

Position: Concierge

Reporting Relationship: Front Office Manager

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

Work Type: 100% On-Site

Position Summary: The Concierge serves as a knowledgeable, resourceful, and trusted point of contact for guests, providing personalized recommendations and assistance to enhance their stay. This role involves arranging reservations, coordinating transportation, and offering insider knowledge of the Cayman Islands to deliver authentic and memorable experiences. The Concierge plays a vital role in representing the hotel's commitment to excellence and "Caymankind" hospitality.

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:

- Provide guests with detailed information on hotel facilities, services, and local attractions.
- Arrange dining reservations, spa bookings, excursions, tours, and entertainment activities.
- Assist with transportation arrangements, including taxis, car rentals, and airport transfers.
- Handle guest inquiries and requests promptly, ensuring a seamless and memorable experience.
- Anticipate guest needs and personalize recommendations based on preferences.
- Build strong relationships with local vendors, restaurants, tour companies, and service providers.
- Maintain updated knowledge of current events, cultural activities, and tourism offerings in Grand Cayman.
- Act as a liaison between guests and external services to ensure smooth coordination.
- Maintain an accurate log of guest requests, reservations, and follow-ups.
- Coordinate with Front Desk, Bell staff, and other departments to ensure guest needs are met.
- Assist in handling VIP guests, special requests, and group bookings.
- Ensure brochures, maps, and marketing materials are well stocked and up-to-date.
- Ensure guest confidentiality and data protection in compliance with Cayman Islands regulations.
- Adhere to the hotel's security, safety, and emergency procedures.
- Maintain professionalism and ethical standards when working with outside vendors.
- Assist and fill in with Check-in /Check-out and other Front desk tasks as needed



Knowledge, Skills, and Competencies:

- Minimum 2 years of experience in hospitality, front office, or guest services.
- Prior concierge or guest relations experience in a luxury hotel/resort strongly preferred.
- Experience with tour bookings and vendor coordination an asset.
- Excellent communication and interpersonal skills.
- In-depth knowledge of local culture, attractions, dining, and activities in the Cayman Islands.
- Strong organizational and multitasking skills.
- Proficiency in Microsoft Office and property management systems (PMS).

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)

