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## **JOB DESCRIPTION**

**Job Title:** Assistant Front of House Manager

**Year Commencing:** May 2024

**Job Location:** Daytona Sandown Park

**Reporting To:** Front of House Manager

**Place in Organisation:** Front of House

**Contract Type:** Full-time/permanent (requires flexibility for 7 days operational business).

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### **MAIN PURPOSE OF JOB**

To effectively and efficiently manage and maintain all reception/customer facing areas and to assist in the management & training for all FOH team members as directed.

#### **General Responsibilities:**

1. To ensure the smooth and efficient running of the reception and front of house areas (Main reception area, changing room, briefing room, green area's/grounds keeping and all customer facing facilities).
2. To learn and assist in the completion of the FOH rota in a timely manner and compliant with both staffing and budgetary requirements.
3. To maintain the presentation of facilities to an exceptionally high standard at all times.
4. To greet all visitors, in a friendly, polite and professional manner, ensuring they comply with the company procedures.
5. To be fully conversant with Daytona's computer booking and timing systems including "Clubspeed".
6. To ensure ALL safety measures and checks are carried out to the required level and full compliance is adhered to without fail.
7. To ensure daily / weekly / monthly / annual checks are carried out effectively and efficiently at all times.

8. To follow and maintain strategies for upselling merchandise and events at every opportunity including follow up on call backs and enquiries as per instructions and specifics given by Sandown Park Sales Lead.
9. To maintain merchandise stock levels and prepare orders for approval by the FOH Manager.
10. To attend and action points from the weekly Events Planning Meeting in order to ensure that customer requirements are met as required.
11. To provide administrative support to the Front of House Manager / General Manager and HR department.
12. To deal proactively and efficiently with sales inquiries as required, especially at weekends ensuring all booking confirmations are sent and enquiries are managed appropriately.
13. To assist in all of forthcoming recruitment requirements.
14. To assist the FOHM in all paperwork relating to new staff members is completed correctly and forwarded to HR within the correct timescales.
15. To assist in providing training and induction to all new and existing reception staff to meet the needs of the business in conjunction with the FOHM and HR department.
16. To assist in carrying out regular reviews for new recruits and appraisals for existing staff in conjunction with the FOHM and HR department.
17. To ensure all reception staff absences, sickness and annual leave is monitored and recorded and report any such leave directly to the FOHM and HR Department.
18. To ensure the smooth and safe running of the reception / catering functions including buying, preparation, storage and service. To work closely with the FOHM to correctly code purchase orders
19. To ensure that stock levels are managed and monitored regularly and to assist the FOHM and accounts department with stock takes.
20. To ensure that at all times the job holder has a full awareness of the company's customer care goals and to use their best endeavours to ensure they are implemented through their own actions and attitude by, for example, entering into the team spirit, having a polite and friendly manner and anticipating visitors' requirements.
21. To build and maintain relationships with all venue suppliers and to ensure the best possible price at all times.
22. Working with the department managers to oversee and assist with the maintenance of the venue
23. To assist the Sales Team as and when necessary taking calls both in reception and the sales office.
24. To consistently maintain & improve a professional and memorable experience for our customers at all times.

25. To undertake any task given by the FOHM / General Manager and the Senior Managers to ensure the seamless operation of the business.

26. To quickly learn and practice the Company's Policies & Procedures and ensure compliance at all times.

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**Relationships:**

- a) Directly reporting to the FOHM
- b) Direct relationship with Receptionist/Catering Team.
- c) Direct relationship with all Departmental Managers.
- d) Direct relationship with Operations and Sales Team.
- e) Indirect relationship with all other Group Employees.

**Limits of Authority:** In accordance with Company Policy and Employee Handbook.

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**PERSONAL PROFILE:**

- To professionally and conscientiously fulfil the duties specified.
- To promote at all times the professional image of the Company by ensuring high standards of both professionalism and personal presentation.