

PT Guest Services Associate | \$16 an hour

DoubleTree by Hilton Madison Downtown is hiring energetic, friendly, and CARE-ing Guest Services Associates to join our Front Desk team!

At DoubleTree, CARE isn't just a word—it's how we show up every day for our guests, our team members, and our hotel. We're passionate about creating warm welcomes, memorable moments, and exceptional experiences for everyone who walks through our doors.

Ready to start a job where fun meets hospitality? If you love meeting new people, spreading positivity, and making someone's day brighter, we want YOU! Apply today and start your next adventure with us 🎉

As a Guest Services Associate, you're more than a check-in/check-out pro—you're a hospitality superstar 🌟 You'll create a friendly, welcoming environment where guests feel valued, cared for, and excited about their stay. Your positive attitude, professionalism, and genuine CARE will help make every visit unforgettable.

Why join DoubleTree? We've got perks!

- ✦ Flexible scheduling—perfect for summer classes, internships, and other adventures
- ✦ 8-hour shifts available between 3:00 PM–11:00 PM on weekdays and 7:00 AM–11:00 PM on weekends
- ✦ Most Team Members work around 16 hours per week (but we'll work with your preferences!)
- ✦ At least one weekend shift required

If you're ready to build experience, have fun, and be part of a team that truly CARES—we'd love to meet you!

Perks of being a DoubleTree Team Member

- Starting competitive pay of \$16 per hour including paid training.
- Enjoy a raise after 60 days and then again annually.
- Your voice matters to us! Join a team-oriented environment where your ideas are valued and celebrated!
- We provide flexible scheduling- working around classes, outside activities and internships.
- You will get the opportunity to explore the world with the Hilton Team Member Travel Program, which offers discounted stays at Hilton Brand Properties worldwide. Imagine trips to the beach with you and your friends for \$45 a night!
- Conveniently located on a bus line, just down the street from the Nitty Gritty.
- Access to complimentary on-site parking and a secured bike rack while working.
- Each shift team members enjoy meal discounts, access to a team member only menu, and complimentary signature DoubleTree cookies!
- Team Members get 50% off at our in-house Starbucks® anytime as well as a 50% discount when dining in at Bistro525.
- All part-time team members receive 40 hours of paid vacation time after one year of employment.

Job Duties & Responsibilities of a Front Desk Agent:

- Provide genuine and accommodating service to all guests.
- Make reservations, check guests in and out of the hotel, and provide outstanding customer service.
- Assist guests with local directions, supplies, services, and all other inquiries.
- Meet and exceed guest expectations by providing local recommendations, and ensuring 100% satisfaction with every interaction.
- Resolve guest issues in a pleasant and timely manner.

Required Skills & Experience

At DoubleTree by Hilton Madison Downtown, we truly CARE about our guests, our team members, and our hotel; and we work hard every day to ensure all who walk through our doors have the best possible experience. Now, all we are missing is YOU!

Previous hotel experience is not required; if you have a bright, friendly and CARE-ing attitude and a service first mentality, then we can train the rest.

Applicants should be available to work a minimum of 2 shifts per week, including one weekend shift. Availability to work Tuesdays, Wednesdays, Fridays, Saturdays, or Sundays is a plus!

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.

