

PT Guest Services Associate | \$16 an hour

DoubleTree by Hilton Madison Downtown is hiring energetic, friendly, and CAREing Guest Services Associates to work at the front desk. At DoubleTree we truly CARE about our Guests, our Team Members and our Hotel, and we work hard every day to ensure that all who walk through our doors have the best possible experience. Are you ready to embark on an adventure where fun meets exceptional guest experiences? If you said yes, then what are you waiting for? Apply today!

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 shines through in every interaction, making their stay unforgettable.

Here at DoubleTree we have **a lot** to offer new Team Members including flexible scheduling, allowing you to balance your summer 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. Most Team Members work 16 hours per week, but it's up to you and your preferences. Availability for at least 1 weekend shift is required.

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 a team-oriented environment where your ideas are valued and celebrated
- Flexible scheduling- working around summer classes, internships, and summer adventures
- Explore the world with the Hilton Team Member Travel Program, offering discounted stays at Hilton Brand Properties worldwide. Imagine trips to the beach with you and your friends for \$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 AND complimentary signature DoubleTree cookies!
- 50% off at Starbucks® and while dining in at Bistro525
- 40 hours 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.

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.

