
JOB DESCRIPTION

Job Title: General Manager

Year Commencing: 2024

Job Location: Daytona Tamworth

Reporting To: Group Head of Operations

Place in Organisation: Management

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

MAIN PURPOSE OF JOB

Team Daytona delivers the ultimate kart racing experience through technical excellence and the ultimate in customer service for our guests.

General Responsibilities:

- **Guest experience**
Every single guest has an amazing time with us from greeting to departure
TripAdvisor/Google scores to be improved
Immaculate and personal customer service
 - **Presentation**
Our venues must be immaculate, our guests expect the highest standards
Our Go Karts must be clean and highly presented at all times
Personal presentation, lead by example
 - **Staff induction, training, and attitude**
Every staff member to be fully inducted into the business
The highest level of training delivered to each staff member and accurate records kept
Staff to understand the Daytona way on conducting themselves
1. To implement and follow all Company Policies and directions from GHOO and Board
 2. Run the business in a commercial manner in order to maximise net profit
 3. Work with FD and GHOO on developing budgets and adhering to
 4. Ensure the business complies with all Health and Safety requirements including accurate documentation and record keeping across all

departments. Ultimately responsible for risk assessment management and NKA accreditation. Including petrol station DSEAR

5. Ensure the venue is adequately recruited for to ensure correct safe staffing levels whilst always considering variables overheads
6. Ensure all staff are fully trained to the highest possible standard within the guidelines of best practice and the NKA
7. Ensure all employee HR and training paperwork is current using HRs guidance and company policy
8. To effectively manage the team with strong leadership
9. Management of company assets 'care of kit'
10. To give every guest the 'Daytona' experience.
11. Overseeing management of staff AL and sickness record keeping
12. Management of ad hoc projects
13. Oversee alcohol sales operation (licensee)
14. Oversee Management of prizes, within budget
15. Primary responsibility for Track and Engineering operations

Relationships:

1. Directly responsible to the GHOO & CEO and Directors dependant on the nature of the task/project.
2. Directly responsible for all Venue, Track, Reception/Maintenance/Catering & Engineering staff in conjunction with the HR Director.
3. Direct relationship with MK Sales department on changes to pricing, products, issues.
4. Direct relationship with all members of the venue team.
5. Indirect relationship with all other group employees.

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

Performance standards:

1. To professionally and conscientiously fulfil the duties specified. To maintain at all times confidentiality on all matters.
2. To promote at all times the professional image of the company by ensuring high standards of both professionalism and presentation.