



Hospitality internship

Information contained in this position description is subject to change, as circumstances change and new needs emerge. Same Skies aims to update key outcomes of roles as regularly as possible.

General details	
Position title	Hospitality Intern
Supervisor	Director
Close collaboration with	Branch Development Officer
Location	Melaka, Malaysia
Duration	Four months
Start date	13 July 2022
Time commitment	9 hours per week

Overview of the organisation & the assignment

Kneading Peace Social Enterprise is a refugee-supporting training café, shop and creative space based in Melaka, Malaysia, and managed by Same Skies. We train and support refugees and other marginalised community members, while selling European panini (sandwiches), pâtisseries (pastries) and gelato (ice cream), art and craft, and hosting courses and events.

Same Skies is a non-religious, politically neutral non-profit organisation, registered in Switzerland (2014), Australia (2016), Malaysia (2017) and Indonesia (2017). We are a multidisciplinary and multicultural team of people who believe that through compassion and combined action, we can create a better world. We want to drive leadership and innovation in refugee assistance and protection to improve efficiency, effectiveness, quality and social outcomes. Same Skies' innovation is best described through its perception of refugees and asylum seekers¹, who are traditionally seen as vulnerable. Same Skies refers to "capacity-strengthening", rather than "capacity-building" because we acknowledge an existing base of capability in every community.

¹ For simplicity of reading we will hereafter refer to "refugees" only. However, we do not differentiate/exclude members of displaced communities based on their legal status.

Overview of the assignment

Same Skies is currently looking for motivated **Hospitality Interns** for a four-month programme in **Melaka, Malaysia**. This is an unpaid part-time programme for participants who would like to gain work experience while contributing to a social cause.

Interns are expected to commit to a minimum of two 4.5-hour shifts per week. Working days are Wednesdays to Sundays with shifts from 1-5.30pm, and 5.30-10pm. Depending on the daily work, shifts can be slightly longer or shorter.

The programme includes front desk and café duty, including the following responsibilities:

- Clean, prepare and set-up the café.
- Check expiry dates and quality of products, replenish stock, if necessary.
- Promote Kneading Peace to passers-by, invite them to come into the shop.
- Prepare simple food and beverages, and serve to customers.
- Provide support with online customer orders, special events and catering.
- Take photos of products and activities, and assist with communication and promotion.
- Operate cash register and credit card terminal.
- Clean the café and close the shop.

Requirements

Skills & characteristics	<ul style="list-style-type: none">• Motivated and personable individuals with skills in spoken and written communication, as well as basic mathematics• An interest in hospitality and European-quality customer service will be an advantage
Qualifications & experience	<ul style="list-style-type: none">• No specific qualifications are necessary• Previous experience in hospitality is not a requirement but might be an advantage
Language skills	<ul style="list-style-type: none">• Conversational English; additional languages beneficial

Personal attributes

As a Same Skies team member, you will be assessed for personal attributes. Same Skies wants to ensure that our team members are a good fit for the community members whom we support, and that assignments are appropriate for team members in return. We require everyone to continuously display the following personal attributes:

Self-awareness & cross-cultural sensitivity	<ul style="list-style-type: none">• Openness and non-judgmental approach• Tolerance for others and different ways
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	<ul style="list-style-type: none"> • Awareness of effect of own behaviour on others • Awareness of own values and cultural norms • Listening skills • Ability to express own opinions with sensitivity
Commitment to sharing knowledge and skills	<ul style="list-style-type: none"> • Interest in ongoing learning from others • Commitment to sharing own knowledge and skills with others • Flexibility in adapting style to assist others to learn
Flexibility, adaptability & resilience	<ul style="list-style-type: none"> • Patience in challenging situations • Negotiation skills • Ability to remain calm in stressful situations • Ability to recognise stress triggers, deal with them and seek assistance if required • Ability to identify and express own needs

Benefits

Same Skies is a small non-for-profit organisation with a limited budget. This is an **unpaid internship position**.

You will be provided with the following support:

- Orientation, support and guidance in relation to any work-related issues by the local team, as well as the Same Skies Director
- Regular debriefings, check-ins & performance reviews
- **Certificate of Achievement & written reference letter** upon completion

Application process

Before applying, please find more information on our website, and check our social media accounts:

- sameskies.org
- [instagram.com/kneadingpeace.melaka](https://www.instagram.com/kneadingpeace.melaka)
- [facebook.com/kneadingpeace.org](https://www.facebook.com/kneadingpeace.org)

To apply, please send your expression of interest outlining your motivation and skills together with your resume to **Julia Frei** at kneading.peace@sameskies.org.