

PT Guest Services Associate | \$16 an hour

Attention all customer service Rock Stars! Get ready to join the DoubleTree by Hilton Madison Downtown team as a part-time Guest Services Associate and embark on an adventure where fun meets exceptional guest experiences!

As a Guest Services Associate, you're not just a check-in/check-out pro. You're a hospitality superstar who creates a warm and welcoming environment where guests feel valued and excited about their stay. Your friendly personality and genuine care shine through in every interaction, making their stay unforgettable.

We offer flexible scheduling, allowing you to balance your classes, internships, and other adventures. Whether you're an early bird or a night owl, we've got you covered with shifts scheduled between 3:00 PM-11:00 PM on weekdays and 7:00 AM-11:00 PM on weekends, and can offer 2 or more shifts per week.

Perks of being a DoubleTree Team Member

- Start with a competitive pay of \$16 per hour, and enjoy raises after 60 days and annually
- Your voice matters! Join our team-oriented environment where your ideas are valued and celebrated
- Flexible scheduling- working around classes and internships
- Explore the world with the Hilton Team Member Travel Program, offering discounted stays at Hilton Brand Properties worldwide. Imagine fall and winter trips for you and your friends to Colorado for just \$45 a night!
- Conveniently located on the UW campus next to the Nitty Gritty. We offer free parking and a secure bicycle rack on-site
- Shift meal discounts so good, you'll think you're eating for free, plus our famous complimentary cookies!
- 50% discount at Bistro 525 and Starbucks®
- Paid vacation time after one year of employment

Job Duties & Responsibilities of a Front Desk Agent:

- Make reservations, check guests in and out of the hotel, and provide outstanding customer service
- Assist guests with directions, supplies, services, and all other inquiries
- Meet and exceed guest expectations by providing local recommendations, and ensuring 100% satisfaction
- Help to resolve guest issues in an pleasant and timely manner

Required Skills & Experience

We are looking to hire Guest Services Associates who are friendly with a can-do attitude. No hotel experience, no problem! If you like working with people and ensuring that they have a fantastic experience, we can teach you the rest.

So if you're ready to unleash your inner superstar and be part of an amazing team that knows how to have fun while delivering outstanding customer service, we want to meet you! Apply now for a part-time Guest Services Associate Superstar position at DoubleTree by Hilton Madison Downtown. Join us in creating unforgettable moments, one smile at a time!

Please apply at www.applydtmadison.com or in person at 525 W Johnson Street, Madison, WI 53703. Applications are available at the Front Desk, with same day interviews available Monday-Friday.

