

GRAND CAYMAN

CAYMAN ISLANDS

Position: Front Office Assistant Manager**Reporting Relationship:** Director of Rooms**Location:** ONE GT, Grand Cayman - Goring Avenue Grand Cayman, Cayman Islands KY1-1105**Work Type:** 100% On-Site

Position Summary: The Front Office Assistant Manager at ONE GT plays a pivotal role in delivering a seamless and elevated guest experience within one of Grand Cayman's premier luxury destinations. This position oversees daily front office operations, including guest check-in/check-out, concierge services, and team supervision, ensuring every interaction reflects the property's commitment to excellence. With a focus on hospitality, efficiency, and personalized service, the role supports staff development, resolves guest concerns, and collaborates across departments to uphold the highest standards of service and professionalism. This position is ideal for a strong leader looking to step into a second-time assistant Manager role or a first-time manager position.

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:

- **Guest Experience Leadership** – Ensure every guest receives a warm, personalized, and seamless arrival and departure experience that reflects ONE GT's luxury standards.
- **Team Supervision** – Lead, train, and support front office staff to maintain professionalism, efficiency, and a guest-first mindset at all times.
- **Operational Oversight** – Manage daily front desk operations, including check-ins, check-outs, room assignments, and concierge services, ensuring accuracy and timeliness.
- **Problem Resolution** – Address and resolve guest concerns or service issues promptly, turning challenges into opportunities to exceed expectations.
- **Cross-Department Collaboration** – Coordinate with housekeeping, engineering, and other departments to ensure smooth communication and operational flow.
- **Revenue Awareness** – Support room inventory management, rate control, and upselling initiatives to optimize occupancy and revenue.
- **Standards Compliance** – Uphold brand, safety, and service standards, ensuring all front office procedures align with property policies and local regulations
- **Staff Development** – Assist in onboarding, coaching, and performance evaluations to foster a high-performing and engaged front office team.
- **Crisis Management** – Respond effectively to emergencies or unexpected situations, ensuring guest safety and business continuity.

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- **Brand Representation** – Serve as an ambassador of ONE GT, embodying its values and service philosophy in all guest and team interactions.

Knowledge, Skills, and Competencies:

- **Hospitality Expertise** – Minimum two to four (2–4) years of front office experience in a luxury hotel or resort environment, with at least 1 year in a supervisory or assistant manager role.
- **Education** – Degree or diploma in Hospitality Management or a related field preferred.
- Preference for **multi-lingual candidates**
- **Guest Service Excellence** – Proven ability to deliver exceptional, personalized service in a high-end setting, with a strong understanding of guest expectations in a luxury market.
- **Team Leadership** – Experience in supervising, training, and motivating front office teams to achieve service excellence and operational efficiency.
- **Operational Knowledge** – Proficiency in front office systems (e.g., PMS, POS, task efficiency systems, concierge platforms), reservation procedures, and daily reporting.
- **Problem Solving** – Strong conflict resolution and decision-making skills, with the ability to remain calm and professional under pressure.
- **Communication Skills** – Excellent verbal and written communication, with a polished/professional demeanor.
- **Attention to Detail** – High level of accuracy in handling guest requests, billing, and room assignments, with a focus on quality and consistency.
- **Cultural Awareness** – Sensitivity to guest diversity and the ability to create inclusive, welcoming experiences.
- **Required to work** extended hours, including weekends, public holidays, and late nights.

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)

