

**DAYTONA** 

**THE  
DIFFERENCE  
IS DISTINCT**

**Daytona Milton Keynes is recruiting for a:**

## **FRONT OF HOUSE TEAM LEADER**

**HOURS:** Full time (Flexible, incl. evenings and weekends).

**LOCATION:** Daytona Milton Keynes.

**Salary:** Competitive

### **The Role:**

Daytona Milton Keynes is seeking a professional, confident, and reliable Front of House Team Leader to join our busy Front of House team. Daytona is a dynamic environment that requires energetic, enthusiastic and ambitious individuals with the ability to thrive under pressure.

### **Key Responsibilities:**

- To ensure the smooth and efficient running of the Reception and Front of House areas.
- To assist the FOH Manager in the day-to-day running of all Customer facing areas and manage reception staff and to ensure correct staffing levels are maintained.
- To ensure the FOH team delivers first class service to our customers.
- To provide training and induction to all new and existing reception staff whilst developing training to suit the needs of the business.
- To ensure all reception staff absences, sickness and annual leave is monitored, recorded and reported to the HR department.
- To set targets and monitor active selling within the Front of House team in line with company targets.
- To oversee the presentation of facilities to an exceptionally high standard.

### **Candidate profile:**

- Background in a customer focused role (hospitality preferred) with proven ability to drive standards forward whilst ensuring the management and development of the team through training and coaching.
- Have excellent written and verbal communication skills.

- Demonstrate a positive, friendly, and professional manner and culture.
- Be able to develop and deliver customer service and sales training to Front of House staff.
- Be required to devise and implement procedures.
- Have the ability to manage and monitor sales targets for the FOH team.
- Be able to recruit, train, manage and monitor the Front of House team whilst ensuring ongoing succession planning.
- Must be able to work flexible hours for a 7-day operational business.
- Have sound knowledge of Word and Excel.
- Be a strong and charismatic individual.
- Full training on product knowledge and services will be given.

**How to apply:**

If you are interested in this role, please send your CV and covering letter with salary expectation to: [dan.byrne@daytona.co.uk](mailto:dan.byrne@daytona.co.uk) quoting job ref: FOHMK.

A full job description of the role is available on request.

**We look forward to hearing from you.**