

Front Desk Agent-Night Audit | \$20 per hour

DoubleTree by Hilton Madison Downtown is looking to hire a part time **Night Audit** Team Member to join our award winning team. Are you a night owl who is interested in working the overnight shift from 11pm to 7am on Fridays and Saturdays? Are you looking for work experience in customer service/hospitality/accounting and auditing? If you said, "YES!" to any of these, then what are you waiting for? Apply for our open Night Audit position today! This Front Office position comes with great pay, benefits, and ample study time plus the bonus of working in a fun and CAREing atmosphere!

We are looking to hire an overnight Front Desk Team Member who is friendly with a can-do attitude. The Part Time Night Audit position is a great fit for someone who likes working independently while providing friendly and high quality service to all guests. The ideal candidate will be interested in starting at the end of Spring Semester (or earlier if desired). No hotel experience, no problem! If you like working with people and ensuring that they have a fantastic stay, we can teach you the rest.

Here at DoubleTree by Hilton Madison Downtown, we strive to ensure that guests, Team Members, and all those who walk through our doors feel welcomed and valued. 100% satisfaction for every stay is our ultimate goal; and we achieve this by creating a CAREing work environment where Team Members feel like family, feel that their daily tasks make a difference, and by providing a thorough training to prepare all Team Members for their roles.

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?

- Starting wage of \$20 per 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 with a 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 or in person at 525 W Johnson Street, Madison, WI 53703. Applications are available at the Front Desk.