



Job Title: Front of House Assistant

Job Location: Daytona Milton Keynes

Place in Organisation: Front of House

Reporting to: FOH Manager & Assistant FOH Manager

Main Purpose of Job

To ensure the smooth and efficient running of the reception areas of Daytona Milton Keynes at all times. To greet all visitors promptly, in a friendly, polite & professional manner, ensuring they comply with the company procedures.

General Responsibilities

- To ensure that all visitors receive prompt handling in a courteous manner upon entering the building.
- To be fully conversant with the incident procedure.
- To notify all relevant staff of their visitors and to ensure the visitors log is completed for the purpose of health and safety.
- To ensure all visitors & customers are issued with and wear visitors & race wrist bands.
- To provide administrative support to the Sales Team (including on site conference coordination & show around).
- Assist in stock take and merchandise spot checks.
- To provide support to the catering team and assist in food preparation and service as and when required.
- To undertake training for the Basic Food & Hygiene course.
- To arrange adequate breaks and cover any absences of the Receptionist Team.
- To carry out any tasks or duty required ensuring the seamless operation of the business. FOH Assistant JD – MK - 2021 2
- To ensure all reception & customer facing areas are clean & tidy, in keeping with the company's high presentation standards.
- To ensure prompt & professional handling of all telephone calls.
- To ensure all bookings are recorded and notes are correctly entered on the booking system.



- To book sales events after hours (evenings and weekends) and ensure that Sales Inbox is managed and monitored regularly.
- Maintain effective communication with the sales team at Head office.
- To upsell and cross sell all company events, races, and merchandise at every opportunity to ensure that daily, weekly and monthly sales targets are met.
- To ensure a high presentation standard of race safety equipment, and to issue as per company policy.
- Ensure all “visual” safety checks are carried out prior to drivers going out on track. i.e. Hoodies/scarves/hair before drivers attend safety briefing.
- To assist the General Manager or Senior Management in direct training of receptionists.
- To ensure correct cash & credit card handling, in accordance with company procedure.
- To Undertake the responsibilities generated from the weekly Events Planning Meeting as advised by the Front of House Manager

Essential Qualifications and Experience

- Computer literate
- Telephone & call logging
- Excellent communication skills at all levels and in both written and verbal form
- Excellent interpersonal skills and diplomacy.
- Ability to interact with customers and colleagues effectively and promptly.
- Experience within a customer service team environment

Essential Personality Traits

- Positive, outgoing and very bubbly personality
- Must behave in a friendly and Professional manner at all times.
- Must be confident in communicating at all levels
- Ability to learn quickly and ensure that standards and compliance are never compromised