



Host Employer:	Malaysia International Film Festival (MIFFest)
Internship Position:	Hospitality and Guest Relations Intern
Industry:	Cultural/performance related
Department:	Hospitality Department
Duration:	Between April/May to end-July (Minimum 10 weeks internship)
Internship Location:	Kuala Lumpur, Malaysia
Job Code:	A117
Company Website:	www.miffest.com.my

Since its inception in 2016, MIFFest has grown into Malaysia's largest-scale film festival, held every July as a key platform for diverse voices and talents. Rooted in Malaysia's cultural heritage, it connects local and international filmmakers through a shared love of cinema, spotlighting contemporary stories and fostering artistic freedom to enrich regional cinema and cultural dialogue.

Job Summary

The Hospitality and Guest Relations Intern will play a key role in ensuring a positive and seamless experience for festival guests by coordinating their accommodations, transportation, and event participation. This position involves providing personalized support during arrivals and departures, addressing inquiries promptly, and contributing to the planning and execution of hospitality and networking events. Strong interpersonal, communication, and multitasking skills, along with a proactive and adaptable approach, are essential for creating an exceptional guest experience.

Related Disciplines

SHTM

Key Duties and Responsibilities

1. Coordinate accommodations and transportation arrangements for guests.
2. Provide personalized support and assistance during guest arrivals and departures.
3. Address guest inquiries and ensure a seamless and positive experience throughout the festival.
4. Assist in planning and organizing hospitality and networking events.

Job Requirements

Essential Attributes:

1. Strong interpersonal and customer service skills.
2. Excellent written and verbal communication skills in English.
3. Ability to manage multiple tasks efficiently in a intense environment.
4. Ability to work independently and in a team.

5. Attention to detail and problem-solving abilities.
6. Flexibility and adaptability to meet evolving guest needs and expectations.

Desirable Attributes:

N/A

Language Requirements

English (Spoken), English (Written), Mandarin (Spoken)

Working Days and Working Hours

5 days a week, Monday to Friday, 10:00am to 7:00pm

Benefits provided, if applicable

N/A