



AHAR Connect



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Indian restaurateurs can help extend PM's financial uplift schemes for staff

Forever News reporter

Mumbai: The Union government recently rolled out Prime Minister Narendra Modi's brainchild of three excellent schemes aimed at financial uplift of the economically weaker segments of the society and their families. These schemes- Pradhan Mantri Jeevan Bima Yojana, Pradhan Mantri Jeevan Suraksha Yojana and Pradhan Mantri Atal Pension Yojana can be effectively utilized by the unorganized restaurants industry

in India to offer incentives to their staff and lower attrition rates.

Here is an overview of these schemes:

PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA: The scheme will be a one year cover Term Life Insurance Scheme, renewable annually, offering life insurance cover for death due to any reason. It offers an insurance cover of Rs. 2 lakhs is payable on a subscriber's death due to any reason. The premium payable is Rs. 330/- per annum per

subscriber which is deducted from the account holder's savings bank



Pradhan Mantri Jeevan Jyoti Bima Yojana
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account through 'auto debit' facility in one instalment, as per the option to be given on enrolment. The scheme is offered and administered through LIC and other insurance

in collaboration with participating banks. All savings bank account holders in the age 18 to 50 years in participating banks will be entitled to join. Subscription to the scheme is open from June 2015 to 31st May 2016.

PRADHAN MANTRI SURAKSHA BIMA YOJANA : The scheme offers year cover Personal Accident Insurance renewable annually, offering protection against death or disability due to accident. Beneficiaries of the policy holder

are entitled to receive a sum of Rs. 2 Lakh if the insured person perishes in any accident. The policy also covers total and irrecoverable loss of both eyes or loss of use of both hands or feet or loss of sight of one eye and loss of use of hand or foot for a total sum of Rs. 2 Lakh. In addition, the policy holder is also covered for irrecoverable loss of sight of one eye or loss of use of one hand or foot for Rs. 1 Lakh. Premium payable is Rs.12 per

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Indian restaurateurs can help extend PM's financial uplift schemes for staff

(Continued from page 1)

annum per member deducted from the account holder's savings bank account All savings bank account holders in the age 18 to 70 years in participating banks will be entitled to join.

PRADHAN MANTRI ATAL PENSION YOJANA: provides people with a monthly income when they are no longer earning. Under the APY, guaranteed minimum pension of Rs. 1,000/-, 2,000/-, 3,000/-, 4,000 and 5,000/- per month will be given at the age of 60 years depending on the contributions by the subscribers. The age of the subscriber should be between 18 - 40 years and hold or open a savings bank

account. How restaurateurs can help their staff: The major hurdle in restaurant crew opening bank accounts is the Know Your Customer (KYC) formalities mandatory under existing rules and regulations stipulated by the Reserve Bank of India. A large number of restaurant crew do not hold Aadhar cards or any other identity proof. In such cases, restaurateurs can approach their bankers and help their staff open zero balance accounts with a simple letter issued on their letterheads, bearing a photograph of the employee, which are duly stamped and signed by the authorized signatory. The innovative Pradhan Mantri Jan Dhan Yojana also a brainchild of PM Narendra

Modi makes opening bank accounts simple since it aims at promoting financial literacy among Indians.

Labor cards: In several Indian states, the Department of Labor issues smart ID cards bearing a photograph, address and other details of the employee. The card is issued free of costs though the department charges a nominal fee of Rs. 25 per application form. Photocopies of forms are not accepted. Applicants have to fill in the relevant details and get these forms endorsed by their employers and submit them personally at the counters of the Labor Department, following which they are photographed digitally at a kiosk and the card processed

almost immediately or within three working days. These cards are accepted by banks as valid photo and address proof for opening savings bank accounts.

Even as restaurateurs and entrepreneurs in India's food and beverage industry strive to implement PM Narendra Modi's pet projects such as 'Swacch Bharat' and 'Garibi Hatao' as part of their Corporate Social Responsibility, encouraging staff to avail of these schemes aimed at their financial uplift will help the industry play a greater role in the progress of the nation while helping their staff improve their lot. ●

For more details visit our website www.ahar.in

Pulao ranks as one of the oldest documented recipes in the world

Mumbai: Almost every restaurant in India- vegetarian or non-vegetarian- features a popular rice-based dish- 'Pulao' or 'Pullao'. In recent decades, restaurateurs and celebrity chefs have taken what was supposed to be a dish of the masses to a new, higher level of fine dining by evolving variants of Pulao- which owes its identity to the ancient Sanskrit word 'Pulakka', meaning a ball of cooked rice.

Interestingly, Pulao is possibly the oldest known rice preparation in the world and is prepared in various forms in countries including Uzbekistan, Tajikistan, Turkmenistan, Armenia and other states of the erstwhile Soviet Union, Iran, Iraq, Afghanistan and of course, India. While in India the dish is popularly called 'Pulao', in

other countries it is called by a more westernized version- 'Pilaf' or 'Bilaf'. According to historians, the first ever mention of 'Pulao' or 'Pilaf' as a rice dish was documented by ancient Persian physician and philosopher, Ibn Sina, also called Avicenna by the Greeks. In his writings, Ibn Sina, known as the Father of Arabian Medicine states Pulao, cooked with the proper variety of rice and correct blend of spices (apparently imported from India which then bordered Iran), was healthy for people of all ages.

Ibn Sina experimented and documented various types of Pulao- which are suitable for people suffering from ailments ranging from simple, digestive tract disorders to providing proper nourishment for expectant

mothers and convalescing senior citizens. According to surviving manuscripts, it is believed Ibn Sina's experiments with Pulao included addition of dried fruits such as apricots and dates, sun-dried raisins, tomatoes and lemon, nuts including pistachios, almonds and walnuts, uses of various kinds of cooking mediums from animal fat to peanut oil and others. Other food experts claim, the origins of Pilaf or Pulao meaning "Food of the Royals" can be traced to circa 1000BC and even earlier.

Who invented the Pulao remains a hotly debated topic among historians since some claim the dish- in its purely vegetarian form- was popularized by Emperor Ashoka who reigned over India between 269BC and

232BC. According to legend, Emperor Ashoka, who embraced Buddhism and vowed to shun meat in all forms following his Kalinga conquest, ordered his chefs to find a vegetarian alternative to meat-based rice preparations. Others credit the invention of the Pulao to Persian kings who were connoisseurs and loved to dine opulently on foodstuff imported from neighboring India and Mesopotamia. Its proliferation states of the former Soviet Union is credited to the Moghuls, who ruled from Farghana- which was once the seat of the Persian empire and is now a tourist center in modern day Uzbekistan.

Regardless of whoever invented this popular dish found in most restaurants across India, what diners should know is, Pulao,

cooked in the proper manner with the right blend of spices, vegetables or meat and ghee or other cooking mediums, is a meal in itself. A good Pulao provides diners with the right quantity of carbohydrates, fats and proteins, vitamins and minerals. It is easy on the digestive tract and hence can be consumed safely by persons of all ages.

The correct method of eating Pulao is without any gravies or curries, yoghurt or 'raita' since blending tends to dim the original flavor of the rice, spices and vegetables. Instead, Pulao is washed down with a long glass of buttermilk garnished with cilantro, curry leaves and powder of roasted cumin and black salt with a generous smattering of mint leaves to aid digestion. ●

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

A TRIBUTE TO LATE SHRI VASANT SHAMA SHETTY

Mumbai: Late Shri Vasant Shama Shetty aged 62, started his career by managing the prominent restaurant 'Vasant Refreshment' and a Bakery 'Chef and Bake Cake Shop' at Ballard Pier along with his brothers.

Vasant Anna, as he was fondly known, was always in search of innovative methods to enhance the productiveness of restaurants in general with special emphasis on management of kitchens.

He was a pioneer who installed Steam Generator, almost four decades ago, in 1976 for cooking at a restaurant in Mumbai. His innovation continues to be emulated till date by other restaurateurs.

Vasant Anna was also pivotal in introducing modern technology at Mumbai restaurants including Electronic Cash Registers like Billmaker and Billing Software 'Hotel Manager'.

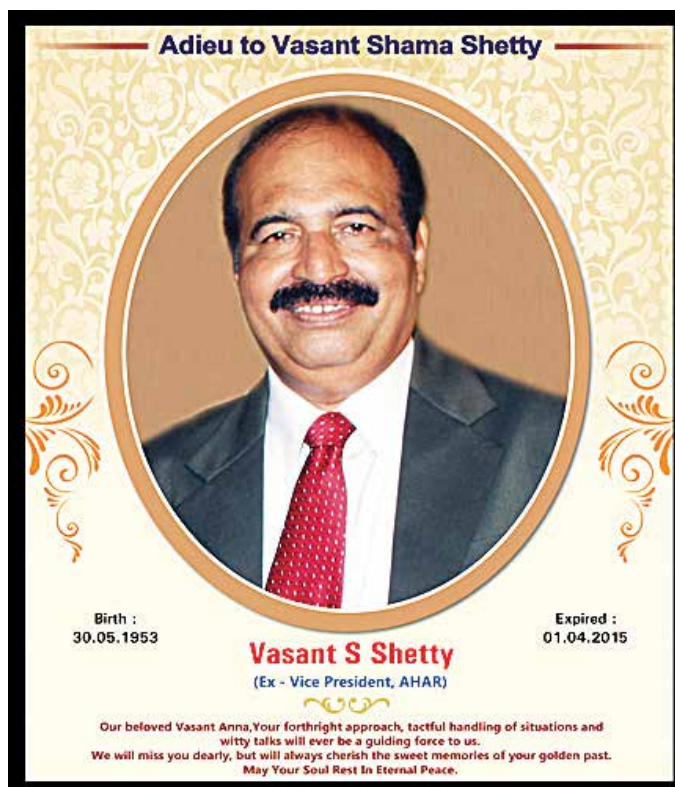
Vasant Anna was an active member of AHAR since its inception in the year 1979 and a Committee Member since 1984. He served AHAR in various responsible capacities. He was Vice President of Zone I in 1998 till 2011.

As Chairman of Coin Distribution Committee of AHAR, he ensure that restaurateurs were never short of change to give their clients. Vasant Anna evolved a system for distribution of coins worth crores of rupees to hoteliers during the difficult period of coins shortage in Mumbai.

He also managed to negotiate huge discounts for cooking gas cylinders from Bharat Petroleum for AHAR members, which helped boost the association's membership exponentially during those time.

Vasant Anna and his team had distributed free food packets during deluge of 26/7 in the year

2005 and during Serial Bomb Blasts in 1993.



He is the man to be credited for starting Exhibitions and Sponsorships during AGMs and Monthly Committee Meetings by offering stalls to the suppliers and service providers of hotel industry. The sponsorships amount collected from these

stalls initially covered the entire expense of the AGM and now we are raising a huge corpus for AHAR which partly offsets the deficit caused due to the shortfall in the membership fees collected.

He was the Coordinator of the Stall Committee in 2004 during the AHAR Silver Jubilee Celebrations held at Bandra-Kurla Complex where about 150 Exhibitors associated with the Hotel Industry took part in the Exhibition. He was instrumental in organizing exhibitions during AGMs and Stalls in the Monthly Meetings every year since 2003.

Vasant Anna was a straight forward and a kind hearted gentleman. He was always very enthusiastic and passionate about AHAR. He never hesitated to confront and argue to bring forth his point of view for the welfare of AHAR, vigorously

during AHAR Office-Bearers Meetings irrespective of his intimacy with the fellow members. However, he never held any grudge or bitterness against anyone, once the meeting was over and the cordial relations with fellow members prevailed as ever.

His untimely death, after a brief illness, on 1st April 2015 has left a void and AHAR has lost one of its most dedicated members which will be very difficult to fill.

He is survived by his wife Smt. Leela V Shetty and daughters Miss Swathi and Mrs. Shwetha Ranjan Shetty, Son-in-law Mr. Ranjan Shetty and grandchild Master Arnab.

He was Felicitated as a Senior Hotelier during the 34th AGM on 18th December 2013. He was recently honoured with the coveted AHAR GAURAV PURASKAR during the 35th AGM of AHAR held on 16th December 2014.

AHAR will always remember with gratitude the selfless and dedicated services and contributions of Shri Vasant Shetty to the hotel industry in general and AHAR in particular. ●

Mumbai hotels can win the war with fast food MNCs

Mumbai: Contrary to popular belief that Quick Service Restaurants (QSR) operated by Multi National Companies (MNCs) are gaining ground, market indicators now reveal, traditional Indian restaurants, especially the 'Udupi' hotels which offer a variety of South, North and "Chinese" restaurants are once again staging a strong comeback.

Main reasons found to have caused the surge in customer base of traditional Indian restaurants in Mumbai were found to be the palates of clients which are

more accustomed to ethnic dishes such as Masala Dosa instead of burger sandwiches and the staple 'Thali' over so called 'value meals' offered by MNCs. Budget conscious clients have also learned that Indian restaurants offer better value for money as compared to fast food chains of MNCs, who often add hidden costs in their



menus such as extra chargers for a slice of cheese or vegetable. The Internet has also played a major role in this surge: Erudite Indians are quickly learning "phoren" fast food does not suit their dietary requirements and, if consumed in excess, can lead to a plethora of avoidable, non-communicable diseases. Yet one

more factor- is the baseless rumour that some MNCs serve meals that may contain elements of beef or pork- which are shunned by a large number of Indians.

While traditional Indian restaurants may have a reason to rejoice over this news, their joy however may be short lived. MNC fast food chains are planning to invest millions of dollars in India's food and beverage industry to cater to what their feasibility studies indicate- will emerge as their fastest growing market. ●

Preventing food wastage on buffet meals

Mumbai: Buffet breakfasts, lunches and dinners are fast gaining popularity in Mumbai since they offer an excellent means of offering diners a wider choice of dishes ranging from soups and salads to a selection of Indian breads, vegetable and meat preparations, rice based dishes and desserts. Clients patronizing buffet meals can help themselves to unlimited servings of their favorite food while skipping what they do not prefer or, tasting the whole range on offer.

For restaurateurs too, buffet meals provide an ideal solution to staffing problems since minimal crew is required to supervise clients and ensure that no warmer containing any preparation runs dry. Despite the large selection of dishes offered, buffet meals also help generate extra profits.

On the flip side though- restaurateurs are forced to cope with high volumes of food discarded by avaricious clients who tend to overload their plates but fail to consume the large quantities. Clearing the mess left behind by such clients proves to be a tardy task for cleaners who often tend to also soil any table cloth due to spillages from their plates.

To counter this situation, a middle-segment restaurant abroad had some years ago come up with a novel scheme: Offering rewards to

clients who do not waste food and leave their plates cleaned of all consumables except bones or vestiges of vegetables, if any. This restaurant, till date, offers a 10 percent discount to such clients, on their bill. Such clients can retain the bill and should they dine again at this restaurant- located near the Ferry Wharf in Doha, Qatar- are issued a loyalty card- on the same condition- they consume every item taken from the buffet. This loyalty card, in turn, offers repeat customers with more rewards such as free meals, give-away items and sweets.

This innovative scheme has proved so popular that the restaurant has drastically lowered the volume of food wasted by clients, managed to minimize on cleaning staff and maintain better, overall hygiene and ambience on its premises. In addition, it has also taught diners, the values of honoring food as a divine gift, as enshrined by every faith.

Indian restaurants offering buffet meals can also adopt similar measures to prevent undue wastage of food while maximizing their profitability and ensuring customer loyalty. However, this also entails effort on part of Indian customers who tend to treat a buffet meal as an open invitation to indulge in gluttony and view discarding leftovers as a privilege they have paid for. ●

Advertising avenues for Mumbai restaurants

Mumbai: As proved by a recent survey, Indian restaurants, especially small and medium players in Mumbai, have scant or no budgets to advertise, despite serving high quality meals at

Most new buses operated by BEST have one or more TV screens which telecast everything from news to ads of coaching classes, astrologers, "clinics" that claim to solve sexual



reasonable rates. It is well known that TV commercials cost lakhs for rupees for a single telecast while ads in the print media tend to be expensive as well.

For such restaurants, the Bombay Electric Supply and Transport Company, also called BEST, offers an ideal solution, which sadly has never been exploited by Mumbai hoteliers.

problems and myriad other ads. The combination of such ads prove, the BEST charges very nominal for an ad spot and the reach is far and wide since a single bus usually operates on various routes. In addition, BEST and Mumbai's suburban railway network operated by Western Railway and Central Railway also offer economical advertising. ●

Health trends will pose major challenges to Hotel and restaurateurs

Mumbai: The sprawling metropolis and India's financial hub now boasts of a large, relatively young population who flock to this city of dreams to fulfill their goals. Armed with impressive educational qualifications, such persons find lucrative jobs quickly as compared to any other city in the country, which leads them to spend on cars and other items that would otherwise be deemed as "luxuries".

Though this trend itself is encouraging- since it has helped several Indians to accomplish their career and financial ambitions- high salaries leading to surplus, disposable income and other factors have caused most Mumbaiers to unwittingly fall prey to sedentary lifestyles. Tight schedules, deadlines, peer competition and other issues leave Mumbai residents with little or no time to spend on activities such as attending gyms

for fitness or simple jogs, walks or cycling. In such a scenario, residents of this metro who wish to maintain good health can now be seen rapidly migrating to healthier food habits.

What are exactly "healthy food habits" is a lengthy debatable issue since every individual has unique dietary requirements based on culture, religion, tastes and budget. There are no ready-made, fit-all solutions to healthy food habits.

Yet, a visit to some restaurants in Mumbai revealed, customers are now more willing to settle for a salad and a soup for their afternoon lunch since the two are easy to digest, contain the right blend of nutrients if cooked properly with the correct

ingredients and are economical. Diners now also give preference to whole-wheat chappatis or rotis and parathas as compared to yesteryears when such traditional Indian bread made of 'maida' would be acceptable.

Thanks to the blast of TV commercials promoting the



benefits of certain cooking oils over others, clients are now more conscious about what goes into making a 'tadka daal' or frying a 'puri'. Urbanites who earlier relished tangy, spicy curries are now moving to slightly blander versions to avoid problems of

the gastro-intestinal tract such as piles. Fruit salads prepared with a variety of fresh produce are more likely to be ordered as dessert instead of the calorie rich ice creams. Meat consumers are also ensuring they get sufficient vegetable fiber by ordering vegetarian side dishes to prevent any digestive ailments.

Such gradual but imminent shift in consumer choices will pose a major challenge for all Mumbai restaurants in years to come. With the proliferation of the Internet in Mumbai, TV channels, radio stations and the print media promoting "better health", "stay young diets," and the likes are egging the typical Indian diner to look for healthier options.

To counter this shift in dining trends, restaurateurs in Mumbai will have to tailor their menu

offerings to suit the health and beauty conscious customers. It is well known that most restaurant clients hail from the adolescent to young adult and middle-age group, who consider their health as vital for their future, in every possible respect. A large number of Mumbai restaurants now offer whole wheat Indian breads alongside the 'maida' based varieties, albeit at a marginally higher price. Some also offer clients to select the cooking medium of the preparation of their choice such as ghee, butter or oil. And a lot more customize the blend of spices they use to suit individual palates.

Such challenges will also mean, Mumbai restaurateurs need to maintain a constant watch on customer preferences and customize not only their menus but also ensure availability of raw material for 'healthier' options and employ skilled staff to ensure quality consistency. ●

To serve or not- that's the question

Mumbai: Any member of the Indian Hotels and Restaurants Association (AHAR) who operates a permit room or bar will surely have encountered the problem of clients in various stages of inebriation walking in and demanding liquor. While such outlets aptly turn away clients who appear to be inebriated beyond control, the main problem they face is detecting those who walk in like normal customers, despite having consumed a fair quantity of alcohol before entering the bar.

Such clients can sometimes be troublesome: A couple of more drinks served by an unsuspecting crew can lead to the customer getting drunk beyond control, disturbing the overall ambience and peace of the premises and causing annoyance to other customers. Service crew, managers and staff trying to control such clients- some of whom tend to get violent- can be an arduous task since it involves several issues: Firstly, preventing undesirable publicity for the bar by chucking out a client unceremoniously. Second is the recovery of bills from the client who may or may not have the required money or, if making a card payment, could have forgotten the Personal Identification Number required for authentication of a transaction. Third: Any injury suffered by a heavily inebriated

client can leave the bar, its management



and staff prone to criminal charges and consequent legal proceedings.

To prevent such incidences, every bar can take some simple precautions, on lines with those practiced by airlines and bars in various foreign countries. Airline cabin crew are trained to observe a passenger before serving any alcoholic beverage and if the flyer gets inebriated on board but demands more liquor- they dilute the alcoholic drink with ice. Bars in certain foreign countries do not allow a client to consume more than a stipulated quantity of alcohol to ensure they do not leave the premises inebriated. In some countries, it is mandatory for bars to limit serving of drinks to a maximum of 270ml of strong liquor or six cans of 330ml beer. In other countries, such limits are much lower.

These steps are known to have prevented cases of severe intoxication and related problems.

Another common practice followed by ordinary bars abroad is, clients ordering alcoholic beverages are required to order a meal as well, alongside their first order for booze. This rule may sound unfair to clients while favoring bars but such a stipulation is based on purely scientific basis: Clients who consume proper food along with their drinks, tend to get mildly intoxicated and do not cause trouble to service crew. It also ensures that such clients order only a limited quantity of drinks since ordering more liquor means placing a collateral order for food as well.

A practice followed in Goa- known as a booze paradise in India, can also help solve problems for bars. Several bars and permit rooms in Goa do not allow entry to already inebriated customers on grounds that all tables are occupied. However, they do not turn away the client and instead, offer a take away service for both- food and drinks along with disposable plastic cups containing ice and a bottle of soft drink or soda, as ordered by the customer. Such clients invariably find a suitable place to sit and enjoy their drink and if they lose control... nobody is to blame. ●

An appeal from AHAR



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East Indian restaurants: A much needed service in financial capital Mumbai

Mumbai: The sprawling metropolis and India's financial hub, Mumbai, has a great history and culture. The group of around half-a-dozen islands, which were reclaimed by the British colonials and made into a city, was predominantly inhabited by various communities, who welcomed people of all faiths, including Christianity, imported into the city first by the Portuguese and later, by the British, on a large scale.

As the Portuguese ceded Mumbai or Bombay to the British, these Catholics from Konkan, where the city is located, soon adopted a new title to describe their community: East Indian. Today, the East Indian community of Mumbai can be found in all suburbs of the metropolis but predominantly in the extended regions of the city such as the Naigaon- Virar- Palghar track on the Western Railway. Traditionally, the East Indian community is well educated and some of them have been awarded the highest civilian awards of

India, such as the Padma Shri- which include Michael Ferreira, acclaimed as 'Bombay Tiger' who won global accolades in Billiards and Reverend Father Joseph Hillary Pereira, who founded and operates India's largest NGO that treats and rehabilitates alcohol and drug addicts and HIV/ AIDS victims.

Despite these immense contributions to India, this ethnic group whose roots are in the city, does not have a single restaurant in Mumbai that serves traditional East Indian food. This has led the community, food aficionados and historians to fear that East Indian cuisine might soon become

extinct in India, despite being



easy to cook, healthy, suited to Indian tastes and economical since it is prepared with ingredients and raw material that are easily procured within Mumbai and its adjoining areas.

East Indian dishes, similar to most coastal cuisine, is served boiled rice or a traditional bread called 'Apps' which is similar to the 'Bhakri' of Maharashtra. Other

rice preparations include pilafs of pulao- made in traditional East Indian fashion and 'arros' a somewhat sticky rice based preparation. Festival dishes of the East Indian community include 'Fugyas', 'Wads', 'Polias', 'Chatiapps' and 'Sannas'- some of which are breads made by fermenting the dough in the traditional manner of adding sour toddy instead of yeast or baking soda.

Being ethnic and original Mumbaikars, one of the top favorite dishes of the East Indian community is 'Bombil Kadi' or Bombay Duck curry, prepared with a generous proportion of grated and ground coconut and garnished with chili, tamarind, turmeric and other spices. Meat

based dishes of the East Indian cuisine include tongue twisting names such as Khudi, Moile, Sambarin, Fritath, Temprath, Gizad, Tambrinath, Sak-Sak, Tirfuri, Kald, Baffath, Indal, Salpatel, which are sure to tingle the taste buds of any diner.

The East Indian cuisine also features a wide range of sweets and desserts that include Atola, Sanna, UMBER, Banana Fritters, Chatch (Sweet potatoes), Pithiche Laroo (flour laddoos), among others. The community is also renowned for its festive sweets prepared traditionally by families on occasions such as Easter, Christmas and New Year or for weddings and other parties.

For small and medium entrepreneurs, either veterans or new entrants into Mumbai's food and beverage industry, opening a restaurant that offers ethnic East Indian cuisine will definitely find their business in huge demand- both by members of the community and by food lovers. ●

Customized services for clients with special needs an insight into hospitality business

Mumbai: A majority of medium and small restaurants in Mumbai lack proper facilities to accommodate persons with special needs, especially those whose mobility depends upon wheelchairs or are unable to sit on conventional chairs due to spinal or other problems.

Wheelchair dependent customers usually require a ramp for entering a premise since they are unable to climb stairs and require to be accommodated separately as most of them cannot get into chairs and benches that are common to most restaurants. In addition, most restaurants also do not have separate facilities for persons with special needs to access hygiene facilities, including wash basins and toilets. Since most restaurants adopt a seating arrangement meant for clients without special needs, seats for persons who have spine

related problems, and are visually impaired or have other special needs.



In comparison, major restaurants offer such facilities but most clients with such special needs tend to shun such places due to high expenses involved on a meal outside.

Regardless, small and medium scale restaurateurs in Mumbai

can indeed offer such facilities for clients with special needs- thanks to various charitable

organizations and suppliers of readymade equipment. For example, metal ramps used for wheelchairs can be easily bought in at any store that sells equipment for persons with special needs, for a few thousand rupees. These ramps are portable

and can be installed daily with ease by any staff at a restaurant.

For visually impaired diners, the National Association for Blind (NAB), if approached, can prepare menu cards printed in the universal Braille language. Such menus would facilitate restaurants to ensure their client with special needs opts for the preparations of their choice, rather than have the selection read out by a companion. In addition, this small extra service leaves such clients with a "feel good" taste.

Another step restaurants can implement is to reserve a table or

two on their premise, for persons with special needs, which can be fitted with seats that can be moved to enable to client be easily accommodated.

Thanks to various charitable institutions that flourish in Mumbai, restaurateurs will not find any difficulties in familiarizing themselves with the types of special needs customers in India. And such restaurants can proudly announce on their entrances, they have special facilities for such customers.

Various charitable organizations that look after the welfare of persons with special needs also have readymade manuals that acquaint family members and co-workers on how to ensure such persons enjoy a normal life. These can also be used by restaurants for training their crew and implementing the required changes in their service quality. ●

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