JOB TITLE: Teahouse Server  
REPORTS TO: Teahouse Manager  
STATUS: Part Time  
LOCATION: Portland, Oregon  
COMPENSATION: $16.00 per hour + tips

Lan Su Chinese Garden’s mission is to cultivate an oasis of tranquil beauty and harmony to inspire, Engage, and educate our global community in the appreciation of a richly authentic Asian culture.

About Lan Su Gardens:  
Lan Su Chinese Garden is one of Portland’s greatest treasures and most interesting sites to see in Portland. A result of a collaboration between the cities of Portland and Suzhou, our sister city in China’s Jiangsu province that is famous for its beautiful Ming Dynasty gardens, Lan Su was built by Chinese artisans from Suzhou and is one the most authentic Chinese gardens outside of China.

Position Scope: In this role you will support Lan Su’s Teahouse operations to create memorable experiences for our guests. You will be part of a team supporting Teahouse operations, including opening and closing, providing excellent guest experiences, and creating a welcoming and intentional space for contemplation, light dining, and the experience of authentic Chinese tea service. Operating hours are generally between 10:00-4:30/6:30, with availability on weekends/evenings required. Note that the Teahouse hours change seasonally as do the job hours. You will partner with our Culture and Community Engagement team on after-hours special events and programming.

Essential Responsibilities:  
• Lead, follow and embrace the Lan Su Vision, Mission & Values.  
• Create a welcoming and intentional environment for all guests.  
• Provide excellent service at all points of interaction in the Teahouse and in the garden.  
• Prepare and present traditional tea service and light dining to guests.  
• Proficiency with transactions and money handling through Point of Sale for accuracy.  
• Maintain cleanliness and stock levels of the Teahouse.  
• Open and close the Teahouse on time along with your team members.  
• Provide support for educational and community engagement events within the Teahouse and garden.  
• Model and demonstrate excellent customer service while engaging with guests resulting in a positive and holistic niche experience.  
• Assist leaders with general guest and garden safety.  
• Other related duties as assigned.

You may not have everything needed. You have a strong combination of experience and passion in the following areas:  
• 2+ years of successful experience in specialty or niche food and beverage service creating a welcoming guest experience.  
• 2+ years of cash register and cash handling experience.
• Excellent communication skills with guests, colleagues, volunteers, and members of all ages and backgrounds.
• Ability to foster a welcoming and calm environment for guests.
• Aptitude for working well as a team, problem solving, and remaining calm under pressure.
• Ability to stand for extended periods of time in various environments and warm/cool indoor/outdoor temperatures daily.
• Regularly lift up to 40 lbs.
• Basic computer skills required: POS systems and Outlook, iOS touch-screens; Computer savvy highly preferred with a love of learning new technology.
• Knowledge of and interest in traditional Chinese tea service.
• Knowledge of Chinese culture and Mandarin language skills desired but not required.

We look forward to hearing from you, just follow these few steps to send your information to us: Placing “Teahouse Server” in the subject line of your email along with your cover letter, resume, & three references to lansuhr@lansugarden.org. Please, no drop-in’s or phone calls. Applications will be received on a rolling basis until the position is filled.

Lan Su Chinese Garden is committed to maintain an environment where employees contribute to the organization’s achievement, take pride in the results of their work, are appreciated as individuals, and are encouraged to develop to their fullest extent. Lan Su is an Equal Opportunity Employer. It is our policy that employees will not be discriminated against in the terms and conditions of employment because of race, color, religion, sex, national origin, age, marital status, sexual orientation, disability, or any other classification protected by law.