

About us

Carousel presents Wild Kitchen, a changing culinary escapade nestled in the picturesque countryside of England, a private retreat known for its elegance, charm, and exclusivity. Owned by renowned filmmaker Guy Ritchie, the Ashcombe estate hosts intimate gatherings, family weekends, and exclusive events that require exceptional culinary offerings.

This is a summer long series with esteemed chefs from all corners of the globe being the focal point for exquisite weekends at Ashcombe. We will deliver memories of the highest quality from Friday arrival to Sunday departure, culminating in an intimate dinner on the Saturday night delivered by the Carousel team alongside that week's Guest Chef. Guests will be treated to high levels of service, food and beverage, befitting of the gorgeous countryside location.

About the role

We are looking for a talented and passionate Guest Experience Manager to deliver a hotel style experience for 20 guests at a time. Running for 22 weeks across the summer, this will involve working as part of a small team, making Ashcombe Estate a home from home for those visiting. Alongside the Estate Chef this individual will be the main point of contact for the entire weekend and so building strong relationships with guests will be paramount. The food and beverage programme will be curated alongside the team at Carousel. It will be up to you to deliver a unique experience in a unique setting, with a flair for hospitality and an unrivalled eye for detail.

You will be responsible for welcoming guests on arrival, providing a warm and friendly check-in and check-out. Throughout the weekend our guests will have the option to dine in the restaurant operated by Carousel and you will oversee daily breakfast, brunch and Friday evening dinner service.

Key responsibilities

Essential Experience

- Proven experience as a manager in private estates, luxury hospitality, fine dining environments or good-quality pubs.

Estate Management

- Maintain a clean, organized, and safe environment for staff and guests alike.
- Manage inventory, order supplies, and control costs for all FOH operations.
- Conduct regular stocktakes and ensure proper storage of perishables.

Guest Experience

- Provide friendly and professional service, ensuring guests feel welcomed and well-catered to.
- Be available to answer questions or accommodate special requests.
- Uphold the highest standards for all aspects of the Ashcombe experience, be that related to service, food or beverage.

Team Collaboration

- Work closely with housekeeping, groundskeeping and all other staff to ensure seamless operations during guest stays.
- Mentor or supervise additional staff if required for larger events.
- Work closely with Carousel's HQ, both BOH and FOH, to ensure the best execution possible.

Requirements

Skills

- Strong organizational skills and ability to multitask in a fast-paced environment.
- Excellent guest relationship building - you will be the face of Ashcombe for the whole weekend so a vibrant character is a must.
- Able to drive spend per head with excellent understanding of food and wine.

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.

What we offer

- Competitive salary - £20 per hour.
- Accommodation for the four days of work, Thursday-Sunday.
- Opportunity to work in a stunning location surrounded by nature and tranquillity.

This is a temporary contract. Apr-Sep, Thurs-Sun. £20 per hour.

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!