

GRAND CAYMAN

CAYMAN ISLANDS

Position: Reservation Agent

Reporting Relationship: Front Office Manager/Supervisor

Location: ONE GT, Grand Cayman - Goring Avenue Grand Cayman, Cayman Islands KY1-1105

Work Type: 100% On-Site

Position Summary: The Reservation Agent at ONE GT, Grand Cayman will manage guest bookings, assist with front desk operations, and handle PBX communications. This role ensures accurate reservations, smooth check-in/out processes, and contributes to the hotel's reputation for excellent guest service.

About ONE GT (Grand Cayman): Expected to open by the end of 2025, ONE GT is Grand Cayman's premier luxury urban residential resort. Located in the heart of George Town, our 10-story landmark features the island's only rooftop infinite-edge pool, high-end dining options, a pastry café, and stunning 360-degree views. The resort is steps away from luxury shopping, gourmet dining, and cultural landmarks, offering a seamless balance of productivity and relaxation. ONE GT has been awarded the 5-star winner and nominee for several regional awards and won Best Hotel Architecture Cayman Islands and Best New Hotel Construction & Design.

About Remington Hospitality: ONE GT, Grand Cayman is managed by Remington Hospitality. When you build a career at Remington, you achieve success, growth, and friendships. We offer endless opportunities and so many reasons to stay with us. As a team, we roll up our sleeves to take care of our guests and celebrate success together. Expectations are clear, collaboration is encouraged, and opportunity is there-if you reach for it. Come join us and succeed in our dynamic culture where you are valued and appreciated.

Core Responsibilities:

- Handle all incoming reservation requests via phone, email, and online booking platforms.
- Accurately process, confirm, modify, and cancel reservations in the Property Management System (PMS).
- Ensure that reservations are recorded with complete details including guest information, payment method, and special requests.
- Monitor daily availability, room allocations, and rate changes in line with hotel revenue strategies.
- Provide professional and prompt responses to guest inquiries regarding availability, rates, packages, and hotel services.
- Promote upselling opportunities (room upgrades, F&B packages, special experiences).
- Maintain a high level of product knowledge (room types, amenities, promotions, local attractions).
- Deliver personalized service that reflects the values of "Caymankind."
- Liaise with the Front Office, Sales, and F&B teams to ensure seamless service for groups and individual guests.
- Communicate guest preferences and special requests to relevant departments.
- Assist in preparing group rooming lists, confirmations, and pre-arrival arrangements.
- Prepare daily, weekly, and monthly reservation reports as directed by the Front Office Manager.
- Ensure data accuracy and compliance with the **Data Protection Act (2017)**.
- Actively monitor and ensure Guest requests are being actioned within the Guest Digital Valet platforms.



Knowledge, Skills, and Competencies:

- High school diploma (required); Associate degree or diploma in Hospitality or Tourism (preferred).
- Certification in reservations or hospitality systems an asset.
- Minimum 2 years' experience in reservations, front desk, or hospitality customer service.
- Experience with Opera, Fidelio, or similar PMS/CRS systems strongly preferred.
- Excellent communication skills (verbal & written).
- Strong organizational skills and attention to detail.
- Ability to multitask and handle high call/email volumes under pressure.
- Computer literate with proficiency in Microsoft Office and online booking systems.
- Sales-minded with ability to upsell rooms and packages.

Additional Requirements: This job description is not an exhaustive list of all job functions required for this position. Additional duties may be assigned as needed based on business demands.

Preference will be given to Caymanians and Permanent Resident Holders (P.R. & RERC Holder)

