

PLACEMENT OPPORTUNITY:

2024 DELEGATE & GUEST SERVICES INTERN



Founded in 1997, the Toronto Reel Asian International Film Festival (Reel Asian) is a unique showcase of contemporary Asian cinema and work by the Asian diaspora. As Canada's largest pan-Asian film festival, Reel Asian provides a public forum for Asian media artists and their work and fuels the growing appreciation for Asian cinema in Canada. In addition to the annual film festival, Reel Asian organizes year-round programming and educational initiatives in partnership with local schools and arts organizations around the GTA. Reel Asian will be celebrating its 28th annual festival in November 2024.

The **Delegate & Guest Services (DGS) Intern** reports to the **Festival Delegate Manager** and **Festival Hospitality Steward**

PRIMARY PRE-FEST RESPONSIBILITIES: TRAVEL ARRANGEMENTS

- support the FHS in executing "last leg" ground transportation to and from the transit hub (e.g.. airport, train station) and accommodations site (e.g. hotel, Airbnb)
- meeting filmmakers arriving before the festival at their hotel to ensure a smooth check-in process
- assist the FHS & FDM during Accreditation Days to fulfill & allocate delegate badges & benefits for local delegates

PRIMARY FESTIVAL RESPONSIBILITIES: IN TOWN TRANSPORTATION (ITT) & DGS SUPPORT

- meet filmmakers arriving from the airport at their hotel to ensure a smooth check-in process
- assist the DGS department in tracking all ITT arrangements
- maintaining day-by-day records of Uber usage during the festival
- tracking taxi chit usage
- supporting the FDM in administering the Preferred Box Office (PBXO)
- assisting the FHS in Guest Services desk duties as assigned

REQUIRED SKILLS

- exemplary interpersonal communication and friendly customer service skills
- own laptop (MacOS preferred but PC laptop is okay)

This position is outward-facing and you will be representing the festival to our guests. The position is ideally suited for someone with customer service experience equally comfortable with assisting individuals who are entirely new to the festival experience (such as first-time guest artists) as well as long-time patrons of the festival (such as Festival Insiders)

This placement is an unpaid short-term internship for academic credit from Nov 4 to Nov 29. The work schedule for this placement is as follows:

November 4 – November 8, 2024	1 week	4 hours (½ day) / week	4 hrs
November 10 – November 23, 2023	14 days	8 hours / day (FT)	112 hrs
November 25 – November 29, 2023	1 week	8 hours (1 day) / week	8 hrs
TOTAL APPROXIMATE TIME COMMITMENT			124 hrs

Hours of work have some degree of flexibility to them and the total time commitment can be adjusted to better match the academic requirements of the intern.

The DGS Intern will be expected to contribute to the Operations Post-Mortem following their engagement. This internship is unpaid and is designed to support the applicant's academic requirements.

HOW TO APPLY

Please submit your resume by email before 5PM ET on Monday, October 28, 2024 to **Chris Chin, Senior Operations Manager** at jobs@reelasian.com with **2024 DGS Intern** in the title. All applications will be reviewed but only those selected for interviews will be contacted.

QUESTIONS?

For more information about Reel Asian, visit www.reelasian.com