendly, following up with their questions and try to accommodate their needs to the best of our abilities.
- Welcoming booked photo sessions, receptions, wedding groups. Give them direction and guidance when they come to visit.
- Provide checks for physical safety of groups and conduct ongoing checks of visitor centre and to communicate any potential risks to management. Keep walkways cleared, snow removed and sanded when need be. This job does include light shoveling and sanding.
- To assist in incidents or situations up to and including calling medical professionals and report all concerns, complaints and incidents to management.
- Must use walk talkies as a form of communication with your team.
- Perform other related duties as assigned

Please dress appropriately for the weather. Temperatures can be up to -25 Celsius.



HOST/HOSTESS (Garden Position)

Host/Hostesses are responsible for greeting local and international visitors and providing information on Nikka Yuko Japanese Garden, which includes cultural and historical education about Japanese winter customs, arts and traditions. Employees are to assist other employees as required and provide support as requested by the Executive Director, Visitor Centre Experience Manager and the Marketing and Events Manager regarding special events, tours and other areas as required. The Garden position is to also assist and ensure the garden is a safe, clean and welcoming environment for all our visitors.

Duties and Responsibilities

- To work and collaborate with the Nikka Yuko team in a positive and professional manner.
- To assist with set up for events, programs including getting heaters on, opening the gate, turning off the Pavilion alarm, ensuring that you have all that you need for admissions and opening of the gate.
- To assist with snow removal on the pathways and bridges.
- To ensure signage is in the right places prior to opening and placed away when closing.
- To assist with take down for events, programs including turning heaters off, locking the gate, turning on the Pavilion alarm, ensuring that you have all that you returned all items needed back at the Visitor Centre, take out the garbages and conduct a final check of Garden
- To assist our volunteers and community partners when directed which can include assisting with set up, take down, PA system support etc.
- To help our guests with getting answers to their questions regarding the Garden and other Local information needed. (Hotels, Directions)
- To provide cultural/historical information on Japanese culture, horticulture (pruning), arts and festivals.
- Practice Japanese manners and etiquette; and be professional with staff, visitors, management, and volunteers.
- To report any concerns, complaints and incidents to Management.
- Provide guests with a positive visitor experience. This includes being friendly, following up with their questions and trying to accommodate their needs to the best of our abilities.
- Distribute brochures, show audiovisual presentations, and provide support for presentations, programs and cultural activities. This includes set up and take down for programs, activities and events.
- Supervise booked photo sessions; and work with the team for ceremonies, receptions, and special events
- Provide checks for physical safety of groups and conduct ongoing checks of Garden and Pavilion to communicate any potential risks to management. Keep walkways cleared, snow removed and sanded when need be.
- To assist in incidents or situations up to and including calling medical professionals and report all concerns, complaints and incidents to management.
- Must use walk talkies as a form of communication with your team.
- Perform clerical duties; such as filling out the activity attendance forms, time sheets, daily cleaning forms, signing that you have read communication binder, staff meeting minutes etc.
- Perform other related duties as assigned.

This position does require snow removal responsibilities. Use of machinery will be a part of the job including shovels and snow removal machinery. You will be orientated on the use of the machines by the City of Lethbridge. Employees are required to rotate between working in various locations within the garden and assist the Concession team when requested and/or needed.

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HOST/HOSTESS (Visitors Centre)

Host/Hostesses are responsible for greeting local and international visitors and providing information on Nikka Yuko Japanese Garden, which includes cultural and historical education about Japanese winter customs, arts and traditions. Employees are to assist other employees as required and provide support as requested by the Executive Director, Visitor Centre Experience Manager and the Marketing and Events Manager regarding special events, tours and other areas as required. The Garden position is to also assist and ensure the garden is a safe, clean and welcoming environment for all our visitors.

Duties and Responsibilities

- To work and collaborate with the Nikka Yuko team in a positive and professional manner.
- To assist with setting up the Visitors Centre for opening, ticket and retail sales, signage and washroom use.
- To assist with snow removal on the pathway in front of the Visitor Centre and making sure all pathways are cleared and safe.
- To ensure signage is in the right place prior to opening and placed away when closing.
- To assist with processing ticket and event sales.
- To communicate the Winter Light Festival experiences such as directions and program information in the garden.
- To assist with keeping track of postal codes, courtesy passes, coupons and other forms of promotional items. To work on our cash register and booking system.
- To communicate and process Season Passes and Membership sales.
- To prepare and serve hot beverage and light café items for our guests.
- To close the Visitor Centre which includes placing signage away, final closing sales reports, postal code entries, clean bathrooms, take out garbages, and other closing related duties.
- To assist our volunteers and community partners when directed.
- Answer the phone and provide information regarding the Winter Light Festival including promotions and packages.
- To help our guests with getting answers to their questions regarding the Garden and other Local information needed. (Hotels, Directions)
- To provide cultural/historical information on Japanese culture, horticulture (pruning), arts and festivals.
- Practice Japanese manners and etiquette; and be professional with staff, visitors, management, and volunteers.
- Provide guests with a positive visitor experience. This includes being friendly, following up with their questions and trying to accommodate their needs to the best of your abilities.
- Welcome booked photo sessions, receptions, wedding groups. Give them direction and guidance when they come to visit.
- Provide checks for physical safety of groups and conduct ongoing checks of Visitor Centre and to communicate any potential risks to management.
- To assist in incidents or situations up to and including calling medical professionals and report all concerns, complaints and incidents to management.
- Must use walk talkies as a form of communication with your team.
- Perform clerical duties; such as filling out the activity attendance forms, time sheets, daily cleaning forms, signing that you have read communication binder, staff meeting minutes etc.
- Perform other related duties as assigned

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