



VISITOR EXPERIENCE HOST (TEMPORARY - JUNE 23 - SEPTEMBER 12) \$15/HOUR - MINIMUM 30 HOURS/WEEK

Nikka Yuko Japanese Garden is now accepting applications for the position of Visitor Experience Host. We are looking for an enthusiastic individual that will work with a team of Hosts inside the Nikka Yuko Bunka Centre & Yanoshita Centres to deliver a visitor experience that is educational, engaging, and memorable.

Nikka Yuko Japanese Garden is a world-renowned Garden that has provided excellence in horticultural, historical, and cultural programming for 55 years. The Garden plays an important role in our community in understanding our local and regional history through the celebration of cultural diversity of those of Japanese Ancestry. Our Mission is to provide an opportunity for our guests to experience the serenity and peace of our natural environment, as expressed through Japanese Garden architecture and culture, while maintaining Nikka Yuko as a world-class living exhibit.

This hospitality role will report to the Retail & Cafe Supervisor, while working closely with our management team, supervisors, host team, and volunteers. The ideal candidate will demonstrate strong leadership and organizational skills and be flexible to support various roles within Nikka Yuko.

HOURS: 30 hours per week guaranteed, with opportunity for up to 37.5 hours depending on operational needs.
Nikka Yuko Japanese Garden is open to the public Thursdays to Mondays and on holidays.

POSITION OVERVIEW

- Leading visitor experiences by supporting bookings including school and group tours, venue rentals such as weddings and private receptions and other private bookings
- Working in our cafe and gift shop while engaging with guests and communicating events happening in the garden and promoting our experiences and products
- Assisting with special garden experiences such as yukata dressing and other activities offered by Nikka Yuko
- Following Occupational Health and Wellness policies to ensure proper safety practices are being followed for the healthy and safety of visitors and staff.

REQUIRED SKILLS & CERTIFICATIONS

- Previous experience working in customer service, retail or restaurants
- Excellent written and oral communication skills
- Pro-Serve Certification or the ability to complete this with reimbursement from Nikka Yuko
- Food Safe Certification or the ability to complete this with reimbursement from Nikka Yuko
- Understanding of Japanese language, history, and culture is considered a huge asset

COVID-19 Vaccination Policy: Nikka Yuko Japanese Garden is requiring all staff and volunteers to be vaccinated against COVID-19. Candidates must be fully vaccinated by their hire date.

PRIMARY JOB FUNCTIONS:

- Provide a welcoming environment for local and international visitors through a high quality of customer service and exceptional hospitality
- Assist with the set up and take down for daily programs, activities, and events in both the Bunka Centre and Garden - this includes setting up audio/visual support for presentations
- Assist the Marketing & Events Manager with conducting and hosting special events
- Support any customer challenges in a positive and professional manner
- Communicate any incidents or customer complaints to the management
- Provide information on Japanese culture, arts, and festivals to guests through working with the Visitor Experience Manager and Marketing & Events Manager to learn and be able to explain upcoming cultural events taking place at Nikka Yuko Japanese Garden
- Setting up signage and other displays to promote events and activities in the Garden and Bunka Centre

CAFE & RETAIL

- Working in our cafe and retail spaces both in the Bunka Centre and Yanoshita Centre assisting visitors with purchases by providing them information about the items available
- Ensure gift shop and cafe areas are kept clean, safe, and are visually pleasing through product placement, maintenance, and organization
- Assisting with yukata dressing program
- Operate POS systems and assist with inventory counts
- Daily reconciliation of cash register floats
- Serving food and beverages through the cafe and through special events - Nikka Yuko is a fully licensed facility and Pro-Serve is required for all staff to ensure proper liquor service is adhered to at all times

Other duties may be assigned as required to meet administrative and operational needs of Nikka Yuko Japanese Garden.

Resumes will be accepted until June 10 at 11:59pm via email only.

Qualified Candidates are invited to submit their resume with cover letter to visitorexperience@nikkayuko.com with the position they are applying for in the subject line.

All applicants are thanked in advance for their interest however, only individuals selected for an interview will be contacted.