

BOOKINGS COORDINATOR

We're looking for a friendly, helpful, enthusiastic people-person to join our bookings team.

As well as Fitzrovia's newest neighbourhood wine bar, Carousel is home to an ever-changing line-up of international guest chef collaborations, workshops and events, morning, noon and night. No two days here are ever the same.

As our new Bookings Coordinator, you will be the first point of contact when someone gets in touch to book one of these experiences, by phone or by email. Whether they're enquiring about a fifteen-course Japanese tasting menu or a birthday party in one of our two event spaces upstairs, it will be your job to talk them through their options and book them in.

We pride ourselves on our warm, friendly and knowledgeable customer service, so being confident and engaging is a must. It also helps if you live and breathe hospitality, so an interest in food, drink (and people) goes a long way. It also means you'll love working here, as that's what our community is all about.

Key Responsibilities

- Managing guest reservations on our booking system, SevenRooms (anything from date changes and cancellations to dietary requirements and special requests)
- Fielding inbound enquiries, organising site viewings and creating ballpark budgets for prospective event bookers
- Responding to general customer enquiries and actioning any requests
- Answering incoming phone calls and directing enquiries to the relevant teams
- Logging event enquiries on our CRM system, HubSpot
- Keeping up to date with all current and upcoming Carousel activities, so you can speak confidently about the line-up and field any relevant questions

About You

- Friendly, positive and good with people
- Hungry to learn
- Great communicator
- Flexible, adaptable and able to think on your feet
- Organised and methodical
- Working knowledge of Excel

Perks:

- Quarterly tickets to guest chef experiences
- 50% off in the wine bar
- Friends & family discounts
- Extra half day off on your birthday
- Cost price wines
- Regular staff socials