

## About us

Carousel is anything but static. With our bustling guest chef residencies, critically-acclaimed wine bar, cocktail bar and mezcalaria in No. 23, plus our sister venue Shoreditch Arts Club and an epic Summer series at Guy Ritchie's Ashcombe Estate, there's always something exciting in the works.

## About the role

As the Restaurant Manager you are the lead for one of our dining rooms. This role is pivotal in ensuring the highest standards of guest experience and service. You will be responsible for the day-to-day running of the space; alongside driving additional spend through thoughtful upselling - especially around menu supplements and wine pairings; while maintaining the elegance, friendly professionalism, and consistency that define Carousel.

## Key responsibilities

### Guest Experience

- Ensure every guest enjoys a seamless, memorable, and personalised dining experience by anticipating guest needs and resolve any issues with discretion, professionalism, and warmth.
- Champion the storytelling behind guest chefs and wine pairings to elevate engagement.

### Revenue Growth

- Increase additional spend per head by focusing attention towards supplements and drinks/wine pairings.
- Collaborate with the wine and beverage team to design pairing menus and staff training sessions that boost confidence in upselling.
- Monitor spend trends and implement initiatives to drive both food and drink revenue.

### Service Standards & Consistency

- Maintain Carousel's exacting service standards, ensuring every touchpoint reflects our friendly professionalism and attention to detail.
- Lead pre-service briefings and ongoing training to uphold consistency.
- Conduct regular service and provide constructive feedback to the team.

### Team Leadership & Presentation

- Manage, mentor, and motivate the front-of-house team to deliver exceptional service.
- Ensure all team members uphold Carousel's standards of grooming, dress code, and professional conduct.
- Foster a culture of pride, accountability, and passion for hospitality.

### Operations, Administration & KPIs

- Oversee daily dining room operations, ensuring smooth service alongside guest chefs/the kitchen team and the front of house team.
- Manage rotas, staffing levels, and operational planning (holidays, sickness etc.) to balance service excellence with cost control.
- Post service service reports to be sent out every night.

## Requirements

- Proven track record as a Restaurant Manager or senior FOH leader in a high end, guest-focused dining environment.
- Strong knowledge of wine, with experience in driving pairing sales and guest engagement.
- Passion for delivering exceptional service, with an eye for detail and consistency.
- Natural leadership skills, with the ability to inspire and coach a diverse team.
- Commercially minded, target-driven, and confident with sales initiatives.
- Excellent communication, organisation, and problem-solving skills.

## Perks

- Daily home cooked staff meals (including breakfast for early birds)
- Bottomless hot drinks
- 50% off in the Wine Bar
- Friends & Family discounts
- Credit towards a Guest Chef dinner, per quarter
- 28 days off (paid), including bank holidays
- Additional half day off on your birthday
- Additional holiday days for every year (after three years of service)
- Cost price wines
- Regular staff socials

This is a full-time role up to 48 hours per week. Salary: £40,000 per annum

## How to apply

If you think you fit the bill, please send a CV and covering letter to [info@carousel-london.com](mailto: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!