

Unsúkay RESTAURANTS

m|t • local three • eleanor's • Roshambo • MTH Pizza
Warhorse • Seahorse • Arbitrage • Catering

ABOUT UNSUKAY

Everything we do starts with people. We believe great restaurants are built by great teams, strengthened by great communities and remembered because of the way they make people feel.

For us, hospitality has always been about more than what's happening at the table.

In 2012, our friend and chef Ryan Hidinger was diagnosed with stage IV gallbladder cancer. What followed was an overwhelming outpouring of support from the Atlanta restaurant community. Friends, colleagues and strangers came together to help Ryan and his family. That experience led us to help found Giving Kitchen, a nonprofit that provides emergency assistance and community resources to food service workers facing crisis. What began as a community rallying around one chef has become a lifeline for tens of thousands of food service workers across the country, and we're proud to continue supporting its mission today.

At the end of the day, restaurants are about people. Food may bring them through the door, but people are what matter most. That's always been the point, and it always will be.

Oh, and in case you're wondering, "Unsukay" is a genuinely fabricated word that, loosely translated, means "doesn't suck." We liked it then, and we've stuck with it ever since.

WHAT WE BELIEVE

Our purpose is to make people feel good and our community a better place.

Our mission is to be a great place to work so our team can provide guests with a great experience.

We live by six core values.

- **Love** — We love people. Caring and connection are the lifeblood of this business. *When efficiency and hospitality conflict, we choose the person in front of us.*
- **Personal Responsibility** — Each of us owns our choices, actions, and attitude. *When something goes wrong, we start with "what's mine in this?"*
- **Integrity** — Do the right thing when no one is watching. Say what you'll do; do what you said. Be the same person in every room.
- **Kaizen** — Better every day. We don't accept mediocrity or complacency, and we respect the process greatness requires.
- **Contribution** — Give your best and make the people around you better. *When "not my job" meets "the team needs it," we help.*
- **Harmony** — Everyone doing their part, working together, in balance — on the shift and in life. *We build a business that doesn't burn people out.*

People matter most—not just guests, but the people who make hospitality work. The partners co-founded The Giving Kitchen because this belief isn't just words. It's how we operate.

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Operations Services Director (OSD) Job Description

Reports To: Director of Operations | Full Time, Salaried | Atlanta

WHY THIS JOB MATTERS

The Operations Services Director (OSD) is the architect who translates our values & goals into visible, consistent action every single shift. You own the gap between what good hospitality should look like and what guests actually feel when they're with us. You develop leaders who make smart decisions independently. You build standards strong enough to travel through the organization and stick. This is where excellence becomes a habit instead of a heroic act. This is how Unsukay's promise gets delivered, every shift, everywhere.

WHAT YOU OWN

Service Standards: Design, Delivery & Maintenance

Own the complete lifecycle of service standards across all Unsukay concepts—for both new team members and continuous reinforcement with existing staff.

Design & Document

- Design comprehensive service training across five core components: hospitality, brand, food, drink, concept specific service training & standards
- Document service steps for every concept and role: host stand procedures, server steps of service, bartender standards, manager expectations, quality checks
- Create concept-specific training materials in partnership with People Manager that reflect brand personality while maintaining core Unsukay hospitality standards
- Identify gaps where standards are unclear or missing and teach solutions (with Managing Partner/DO approval)
- Partner with DCO on points where service and culinary intersect (timing, plating, special requests)

Deliver & Train

- Train General Managers and Managers to teach and reinforce service steps with their front-of-house teams
- Train new hires on our comprehensive service training defined above
- Teach to GMs first (they amplify your reach), then managers, then frontline staff
- Observe shifts and identify skill gaps; coach in real time and after-shift to improve execution
- Work with Service Managers on specific skill development and standards reinforcement
- Identify team members with management potential and flag to GM for development

Maintain & Enforce

- Conduct quarterly audits across concepts to ensure service steps and brand standards are being executed as documented
- Update training materials and maintain them with People Manager
- Identify gaps between documented standards and actual execution, then work with GMs and managers to correct and reinforce

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WHO WE ARE LOOKING FOR

Experience

- 5+ years as General Manager or senior FOH leader— have run a shifts and managed teams
- Multi-concept background and fine dining experience preferred
- Proven ability to train, coach, and develop service teams and managers
- Experience building and implementing training programs in a restaurant environment

Core Competencies

- Natural Teacher — You can explain the standard and coach someone on how to execute it.
- Keen Observer — You walk into a shift and see what is working and what needs work. You catch problems before they become patterns
- Influence Without Authority — You command respect and can hold people accountable without managing them day-to-day
- Exceptional Communicator & Motivator — You give clear, direct feedback that people can actually use and want to act on
- Self-Manager — You manage your own time, rotation across concepts, and the ambiguity that comes with the role
- Versatile Across Concepts + Diverse Teams — You understand that excellence looks different at MTH Pizza than it does at Local Three, and you coach both with equal precision. You pivot to concept demands and maintain standards everywhere

Values Alignment

- We Care More: You invest in people and want them to succeed
- Ownership: You see gaps and fix them without waiting to be told
- Excellence: You refuse to accept mediocre service or weak standards
- Integrity: You model the standard yourself, every shift

WHAT WE OFFER

- \$100,000 - \$120,000 Salary
- Full PTO Package
 - Upon hire: 5 days
 - After 6 months of continuous service: 5 additional days
 - After 1 year of continuous service: 15 total days
 - After 3 years of continuous service: 20 total days
- 401(k) retirement plan with 3% matching contributions from us (after 12 mo. service)
- Employee health insurance fully paid by the employer (optional family coverage, vision and dental)
- Company paid life insurance.
- Company paid short and long-term disability insurance
- Get an annual bonus after 2 years with us.
- Employee dining discount at all locations
- A company who truly supports people in the restaurant industry. Unsukay co-founded the Giving Kitchen, a non-profit that provides emergency assistance to food service workers.