

## **Front Desk Agent-Night Audit | \$19-\$20 an hour**

DoubleTree by Hilton Madison Downtown is looking to hire a part time **Night Audit** Team Member. We're located in the heart of downtown Madison, within walking distance of the UW campus, State Street, and the Capitol square; so get ready to jump in and create memorable experiences for our guests!

Are you a night owl who is available to work the overnight shift from 11pm to 7am on Fridays and Saturdays on a weekly basis? This is a great position for someone who likes working independently while providing friendly and high quality service to all guests.

We are looking to hire an overnight Front Desk Team Member who is friendly with a can-do attitude. No experience, no problem! If you like working with people and ensuring that they have a fantastic experience, we can teach you the rest.

### ***Job Duties & Responsibilities:***

- Ensure the smooth arrival and departure of all guests
- Make reservations, check guests in and out of the hotel, assist with guest requests, and provide outstanding customer service
- Assist guests with special requests, directions, services, and all other inquiries
- Communicate in a pleasant tone and accommodating manner over the phone, via email, and in-person
- Compile and run daily reports using our property management system
- Conduct end of day procedures and managing nightly hotel operations
- Meet and exceed guest expectations by anticipating their needs, providing local recommendations, and ensuring 100% satisfaction
- Resolve guest issues in a pleasant and timely manner

### ***Required Skills & Experience***

- Ability and willingness to learn and use the property management system
- Friendly and outgoing personality both in-person and on the phone
- Responsibly handle all forms of payment
- Dependable and enthusiastic work ethic
- Strong attention to detail, organization and follow-up abilities

## What is in it for YOU?

- Up to \$20 an hour with a raise after 60 days and then annually
- Employees **and** their friends and family enjoy fantastic discounts at all Hilton Brand Hotels! Imagine... a Florida beach vacation for \$50 a night!
- Within walking distance of UW Campus and Downtown Madison
- On and near several bus lines
- Free on-site parking and secure bicycle rack
- Shift meal discounts so good, you'll think you're eating for free + FREE DoubleTree cookies!
- Enjoy a 50% discount off all food items at Bistro525 both on and off the clock
- Enjoy a 50% discount at Starbucks® located in the hotel both on and off the clock
- Paid vacation time earned after one year of employment

Please apply at [www.applydtmadison.com](http://www.applydtmadison.com) or in person at 525 W Johnson Street, Madison, WI 53703. Applications are available at the Front Desk.

