



### **Nikka Yuko Visitor Centre Host/Hostess**

Host/Hostesses are responsible for greeting local and international visitors and providing information on the Nikka Yuko Japanese Garden, in addition to cultural and historical education about Japanese culture, horticulture, arts and festivals. Employees are to assist other employees as required and provide support as requested by the Executive Director regarding special events, school tours and other areas as required. You will report to the Head Host/Hostess and to the Marketing and Events Coordinator.

#### **Duties and Responsibilities**

- To work and collaborate with the Nikka Yuko Japanese team including Visitor Experience Manager, Head Host/Hostess, Exhibits & Education Coordinator and Marketing and Events Manager in a positive and professional manner.
- To participate in daily toolkit meetings or group meetings to work together for planning the day, staff breaks, support of team, tours, and any special events that may be on that day.
- Welcome/Greet visitors at the Gate and explain facets of the Garden and take admissions at the Visitor Centre
- Provide cultural/historical information on Japanese culture, horticulture/landscape design, arts and festivals. Working with the Visitor Experience Manager and Marketing Events Manager to learn and communicate different packages, experiences and events that are taking place and offered at Nikka Yuko Japanese Garden.
- Work in the Gift shop assisting visitors with purchases and entering sales into the cash register. This includes informing our guests of the daily events and ongoing promotions available to them. To learn and support the retail of Japanese gift and items for sale at Nikka Yuko Japanese Garden.
- Record where visitors are from and other data as required on daily data sheets. Help them with questions regarding the Garden.
- To monitor and conduct daily cleaning responsibilities for the Visitor Centre. This includes washrooms, windows, floors, dusting and other related cleaning duties. To document the cleaning that was completed.
- Practise Japanese manners and etiquette; and be professional with staff, visitors, management, and volunteers. To report any concerns, complaints to the Visitor Experience Manager and/or the Marketing and Events Manager.
- To provide information about Lethbridge including restaurants, hotels and other local attractions. This includes smiling, following up with their questions and try 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 if they are located at the Visitor Centre or if the Garden team needs more assistance.
- Provide directions and other pertinent information regarding events and festivals to visitors;

- Supervise booked photo sessions; and work with the Head Host/Hostess, Marketing and Events Manager and Executive Director for ceremonies, receptions, birthday parties, bridal parties etc.
- Monitor visitors' activities to ensure compliance with regulations and safety practices;
- Provide for physical safety of groups and conduct ongoing checks of Garden and Pavilion to communicate any potential risks to management.
- To assist in incidents or situations up to and including calling medical professionals; **REPORT all INCIDENTS to HEAD HOST/HOSTESS**. An incident report will be filled out by those who witnessed the situation.
- 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; and
- Work collaboratively with other employees to provide the highest level of programming and service to all audiences. This includes assisting the public with activities such as yukata dressing and other activities. Yukata dressing to help our customers in and out of yukata for yukata rentals.
- Food and Beverage service is a part of the programming. Pro-Serve is an asset as Nikka Yuko is a fully licensed facility and grounds. Proper handwashing and safe food handling are a part of the job expectation.

This position does not require significant heavy physical labour or dangerous tasks. This job may require lifting of tables, chairs, exhibits and other items up to 20lbs  
Employees are required to rotate between working in the Gate, Pavilion, giving tours and supporting events and activities.

This position requires staff to wear a uniform provided by Nikka Yuko Japanese Garden.  
Pro-Serve is an asset to this position as some events require liquor service.

Reviewed 2020