

Internship Program 2027

Position 1	Terminal Management Trainee
Venue	Macau International Airport
Job Description	- Assists in terminal inspection related to systems, facilities, fixtures and cleanliness inside Passenger Terminal Building; - Handles inquiries from passengers and the general public; - Proactively approaches passengers and general public who may need assistance; - Assist to monitor regular contractor performance; - Assists in administrative support and collects Special Quality Goals (SQG) statistics; - Handles Lost and Found items in the airport; - Handles injury, sudden illness and property damage within Passenger Terminal Building.

Position 2	Public Relations Trainee
Venue	Macau International Airport
Job Description	- Meets and greets passengers and visitors; - Assists visitors and passengers by directing them to the proper personnel or location; - Handles inquiries from passengers and the general public at the information counters and over the telephone; - Collects customer comments and ensure they are delivered to the office for review and processing; - Observes VIP/CIP service delivery by accompanying senior team members as they host special guests; - Shadows senior staff during complex customer situations to learn advanced conflict resolution skills; - Assists with daily office tasks and general administrative paperwork to help operations run smoothly.

Requirements (if any)

- Major in Tourism management or related subject;
- Interpersonal skills and friendly attitude;
- Good command of written & spoken English and Cantonese.

Training program (if applicable)

- Part I (1-2 days during the internship period): Orientation.
- Part II (6 months): On-site Internship

Work Schedule (if applicable)

- Shift Schedule between 08:00-24:00 (two shifts);
- 8 hours per day, with 2 days off per week.