

Position: Host/Hostess

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 Host/Hostess is the first point of contact for guests dining at the hotel's restaurant and plays a vital role in creating a welcoming and professional atmosphere. This role is responsible for greeting guests, managing reservations, escorting guests to their tables, and coordinating with the service team to ensure a seamless dining experience. By embodying "Caymankind" hospitality, the Host/Hostess sets the tone for exceptional 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:

- Check restaurant for proper set up upon arrival.
- Check MICROS machines to make sure they are set up to the proper menu. Have complete knowledge of MICROS system (or register).
- Manager Reservation system OPENTABLE, coordinating, server sections with Restaurant Manager, table assignments, and seating flow.
- Monitor the Reservation booking pace 7 days out and assist with managing reservation spacing.
- Confirm reservations in advance and for the day and upcoming shift.
- Fill out the floor plan by checking the station rotation chart. Assign side work schedule on floor plan. Post floor plan at host stand.
- Perform station opening duties.
- Warmly greet and acknowledge the guest in a friendly manner immediately upon their arrival. Determine the number of guests in the party and seating preference.
- Assist guests with any bags, coats, umbrellas, or items requiring storage.
- Assist guests with any transportation needs or assistance with Valet parking upon departure.
- Anticipate guest needs, respond promptly and acknowledge all guests, maintaining positive guest relations at all times.
- Provide guest with information on available food and beverage items. Suggest and sell special items. Introduce food server. Inform server of any special requests, beverages, etc.



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- Promptly answer the telephone within 3 rings and respond appropriately to the needs of the caller in a friendly and professional manner.
- In absence of room service server, answer room service phone within 3 rings.
- Report any problems that may occur with service or a guest complaint to management. Resolve guest complaints, ensuring guest satisfaction in each interaction.
- Keep the front entrance of the restaurant and the restaurant menus clean and presentable at all times.
- Work in a cooperative and friendly manner with fellow associates.
- Practice a culture of guest service in all you do; promote courtesy and a positive attitude in every encounter.
- Perform any reasonable request as assigned or directed by management.

Knowledge, Skills, and Competencies:

- High school diploma or equivalent (required).
- Hospitality or customer service training (preferred).
- Minimum 1 year of experience in a guest-facing or customer service role, preferably in hospitality or F&B.
- Experience with reservation systems and POS software is an asset.
- Excellent interpersonal and communication skills.
- Strong organizational skills and attention to detail.
- Ability to multitask and remain calm under pressure.
- Professional and approachable demeanor.
- Friendly, warm, and guest-service oriented.
- Reliable and punctual with a strong work ethic.
- Team player with cultural sensitivity and adaptability.

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)

