

DAYTONA

THE DIFFERENCE IS DISTINCT

Front of House Manager

Location: Daytona Sandown Park

Department: Front of House

Reporting to: General Manager

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

Salary: Competitive

Are you an experienced or aspiring Front of House Manager, Reception Manager, or Hospitality Manager looking for your next challenge? As Front of House Manager at Daytona Sandown Park, you'll lead the customer-facing operation, manage and develop a high-performing team, and help shape the experience of thousands of customers each year at one of the UK's leading karting venues.

Why Join Us

- Lead a busy Front of House operation at one of the UK's leading karting venues
- Manage, train, and develop a customer-focused team
- Play a key role in delivering exceptional customer experiences
- Work closely with Sales, Operations, Catering, and Venue Management teams
- Varied role combining people management, customer service, administration, and commercial responsibility
- Opportunity to influence venue performance and customer satisfaction
- Clear opportunities for professional development and career progression within Daytona

About Daytona & Sandown Park

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 Sandown Park is a long-established outdoor karting venue 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 Front of House Manager, you will be responsible for the smooth day-to-day operation of all reception and customer-facing areas across the venue. You will lead the Front of House team,

maintain exceptional service and presentation standards, support venue sales activity, and ensure the customer journey exceeds expectations from arrival through to departure.

This role is ideal for an experienced manager who enjoys leading people, driving standards, developing teams, and delivering outstanding customer service in a fast-moving environment.

Key Responsibilities

Front of House Operations

- Lead the day-to-day operation of all reception and customer-facing areas
- Maintain exceptional venue presentation and customer service standards
- Ensure all visitors are welcomed professionally and receive a positive customer experience
- Oversee the smooth running of customer facilities and Front of House operations

Team Leadership & Development

- Manage, train, and develop the Front of House team
- Oversee staffing levels, rotas, performance, and employee development
- Deliver inductions, training, and ongoing coaching
- Support recruitment, onboarding, and staff reviews

Customer Service, Sales & Administration

- Drive excellent customer service and customer satisfaction
- Support upselling of events, merchandise, and venue experiences
- Handle customer enquiries and support the Sales Team where required
- Provide administrative support to the General Manager and wider venue team

Stock, Compliance & Venue Support

- Monitor Front of House, merchandise, and catering stock levels
- Ensure cash handling, company procedures, and health & safety requirements are followed
- Support the smooth operation of reception catering functions
- Work closely with departmental managers to maintain high venue standards

What We're Looking For

- Previous experience in a Front of House Manager, Reception Manager, Hospitality Manager, Customer Service Manager, or similar leadership role
- Strong customer service and customer experience background
- Experience managing, motivating, and developing teams
- Excellent communication and interpersonal skills
- Strong organisational and administrative abilities
- Commercial awareness and confidence identifying sales opportunities
- Computer literate with a good working knowledge of Microsoft Office
- Experience within hospitality, leisure, events, retail, or customer-facing operations preferred
- First Aid at Work qualification (desirable)
- Flexible availability, including evenings and weekends