

About Us

Since our very first guest chef residency, way back in August 2014 (Javier Rodríguez from El Papagayo, in Córdoba, Argentina), we've been on a mission to diversify London's food scene with a revolving programme of shared experiences connecting a global community of like-minded chefs with adventurous people like you.

After seven happy years in Marylebone, we opened on Charlotte Street in November 2021, adding a neighbourhood wine bar to our revolving guest chef line-up. Meanwhile, upstairs, we have two stylish event spaces with a combined capacity of 200+ guests. Here we offer top-notch food and drink and creative in-house production for a non-stop rotation of big name brands from Penguin to Instagram. And last but not least, next door in No. 23, you'll find our very own 23-seater mezcalería and tostada bar boasting a compelling offering of imaginative cocktails and triple-A bar snacks.

No two days here are ever the same, but whatever you're coming to at Carousel, you'll find quality produce sourced from ethically-minded UK farmers, foragers and fishermen; warm and friendly service; and a carefully curated line-up of unique experiences that you won't find anywhere else in London.

About you

We are looking for a talented and passionate Guest Experience Manager to co-create memorable experiences for our guests. You will be the first point of contact when someone gets in touch to book one of our experiences, by phone or by email. Whether they're enquiring about a ten-course Japanese tasting menu, a table in the Wine Bar or for cocktails in our newly opened No. 23 Mezcalaria.

We pride ourselves on our warm, friendly and knowledgeable guest 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.

You will also be responsible for greeting guests on arrival to the Restaurant, providing a warm and friendly welcome.

Responsibilities include:

- Managing the day to day reservations for the three bookable spaces within Carousel; Guest Chef; Wine Bar; and No. 23 Mezcalaria, ensuring efficient table allocation and seamless service flow using our bookings software Sevenrooms
- Provide friendly and professional service, ensuring guests feel valued and looked after
- Be available to answer questions or accommodate special requests
- Daily briefings for the FOH team on VIPs and guest notes
- Build and nurture established relationships with our VIPs, ensuring that key information is up to date and keeping the team in the loop
- Handle guest feedback and complaints
- Supporting the WildKitchen team on our summer series maintaining communication with the guests

Skills

- Strong organizational skills and ability to multitask in a fast-paced environment
- Excellent guest relationship building
- A natural people-person who thrives on creating memorable guest experiences
- Exceptional administrative and multitasking skills, with experience managing a reservations system (e.g. SevenRooms)
- Keeping calm under pressure and the ability to handle high-pressure situations with ease and professionalism

Personal Attributes

- Professional, discreet, and respectful of privacy in a high-profile environment
- Passionate about food and beverage and committed to delivering exceptional quality
- Hardworking, self-motivated, and able to work independently with minimal supervision
- You are a problem solver and strive for excellence

- Tuesday-Saturday, up to 48 hours per week.
- Salary: £33,000 - £34,000 (depending on experience)

How To Apply

If you think you fit the bill, please send a CV and covering letter to info@carousel-london.com.

Make sure you let us know why you specifically want to work with us. We look forward to hearing from you. Good luck!