

DAYTONA >>

THE DIFFERENCE IS DISTINCT

Front of House Assistant

Location: Daytona Milton Keynes, Buckinghamshire

Department: Front of House

Reporting to: Venue Management Team

Hours: Part-time (flexible, including evenings and weekends)

Are you friendly, confident, and enjoy working in a fast-paced customer service environment? As a Front of House Assistant at Daytona Milton Keynes, you'll be the first point of contact for our customers, providing excellent customer service, reception support and administrative assistance while delivering a welcoming, professional and memorable experience from arrival to race time.

Why Join Us

- Work in a fast-paced, customer-focused motorsport environment
- Be part of a friendly and supportive Front of House team
- No two days are the same in this busy venue
- Build confidence, communication, and customer service skills
- Gain experience in sales, administration, and live event environments
- Opportunity to develop within a well-established karting business

About Daytona & Milton Keynes

Daytona is the UK's leading karting operator, delivering one of the most authentic motorsport experiences available in arrive-and-drive karting. From championship-winning DMAX race karts and iconic endurance events to corporate experiences and junior driver development, Daytona provides unrivalled racing opportunities for drivers of all levels.

Daytona Milton Keynes is the flagship venue within the Daytona group, operating in a fast-paced, customer-focused environment. Quality, consistency, and teamwork are at the heart of everything we do, ensuring every customer receives a safe, professional, and memorable experience.

The Role

As a Front of House Assistant, you will play a key role in delivering a positive first impression of the venue. You will welcome customers, manage enquiries, support race sign-ins, and assist with the smooth day-to-day operation of the front-of-house area.

This role is ideal for someone who enjoys working with people, can remain calm under pressure, and takes pride in delivering excellent service.

Key Responsibilities

- Meet and greet customers promptly and professionally
- Deliver friendly, efficient, and high-quality customer service
- Sign in drivers for race events and issue racewear
- Handle phone, email, and face-to-face enquiries
- Upsell race events and merchandise where appropriate
- Maintain cleanliness and presentation of all customer-facing areas
- Provide administrative support to the venue management team

What We're Looking For

- Previous experience in hospitality, retail, or front-of-house roles
- Strong communication skills and a confident, professional manner
- A positive attitude with a customer-first approach
- Ability to work in a fast-paced environment
- Commercial awareness and interest in sales
- Basic computer skills, including Microsoft Word and Excel
- Flexible availability across all seven days of operation