

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 that has now become our new contemporary Mexican seafood restaurant, Cometa. 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 the role

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 at Cometa or cocktails in No. 23.

This role combines guest relations, reservations management and operational coordination to ensure that all teams are aligned and that guest experiences run smoothly from booking through to departure.

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, providing a warm and friendly welcome.

Key responsibilities

- Managing the day to day reservations for the three bookable spaces within Carousel; Guest Chef; Cometa; and No. 23, ensuring efficient table allocation and seamless service flow
- Respond to booking enquiries via phone and email, providing clear information about our experiences and troubleshoot any booking issues and enquiries
- Manage guest notes, dietary requirements and special requests within the reservations system
- Ensure accurate and up-to-date guest information is recorded and communicated to the team
- Prepare and communicate daily and weekly reservation summaries to the kitchen, guest chefs and management teams
- Welcome guests and walk-ins on arrival and ensure a warm and seamless start to their experience: shift management and pacing of bookings within all areas
- Build relationships with regular guests and VIPs, maintaining detailed guest notes and preferences
- Handle guest feedback, enquiries and complaints with professionalism and empathy
- Manage large group reservations and processes
- Process and monitor guest vouchers and event tickets via TicketTailor and Lightspeed
- Supporting the WildKitchen team on our summer series maintaining communication with the guests
- Assist the Head of People and support internal systems relating to staff and general office admin

Requirements

- 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 attention to detail
- Proficient and experienced in OpenTable
- Keeping calm under pressure and the ability to handle high-pressure situations with ease and professionalism
- 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 excellences

Perks

- Daily home cooked staff meals (including breakfast for early birds)
- Bottomless hot drinks
- 50% off in Cometa
- 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: £36,000 per annum