

About us

“The UK’s most delicious weekend away” (Condé Nast Traveller) returns with another summer series of world-class guest chefs, exceptional food and drink, leisurely outdoor pursuits and fireside nightcaps in the breathtaking surroundings of Guy Ritchie’s private Wiltshire estate.

Offering a unique English countryside experience to just twenty guests at a time, our annual collaboration with Ashcombe Estate runs from May to September. The exclusive weekend escape consists of a two-night stay in one of the estate’s ten luxury bedrooms; dinner in the lakeside WildKitchen, prepared by a revolving line-up of star-studded guest chefs; and lazy afternoons of wild swimming, yoga and rosé.

With exceptional food and drink at its core, we offer a boutique hotel experience to rival anywhere in the UK.

About the role

We are looking for a talented and passionate Guest Experience Manager to deliver this high end experience to just 20 guests at a time. Running for 22 weekends across the summer, the role is dedicated to making Ashcombe Estate a home away from home for our guests’ Friday (PM) to Sunday (AM) stay.

You will be the main point of contact for the entire weekend, building strong relationships with guests and overseeing the food and beverage programme alongside the Estate Chef and the wider Carousel team. 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; before, during and after the weekend has ended.

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 the daily breakfast service, as well as the more casual Friday evening meal in the Old Brewery.

Key responsibilities

Essential Experience

- Proven experience in luxury hospitality, fine dining environments or good-quality pubs (ideally with rooms)

Estate Management

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

Guest Experience

- Provide friendly and professional service, ensuring guests feel welcomed and well looked after
- Be available to answer questions, accommodate special requests and suggest add-ons to enhance the guest experience
- Uphold the highest standards for all aspects of the Ashcombe experience

Team Collaboration

- Work closely with the kitchen, housekeeping and groundskeeping teams 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 organisational 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

- 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. £18-£20 per hour.

How to apply

If you think you fit the bill, please send a CV and covering letter to careers@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!