

GRAND CAYMAN

CAYMAN ISLANDS

Position: Restaurant Supervisor

Reporting Relationship: Restaurant Manager

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

Work Type: 100% On-Site

Position Summary: The Restaurant Supervisor supports the Restaurant Manager in overseeing daily operations of the restaurant, ensuring smooth service delivery, compliance with hotel standards, and guest satisfaction. This role combines hands-on service with supervisory responsibilities, including leading the service team, addressing guest concerns, and ensuring adherence to health and safety regulations. The Restaurant Supervisor plays a vital role in maintaining high service standards while fostering teamwork and efficiency.

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:

- Supervise daily restaurant operations, ensuring smooth guest flow and consistent service.
- Greet and interact with guests to ensure satisfaction and resolve any issues promptly.
- Ensure service staff follow hotel standards, SOPs, and guest engagement protocols.
- Support upselling initiatives to maximize revenue while enhancing guest experience.
- Assign and monitor daily duties for servers, assistant servers, and hosts.
- Provide training, coaching, and on-the-job development to team members.
- Conduct pre-shift briefings to communicate menu updates, promotions, and service standards.
- Assist in performance evaluations and provide feedback to the Restaurant Manager.
- Oversee opening and closing procedures, ensuring proper setup and breakdown.
- Monitor inventory of supplies, uniforms, and service equipment.
- Maintain accurate shift records, including incidents, guest feedback, and staff attendance.
- Support scheduling and payroll submissions for the team.
- Ensure compliance with Cayman Islands **Public Health Act (2022 Revision)**, hotel hygiene standards, and liquor service laws.
- Monitor staff grooming, appearance, and professional conduct.
- Ensure safe practices in service areas, reporting hazards or risks promptly.



Knowledge, Skills, and Competencies:

- High school diploma (required).
- Diploma or certification in Hospitality or F&B Management (preferred).
- WEST or Wine education equivalent a plus
- Responsible alcohol service and food handler certification (required).
- Minimum 3 years of experience in F&B, with at least 1 year in a supervisory role.
- Experience in hotels or fine dining restaurants strongly preferred.
- Strong leadership and interpersonal skills.
- Excellent communication and guest service abilities.
- Ability to multitask and problem-solve in a fast-paced environment.
- Proficiency in POS systems and Microsoft Office Suite.

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)

