



HOST JOB SPEC

30 - 45hrs per week - Permanent

In your role as Host you will be responsible for assisting the whole team including our Office, Restaurant and Event Managers in running Carousel's FOH operations ensuring the guest experience is second to none. You will be the first point of contact for all guests at Carousel and will be their port of call for any enquiries and booking queries as well as guiding guests through our new Space.

Your role will involve, but is not limited to:

Hosting

- Answering the phones and covering the relevant info@ inbox making sure that there is always someone available for customers to turn to
- Greeting guests as they arrive and directing them to the relevant spaces
- Keep up to date with all Carousel activities, making sure you can correctly inform any guest of everything going in house
- Making sure our spaces are tidy and ready for customers at all time, this includes managing supplier deliveries
- Supporting our Office Manager on day-to-day tasks
- Working an average 3 hosting shifts per week

Front of House

- Working an average of 3 floor shifts per week across our spaces
- Collaborating with the Kitchen and FOH team – ensuring everyone is briefed on guest numbers, dietary requirements and potential pitfalls ahead of time - through ticket tailor
- Establishing close relationships with regular customers and clients to promote repeat business
- Nurturing and supporting our team members

Key Skills

- Positive attitude and a hunger to learn
- Flexibility and adaptability on the job
- Organisational skills
- Customer service
- Problem solving
- Great communication and relationship building