

GRAND CAYMAN

CAYMAN ISLANDS

Position: Front Desk Supervisor

Reporting Relationship: Front Desk Manager

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

Work Type: 100% On-Site

Position Summary: The Front Desk Supervisor assists the Front Desk Manager in overseeing daily front office operations, ensuring a seamless guest experience from arrival to departure. This role includes supervising front desk staff, reservations, call center, bellman and valet employees, as well as handling escalated guest concerns, and ensuring compliance with hotel policies and Cayman Islands hospitality standards. The Front Desk Supervisor serves as a role model for the front office team, promoting service excellence and teamwork.

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 front desk operations, ensuring smooth check-in/check-out procedures.
- Handle escalated guest issues, complaints, and special requests with professionalism.
- Ensure VIPs, long-stay, and repeat guests receive personalized service.
- Promote hotel services, upgrades, and packages to maximize guest satisfaction and revenue.
- Supervise, train, and schedule Front Desk Agents and Bellmen.
- Conduct shift pre-shift briefings to communicate hotel updates, occupancy, and special events.
- Provide ongoing coaching and feedback to staff to improve service delivery.
- Assist with performance reviews and disciplinary procedures in collaboration with the Front Desk Manager.
- Ensure accuracy of room assignments, billing, and reservation management.
- Monitor cash handling, payment processing, and shift reports for accuracy.
- Assist with night audit preparation and reporting when required.
- Support compliance with hotel standards for guest records and data protection.
- Follow security and emergency procedures, assisting with guest safety as needed.
- Monitor grooming standards and professional conduct of the front desk team.
- Follow as well as implement and review/monitor the Cash handling procedures established by the Hotel.



Knowledge, Skills, and Competencies:

- High school diploma or equivalent (required).
- Diploma or certification in Hospitality Management (preferred).
- Minimum 3 years of hotel front office or guest services experience.
- At least 1 year in a supervisory or team lead role.
- Experience with property management systems (PMS) required.
- Strong leadership and interpersonal skills.
- Excellent guest service and problem-solving abilities.
- Ability to multitask and remain calm in high-pressure situations.
- Proficiency in Microsoft Office Suite and hotel systems.

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)

