



AHAR Connect



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Timely intervention and scaling up of issues to authorities saved the situation: Adarsh Shetty

Forever News reporter

Mumbai: The Indian Hotel and



Welcome Address by the host Vice President, AHAR Shri Jagdish Shetty, Zone-VIII

Restaurant Association (AHAR) is facing various challenges throughout the past few months especially from the bureaucrats, Municipal authorities, Excise and police dept. Signage matter and variety of other issues plaguing the industry. Most of these issues has been addressed through proper channels and escalation of the case to various authorities and suitable appellate tribunals.

The Proceedings of the 7th Monthly Managing Committee Meeting held on 28th July 2015 at Hotel Sai Palace, Chakala, Andheri [East], Mumbai at 7.15 p.m

Proceedings Address by the President

The President Shri Adarsh Shetty began the meeting and requested Host Vice President Zone VIII Shri Jagdish Shetty to welcome the gathering.

Welcome Address by the host Vice President

Shri Jagdish Shetty, Vice President, Zone-VIII and the host of the meeting welcomed all the members. He thanked the Committee members of his Zone for electing him as the Vice President. He was able to make the Zone a vibrant one with the support of all the committee members of his zone. He further said that he and his team will do its best in attending the grievances of the members.

Confirmation of the minutes of the 6th Monthly Managing Committee Meeting held on 29. 6. 2015.

The Hon. Gen. Secretary Shri Suresh Shetty presented the minutes of the 6th Monthly Managing Committee Meeting held on 29. 6. 2015.

The house confirmed the same Proposed by

Shri K. K. Mahale

Seconded by

Shri Prabhakar Shetty

Approval of the Accounts for the month of June 2015.

The Hon. Gen. Secretary Shri Suresh Shetty presented the Accounts for the month of June

2015.

The House approved the same.

Proposed by

Shri Santosh Shetty

Seconded by

Shri Kamlakar Shenoy

Events of the month

President Shri Adarsh Shetty briefed the house the following:

Meeting with Additional Municipal Commissioner Shri Sanjay Deshmukh.

A delegation of AHAR met Shri Sanjay Deshmukh, Additional Municipal Commissioner, MCGM. He briefed our grievances regarding requirement of license for Sign Board and License for

(Continued on page 2)



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FIRST TIME IN INDIA

Synopsis of 7th Monthly Managing Committee Meeting

(Continued from page 1)

storing Cooking Gas Cylinders. Shri Rahandale, CFO & Shri Bande, Supdt. of License were also called for the meeting. The meeting was very positive. The Additional MC has given instruction to the superintendent of licenses to give clarifications within 10 days. The President thanked Shri Shailesh Agarwal of Ontoes for his support.

The President clarified that no license is required for the Name / Sign Boards but if the board is displaying any promotional / advertisements or sponsors or products details, then the license is required.

He also said that no license is required for storing the cooking gas cylinders if one has an NOC from fire dept. In case any member is served notice for the production of Storage Licence, such notice should be brought to the notice of the VPs or the office immediately for necessary action.

Murder of Senior Citizen by Ex Hotel delivery boy.

The recent incident of the death of a Senior Citizen by an Ex delivery boy of our member hotelier due to assault and robbery, all the staff of the said hotel were arrested. The alert hotel staff recognized the culprit through CCTV clippings. The Police could promptly arrest the culprit. The President advised the members to keep a copy of photo Ids like Aadhar, PAN, Voters Identification Card, School Leaving Certificate and also collect and keep a bio-data of employees with local, native address, Phone Nos. of the contact points. In case none of the above documents are available with any employee, employers can send a Money Order on his behalf to his family through Post office and collect the acknowledgement receipt to prove his permanent address to avoid any future complications. The incident was covered in diverse media platforms.

Dance Bar Case

The President briefed that on 24th July Contempt Petition came before Justice Mishra and

Pant bench. Sr. Counsel Adv. Jayant Bhushan appeared for AHAR. The Court issued direction to the Government to file their reply within 3 to 4 weeks. If the Government fails to file the reply within stipulated period, the court will not consider it and the matter will be kept for final disposal. It is a battle for survival of the Performance Bars, hence all the Performance Bar Hoteliers are advised to contribute to the legal fund for meeting the legal expenses of the Supreme Court.

Action by Excise Dept.

Due to our constant efforts and follow ups the Illegal liquor joints in Mankhurd, Deonar and Chembur were raided.

The President said that the delegation of AHAR met the Commissioner of Excise and the flying squad and briefed about the menace. He advised the members to bring such complaints with photographs to AHAR for redressal.

Extortion bid on Hoteliers

On our complaints the person from OBC Brigade and Shri Girish Jaiswal PA to Mrs. Geeta Gavli were arrested for extortion bid on Hoteliers. The President advised the members to forward the complaints without any fear. He said the members should come forward and complain in writing, and then only AHAR will be able to fight against it such cases.

MCGM official trapped

Due to AHAR members' efforts MCGM officials who was demanding Rs. 9 lakhs and finally settled for Rs. 1 Lakh as bribe in area calculation matter of Ramvijay Hotel at Dadar was trapped by Anti Corruption Bureau.

Amendment to Electricity rules by MERC

MERC is proposing amendment to the rules allowing the Electricity distribution companies to charge the electricity line laying expenses to the applicant of new connections. We have opposed the same and submitted our objections.

Meeting convened by Ministry of Food processing

Union Minister Smt. Harsimrat Kaur Badal had convened the meeting of stake holders to discuss the FSSAI related issues on 17.7.2015. We sent a mail that since we are the most affected stakeholders, we should be called for meeting. They immediately sent mail that we will be called to discuss the FSSAI matter in a separate meeting. We are in hope of meeting and presenting our grievances.

Appreciation Letters

The Hon. Gen. Secretary Shri Sukesh Shetty read out the appreciations letters received from members for the support and assistance provided by the VPs and AHAR is solving their problems.

1. Amrut Restaurant & Bar, Sion - support for stopping the harassment by an RTI Activist.
2. Aaswad Hotel - Shivaji Park for honoring them in last MC meeting for being awarded with international award for Best Vegetarian Dish.
3. Hotel Dwara, Borivli for supporting in solving Police harassment case.
4. Sannidhi Rest & Bar for solving the Excise Problems.
5. Hoteliers of Zone-VI for the support extended in solving the excise officials harassments.
6. Mayur Bar & Restaurant, Santacruz for the support extended in the assault case of its ex employee.

Presentation by Sub Committee Chairmen

Shri Bharat Thakur, Chairman, Performance Bar

The matter was listed on 13.7.2015. The contempt case and The WP were clubbed together and the matter came to board on 24.7.2015. 7 weeks time has been granted and the matter will come to board in September 2015. He requested the Performance Bar members to support in all possible ways and contribute towards Legal Fund.

Shri Guru Prasad Shetty- Electricity matters.

He briefed about the proposed amendments by MERC in Electricity Rules and the

objections submitted by AHAR.

He also pointed out the billing errors in BEST Bills. He advised the members to check the opening reading and closing reading every month. Many a time it has happened that the members had made double payments in a month. He also informed that the TDLR will be removed from BEST bills from April 2016.

Shri K. K. Mahale- Chairman- Hawkers Action Committee

Our WP will come for hearing in Bombay High Court next month. He requested the members to forward the illegal food hawking along with photographs to AHAR office.

Shri Shivanand Shetty- Chairman - Service tax committee

Had a meeting with Shri Khandelwal, Additional Commissioner, Service Tax, who had confirmed that no Service Tax is applicable to Parcel and Home Delivery. He has also assured that a circular in this regard will be provided to AHAR.

Our WP in Supreme Court in Service Tax matter is yet to come up for hearing. He advised the members to make payment of Service tax if collected from customers.

Dr. Kiran Harsora

If any correspondence regarding RTI query is received from MOH, He will draft the reply. The reply should be submitted within stipulated time. If a Hoteliers requests for not to divulge about his personal information to MOH, they are allowed to protect the same.

Shri Kamlakar Shenoy

If you ask for any query / information through RTI, the concerned officer is liable to provide the information.

Presentation by the Vice-Presidents

Zone I- Shri J. D. Shetty

The MCGM officials are asking for NOC for Tandoor Bhatti. If the Hoteliers are using more than 40 kgs of Coal then only the NOC is required. Otherwise not. The membership Drive is on.

Zone II Shri K. V. Shetty

Held a Corner meeting On

25.7.2015, Briefed the latest happenings. An activist who was harassing the hoteliers of the Zone through false complaints with MCGM was arrested. We will host a Medical Camp in August 2015.

Zone III Shri Suresh Shetty

Through support of Shri Shrinivas Shetty and others we were able to trap MCGM officials who were harassing the hoteliers for bribe.

Zone IV Shri Sunil Shetty

The Membership drive is on. The Eye and Medical camp will be conducted on 30.7.2015.

Zone V Shri Ravindranath Nire

Conducted a Medical and Eye Camp. More than 200 employees took benefit of the same. Due to AHAR's effort the illegal joints in Mankhurd-Govandi area are removed. We have collected more than Rs. 2 lakhs as membership fee.

Zone VI Shri Sunil Patil

The Eye and Medical Camp held on 28.7.2015 was great success with more than 200 employees took benefit.

Zone VII Shri Rajan Shetty

The Unity and support by the President, Ex Presidents etc. in attending the Hotel Mayur Case was very good. We have collected around Rs. 1,75,000/- as membership fee.

Zone VIII Shri Jagdish Shetty

Membership Drive is on. Attended grievances of Hoteliers with Excise authorities and sorted out.

Zone IX Shri Sudhakar T Shetty

It is understood that an activist named Shri Ashok Dhiwan has put RTI queries targeting almost 38 hoteliers. However till date no complaint is received from any hoteliers. Membership Drive is on. Collected around Rs. 2,00,000 as membership fees. We will reach the membership target of Rs. 7,50,000 in the current year.

Zone X Shri Anil Salian

Thanked President and his team for discussing the Gas cylinder storage license matter with the Addl. Municipal Commissioner.

(Continued on page 3)

Five easy steps to improve customer service in a Restaurant a learning curve

At a time the industry is facing the economic slowdown, it's time to introspect the customer service a key to retain existing customers and the new ones we look at a variety of areas for improvement.

Restaurant dining is not just about the food, at least from the customer's perspective. A 2011 Gallup study found that when customers eat out, they seek an experience that leaves them feeling good. The study also showed that customers are more likely to spend more money and patronize a specific

restaurant more often when they feel engaged -- if they're greeted warmly and treated with care and respect by the staff, for example. A restaurant's managers and its employees all share the responsibility for ensuring the customers are treated well and left with an overall positive impression of their dining experience.

Step 1

Train employees in effective



just in the legally-required food handling and safety procedures.

Encourage them to think in

terms of customer care, which goes beyond basic service. The care concept includes such simple steps as looking customers in the eye, smiling at them and greeting them promptly, as well as measures such as anticipating their

needs: refilling water glasses before they're empty or bringing extra napkins for customers

who order messy finger food, for example. Timing is another aspect of customer care. Serve drinks and appetizers promptly, minimize the time between courses and don't clear away dishes before the customer has had time to finish her meal.

Step 2

Reinforce with employees that the way they present and handle themselves reflects on the restaurant as a whole. Establish and enforce clear policies about attire, hair and makeup, for

(Continued on page 6)

Synopsis of 7th MMCM

(Continued from page 2)

Speech by Advisors

Shri Sudhakar Y Shetty

The Present team is doing an excellent work and need to be appreciated. The Excise harassment matter in Zone-VI was discussed and sorted out.

Shri Narayana Alva

Lot of hoteliers are being victimized by the RTI Activists. Such members should approach their VP or AHAR. They will help you. Hotel Mayur, Santacruz incidence has given us a walk-up call and we should keep the records correctly.

Shri Chandras K Shetty

The Dance Bar matter in Supreme Court has come to a crucial stage and the Performance Bar hoteliers should pool their resources for fighting this battles. AHAR is incurring a lot of legal expenses and the present collection of membership and other sources are not sufficient. We should create a separate legal fund. The advisors will support and guide in this regard.

Shri Santosh R Shetty

The proposed GST does not cover the liquor, petrol and power, which will affect the hotel industry badly. He advised the hoteliers to pay the Service Tax if applicable. He advised the members to check their electricity meter and bill regularly. He also advised members to bring their complaints in writing to AHAR for redressal.

He complimented the President and his team for the good work being carried out.

The following vendors supported the meeting through stall participation.

1. Ruchi Soya
2. Petpooja
3. VKL Industries
4. Metro Cash & Carry
5. Foody Amma

Hon. Jt. Secretary introduced the vendors. The Vendors made their Presentation about the products. They were honored with Floral Bouquets.

Condolence

The house offered its condolence to the following

1. Shri N. M. Gunjalkar-legal advisor-17.7.2015.
2. Shri Abdul Kalam-Former President of India-27.7.2015

Vote of Thanks

The Meeting was concluded with a Vote of thanks by the Hon. Gen. Secretary Shri Sukesh Shetty to the President for conducting the meeting in a dignified way, Management of Sai Palace, Sponsors of stalls, Media Partners, USL,UBL and Pernod-Ricard for liquor support and members for attending in large numbers.



ESTD-1979, REGN. NO. : BY-11-7920

INDIAN HOTEL & RESTAURANT ASSOCIATION

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Tel : 24171818 Telefax : 24173030 E-mail : aharmumbai@gmail.com Website : www.ahar.in

Date: 11.8.2015

For Members only

Dear Members,

Please note that the Basic, cost of living allowance of Hotel & Restaurant employees have been revised with effect from 1.7.2015 to 31.12.2015 as under.

As per the Interim Order dated 17.10.2013, stating that the owners of Hotels, Restaurants and eating house [Scheduled employment No. 131] to pay 70% of the revised minimum wages in terms of the impugned notification dated 5.7.2013 till returnable date. Accordingly the revised salary is worked as under:


The revised Salary payable as per Nagpur High Court Interim order are:

Members are strongly advised to earmark 30% of the balance payment, as this deduction will be allowed subject to the final court decision in this regard.

Note* The matter was listed before the Division Bench presided over by Justice Smt. V. A. Naik on 24.6.2014 for admission and order on interim relief. After hearing both the sides and considering the legal issues involved in this case, the Court admitted the writ petition for final hearing and ordered that ad-interim relief granted by the court on 17.10.2013 would continue as interim relief during the pendency and final disposal of this Writ petition.

Category	Skilled workers	Semi Skilled Workers'	Unskilled Workers
Basic	7700.00	7000.00	6500.00
Special Allowance	2128.00	2128.00	2128.00
	9828.00	9128.00	8628.00
Payment 70% as per Nagpur HC Interim Order	6879.60	6389.60	6039.60

For Indian Hotel & Restaurant Association,


Hon. Gen. Secretary

Changing dynamics of healthy cooking few tips for enhanced taste

Healthy cooking is easy. In many cases, your favourite recipes can be modified so they



offer a healthier alternative. Non-stick cookware can be used to reduce the need for cooking oil. To keep valuable nutrients, microwave or steam your vegetables instead of boiling them. Cut out salt and cut down fats.

Eating healthy food doesn't mean giving up your favourite foods. Your favourite recipes can be adapted easily to provide a healthier alternative. For

example, non-stick cookware can be used to reduce the need for cooking oil. Vegetables can

also be microwaved or steamed instead of boiling to keep valuable nutrition.

There are many ways to make meals healthier. Limit fats, sugars and salt and include plenty of vegetables, fruit, grains, lean meats and low-fat dairy in your cooking. Foods with added fats, sugars or salt are less healthy than food in which these are found naturally.

Keep fats to a minimum

Choose lean meats and reduced-fat dairy products and limit processed foods to minimise hidden fats. Nuts, seeds, fish, soy, olives and avocado are all healthier options because they include the essential long-chain fatty acids and these fats are accompanied by other good nutrients.

If you add fats when cooking, keep them to a minimum and use monounsaturated oils such as olive and canola oil.

Shopping for healthy food
Low-fat cooking begins when you are shopping:

Choose the reduced or low-fat version of a food if possible – for example milk, cheese, yoghurt, salad dressings and gravies. Choose lean meat cuts and skinless chicken breasts.

Limit fast foods, chips, crisps, processed meats, pastries and pies, which all contain large amounts of fat.

Low fat cooking:
If you need to use oil, try cooking sprays or apply a small amount of oil with a pastry brush.

Cook in liquids (such as stock, wine, lemon juice, fruit juice,

vinegar or water) instead of oil.

Use low-fat yoghurt, low-fat milk, evaporated skim milk or cornstarch instead of cream in sauces or soups.

When browning vegetables, put them in a hot pan then spray with oil, rather than adding the oil first to the pan. This reduces the amount of oil that vegetables absorb during cooking.

An alternative to browning vegetables by pan-frying is to cook them first in the microwave, then crisp them under the grill for a minute or two. Use salsas, chutneys and vinegars in place of sour creams, butter and creamy sauces.

Retaining the nutrients
Water-soluble vitamins are delicate and easily destroyed during preparation and cooking. To minimise nutrient losses:

Scrub vegetables rather than peel them, as many nutrients are found close to the skin.

Microwave or steam vegetables instead of boiling them. If you like to boil vegetables, use a small amount of water and do not overboil them.

Include more stir-fry recipes

in your diet. Stir-fried vegetables are cooked quickly to retain their crunch (and associated nutrients).

Cutting down salt
Salt is a common flavour enhancer, but research suggests that a high salt diet could contribute to a range of health problems including high blood pressure.

Suggestions to reduce salt include:
Don't automatically add salt to the food – taste it first then add accordingly.

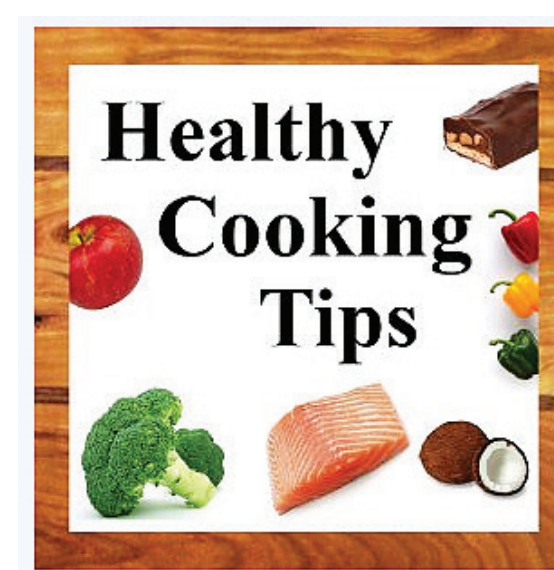
Add a splash of olive oil, vinegar or lemon juice close to the end of cooking time or to cooked vegetables – it can enhance flavours in the same way as salt.

Choose fresh or frozen vegetables, since canned and pickled vegetables tend to be packaged with salt.

Limit the consumption of salty processed meats such as salami, ham, corned beef, bacon, smoked salmon and chicken loaf.

Choose reduced salt bread and breakfast cereals. Breads and cereals are a major source of

salt in the diet.



Iodised salt is best. A major dietary source of iodine is plant foods. Yet there is emerging evidence that Indian soil may be low in iodine and so plants grown in it are also low in iodine. If you eat fish at least once a week, the need for iodised salt is reduced.

Avoid salt-laden processed foods, such as flavoured instant pasta or noodles, canned or dehydrated soup mixes, chips and salted nuts.

Margarine and butter contain a lot of salt but 'no added salt'

varieties are available.

Most cheeses are very high in salt so limit your intake or choose lower salt varieties.

Reduce your use of soy sauce, tomato sauce and processed sauces and condiments (for example mayonnaise and salad dressings)

because they contain high levels of salt.

Herbs
Culinary herbs are leafy plants that add flavour and colour to all types of meals. They are also rich in health-protective phyto-oestrogens. In many cases, herbs can replace the flavour of salt and oil. Herbs are delicately flavoured, so add them to your cooking in the last few minutes.

Dried herbs are more strongly flavoured than fresh. As a general rule, one teaspoon of dried herbs

equals four teaspoons of fresh.

Apart from boosting meat dishes, herbs can be added to soups, breads, mustards, salad dressings, vinegars, desserts and drinks.

Herbs such as coriander, ginger, garlic, chilli and lemongrass are especially complimentary in vegetable-based stir-fry recipes.

Sandwich suggestions
To make a sandwich even healthier:

Switch to reduced salt wholemeal or wholegrain bread.

Limit high-fat spreads such as butter or margarine. You won't miss butter if your sandwich has a few tasty ingredients already.

Use plenty of vegetable or salad fillings

Limit your use of spreads high in saturated fat like butter and cream cheese. Replace them with a thin spread of peanut butter or other nut spreads, hummus, low-fat cheese spreads or avocado.

Choose reduced fat ingredients when you can, such as low-fat cheese or mayonnaise.

Try to reduce your use of processed meats. Instead use fish such as salmon, tuna or

sardines.

Enjoy toasted sandwiches with baked beans.

General suggestions for healthy cooking

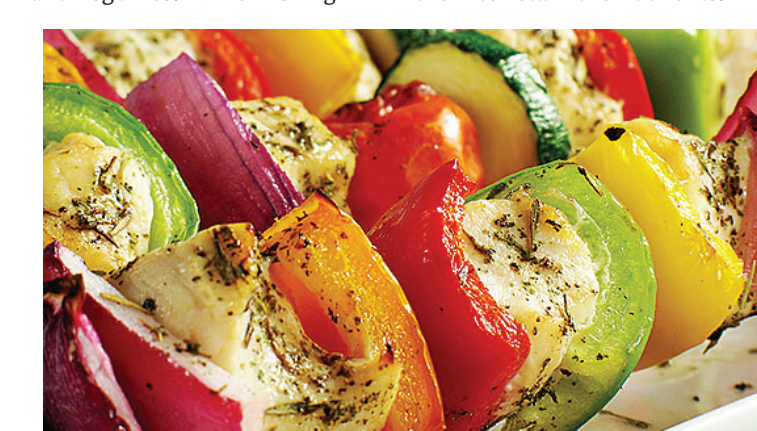
Healthy cooking methods include:

Steam, bake, grill, braise, boil or microwave your foods. Modify or eliminate recipes that include butter or ask you to deep fry or sauté in animal fat.

Avoid added oils and butter; use non-stick cookware instead. Don't add salt to food as it is cooking.

Remove chicken skin and trim the fat from meat.

Include more fresh vegetables and legumes. Which is high in



protein, low in fats and loaded

with essential omega-3 fatty acids.

Other tips:
Spend a little time on presentation. You are more likely to enjoy a meal if it's visually appealing as well as tasty.

Make every meal an occasion. Set the table.

Things to remember
In many cases, favourite recipes can be modified so they offer a lower fat content.

Choose to steam, bake, grill, braise, boil or microwave foods, rather than deep fry them.

Use non-stick cookware.
Microwave or steam the vegetables instead of boiling them to retain the nutrients.

Star participants during the 7th MCM

Metro Cash And Carry



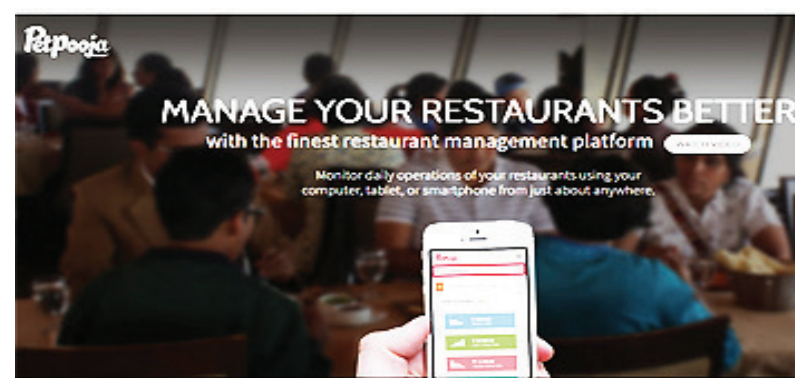
Ruchi Soya



FoodyAmma



Petpooja



For booking stalls during MCM please contact : 2417 18 18 2207 27 14

An appeal from AHAR



Dear Esteemed Members,

It has been noticed that many of our members have not updated their contact details such as postal address, telephone, mobile, email address and other information pertaining to their hotels & restaurants.

This results in non delivery of our publications and vital information sent by AHAR. Hence we request you to kindly update your contact details at the earliest. Please email us at:

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Please send us your feedback about our publications and letters to editor to aharmumbai@gmail.com info@forevernews.in



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Five easy steps to improve customer service in a Restaurant

(Continued from page 3)

example -- neat and clean are the key words here. Remind them that



being casual and friendly doesn't mean being overly familiar with customers. Employees shouldn't refer to customers as "hon" or "you guys," even in family-style restaurants. And while you hope it is seldom necessary, your waiter needs to know how to respond to problems or complaints. If a customer's food stuff isn't cooked enough, take it back and have it cooked a little longer. If a meal is delayed or an order forgotten, immediately get the manager involved with the customer to offer a free meal, another food choice or some other way to make it right.

Step 3

Observe your waiter's interactions with the customers. Identify both areas for potential improvement and aspects of the job the employee is handling well. Follow up with him to provide constructive feedback on his performance and note specific changes you want him to incorporate, such as helping to seat female customers or suggesting appropriate choices for young patrons when there is no children's menu offered. Ensure that your employees know your menu well enough to be able to point out appropriate choices for those who mention dietary

restrictions. Praise those employees who are taking such steps without being told, or who consistently engage positively with their customers. Consider rewarding those employees who help "sell" the restaurant, whether that is recommending the daily specials or bringing the dessert tray to her customers' tables.

Step 4

Talk to your customers on a regular basis. Give them the opportunity to provide feedback by making brief stops at their tables as they appear close to finishing their meal. Rather than focusing on just the food, ask specific questions about the service they received and what aspects of their experience they would cite when recommending the restaurant to friends. Consider offering an incentive for suggestions that are adopted, such as a free appetizer or dessert, or a free round of drinks on their next visit. Such measures contribute to the most important factor of a customer's dining experience: feeling like a valued customer.

Step 5

Implement policy or procedural changes to improve service based on specific customer comments or your observations. If customers complain about how long it takes for their waiter to take their initial drink order, establish a rule that a waiter must greet newly seated customers and take their drink orders within five minutes of their being seated.

If one diner in a group orders an appetizer or salad as his/her main course, give them the option of having it served as soon as it's ready or held until the others are served their entrees. Train employees to ask parents' permission before giving small children crackers or balloons, or offering them dessert.

CSR initiatives by AHAR



AHAR Zone VI - VP Shri Sunil Patil and team organised two Free Health checkups & Eye Camps for Hotel Employees on July 28 at Hotel Akarshan (Above photo), Vikhroli and on July 5 at Hotel Vineyard Restaurant, Ghatkopar (Top photo).



AHAR Zone IV - VP Shri Sunil Shetty and team organised Free Health checkup & Eye Camp for Hotel Employees held on July 30 at Hotel Meghdarshan (Hotel Raja), Dadar (W).



AHAR Zone VIII VP Shri Jagdish Shetty and team organised a Free Health checkup & Eye Camp for Hotel Employees held on July 6 at Hotel Rajyog, Bandra (E).

AHAR Zone V - VP Shri Ravindranath Nire and team organised a Free Health checkup & Eye Camp for Hotel Employees held on July 6 at Hotel Adarsh, Chembur.



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• Offer can be redeemed only on production of this voucher at the METRO store • Offer is valid & applicable only to registered business customers of METRO Cash & Carry India Pvt. Ltd. • Existing METRO customers are eligible for the offer on minimum SPAT of ₹5,000 • New METRO customers are eligible for the offer on minimum SPAT of ₹1,000 • Offer valid on single purchase only till June 30th 2015 • In case of any dispute the decision of METRO shall be final and binding on the parties • All disputes are subject to the exclusive jurisdiction of the Courts in Bengaluru.