

Front Desk Agent | \$15 an hour

The DoubleTree by Hilton Madison is looking for full-time and part-time *Front Desk agents to join our team! Those interested in part-time employment should be able to work 1-3 shifts per week. Candidates looking for full time hours should be available to work five shifts per week. Shifts are 7 days a week from 7 AM – 3 PM or 3 PM – 11 PM.

**Due to the extensive training that is required for this position, we ask that only candidates who are looking for a year or more of employment apply.*

What is in it for YOU?

- \$15 an hour and a flexible schedule
- Holiday pay (Yes, even for part-time employees!)
- Within walking distance of UW Campus and Downtown Madison
- On and near several bus lines
- Free parking and secure bicycle rack
- Meal discounts so steep, you'll think you're eating for free!
- Employee and Friends & Family discounts on all Hilton affiliated hotels, worldwide. Think Miami for \$35!
- Vacation pay after one year of employment

Job Duties & Responsibilities:

- Make reservations, check guests in and out of the hotel, assist with guest requests, and provide outstanding customer service
- Assist guests with directions, supplies, services, and all other inquiries
- Communicate effectively over the phone, via email, and in-person
- Meet and exceed guest expectations by anticipating their needs, providing local recommendations, and ensuring 100% satisfaction
- Resolve any guest issues that may arise efficiently and effectively
- Work closely with other departments (Bell Staff, Food & Beverage, Maintenance, Sales, and Housekeeping)

Required Skills & Experience

- High School Diploma or equivalent
- Exceptional verbal and written communication skills
- Ability to remain calm in stressful situations
- Prior experience is helpful, but not necessary, as we will train the right individual
- Basic computer skills required

Please apply at www.applydtmadison.com

