

Position: Front Desk Agent

Reporting Relationship: Front Desk Supervisor

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

Work Type: 100% On-Site

Position Summary: The Front Desk Agent serves as the first point of contact for hotel guests, providing a warm welcome, efficient check-in/check-out, and excellent service throughout the stay. This role requires strong communication, organizational skills, and the ability to resolve guest concerns promptly while maintaining professionalism. The Front Desk Agent plays a vital role in ensuring guest satisfaction and supporting the hotel's reputation for exceptional 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:

- Greet and communicate cordially with guests, promptly and professionally checking them in and out of the hotel. Assist in pre-registration and blocking of reservations when necessary.
- Promptly, accurately and efficiently know how and where to post all charges.
- Have complete working knowledge of Front Office computer or manual system, including all daily transactions and those which are not performed often.
- Accurately manage cash handling, including receiving cash, checks and credit card information from guests for payment of hotel charges and making change correctly.
- Review any reservations with special requests and work to block rooms accordingly.
- Have knowledge of hotel rates, discounts and how to handle each.
- Have working knowledge of reservations and procedures, including how to take same day reservations. Should be able to take reservations in approximately 2 minutes. Know and follow cancellation procedures and relocation procedures when necessary.
- Have knowledge of hotel property, hotel staff and hotel services, with hours of operation. Give clear directions to hotel facilities for inquiring guests.
- Efficiently operate PBX and accurately connect incoming calls in a professional and efficient manner. All calls should be answered in 3 rings.
- Perform other duties as assigned, especially related to assisting guests arriving and departing the hotel.
- Follow as well as implement and review/monitor the Cash handling procedures established by the Hotel.



Knowledge, Skills, and Competencies:

- High work ethic and self-initiative
- Proven experience with strong customer service skills
- Regular attendance according to established guidelines
- May be required to work varying schedules to reflect the business needs of the property
- Focus and maintain attention to tasks, and complete work assignments on time despite frequent interruptions
- Use arithmetic to accurately check totals and make correct change.
- Efficiently and accurately operate a computer

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)

