



# AHAR

## Hospitality

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The Good, Bad Ugly  
Facts Of Fast Food  
Chains In India

Understanding 'bar rage'  
and countering aggressive  
behavior by clients

Restaurant fatigue: an  
**overlooked syndrome**  
in India that can affect  
all food outlets

Online ordering can help Mumbai  
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Changing phase of  
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## About cover page

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### Dear Esteemed Members,

The vacation is around the corner and its time to pack the backpack to unwind the long day and night spending with kids for the exam blues. At the same time the unrelenting schedule of running the Hotel and Restaurant business with the innumerable issues to address for a smooth sail.

Hats off to the new AHAR team for addressing issues pertain to the industry without any delay and reaching to the highest authority instantly for redressal. This is giving a moral boost to the entire industry as the diktat of certain creed of officials been put to rest.

Warm Regards

**S. Suchithra**

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## From Managing Editor's Desk...

Dear Esteemed Members,

With the fast changing propositions in the Hospitality sector, it is imperative to adapt to new technology and more conducive operating systems for achievement of quicker response and better results in a short time span.

At a time when the industry is suffering from shortage of skilled and unskilled man power, it is time to look into the industrial automation which can lend a helping hand to our innumerable hotelier friends. Nowadays, Robotics is playing a key role in addressing the complicated housekeeping jobs. A Delhi based company Milagrow developed a Robot which can easily navigate through glass tables, façades and window glass through remote control, which was recently demonstrated at an exhibition held in Mumbai.

Our industry is facing challenges from almost all the quarters such as harsh FSSAI laws, extended Hotel timings, heavy burden of various Taxes, employment of Child Labor, illegal Hawker menace and to top it the recent proposed amendments in the Rent Act issue. As the days go by our industry will come to a grinding halt, which is not too far, if no action is taken in time.

Our Association being a well knit group and having omnipresence in all segments need to introspect on the current burdening issues which are forcing the industry to take a back seat. Time and again our strength was proved at various platforms, right from addressing the local ward office issues to the highest level of bureaucracy and political upheavals

### **Our industry is facing challenges from almost all the quarters such as harsh FSSAI laws extended Hotel timings, heavy burden of various Taxes**

such as Power Portability, Dance Bar issues, MGL to name a few. Many of these issues were sorted out through the intervention of the Supreme Court and the relevant competent authorities and the solidarity shown by our esteemed members whenever the need arose.

While we talk about the contents of this magazine, I strongly recommend our members to read the article on MNC Fast Food outlets which are now facing flaks from various authorities. These fast-food joints are eating up our profits and reputation, hence the only mantra is our collective fight and improving our services and adhering to the traditional values of Best Manufacturing Practices and Best Hygiene Practices. Infact, AHAR is the first Hotel and Restaurant Association to promote and encourage its members to us Natural Food Colours in place of synthetic colours which is banned in restaurant food. AHAR had also created an awareness amongst its members about the ill-effects of Ajinomoto (MSG) which is a carcinogenic catalyst and discouraged their members from using it in the preparation of food by using any alternate MSG Free Aromatic Mix or Taste Enhancers much before the hue and cry raised about the issue of Maggi by the govt. bodies and the media.

Finally, change is the only op-

tion to retain our esteemed customers as the days goes by. There is a challenge in every eatery to retain their patrons as they are monotonous about the food they consume. It is time to modify or make the food more wholesome and attractive to suit the taste buds. Bakery is one business which our members can explore and can easily diversify with minimum investment by using their existing space and infrastructure available with them. The frequent worldwide foreign travel from and to our country and the influx of multi nationals and their food cultures have revolutionized the baking industry with the easy availability of latest Indian and imported equipments and quality raw materials.. The choice of breads and use of baked foods have suddenly exploded with the fast changing lifestyle of an average Indian and this has made bakery products vitally indispensable at the breakfast table, increasing the demand for varieties of bakery products.

During the course of our day-to-day Permit Room operation, we witness an occurrence of bar rage, almost every day, which is increasing at an alarming state. At times we need to seek the cops' intervention to settle the matter, hence we thought of putting an article on how to handle these conditions. I am sure you might have also encountered such situations more than once in your place of business. The must read article is on on-line food ordering - over the past few years, there were only a handful of on-line ordering softwares and Apps that have been developed and they'd take part in our monthly meetings which you might have witnessed. Hence, the changing phase is on on-line food ordering. It has also been observed that the hotel room

bookings through online and mobile apps have increased phenomenally.

We, the Hospitality players also have enormous opportunity to set up business at various international locations like Sri Lanka, a promising country with good GDP growth. Sri Lanka is fast becoming a preferred tourism destination. The country's Bureau of Investment is offering a slew of benefits to entrepreneurs who wish to open business in the hospitality sector. Udupi restaurants will have distinct advantages in Sri Lanka as regardless of whether it is Sinhalese or Tamil cuisine which are somewhat similar to South Indian Food and will be palatable to the taste buds of Sri Lankan.

I am proud to bring to your notice that one of our members Aaswad Upahar Griha, Shivaji Park, who has won an International Award for the iconic staple food Misal Pav as the 'Best Vegetarian Dish in the World'. We are at twofold enchantment as AHAR management had noticed the unique position of the Restaurateur long ago in 2012 and his name was prominently figured in this magazine issue dated Jan-March 2012.

Dear members, we are publishing various news, articles pertaining to our industry through painstaking efforts. I request the members to respond to me through email or SMS so that we can understand the needs of the fellow hoteliers and act accordingly. Also request you to post your views in our social media platforms, facebook, Twitter which is going great.

Happy reading

**Bhaskar K Shetty**  
Managing Editor  
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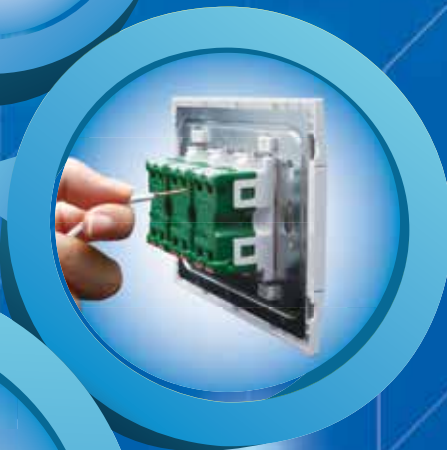
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## From the President's desk

Dear All,

It's time to address you through our in-house magazine.

During the last 3 months, we have been actively involved in the agitation against the Proposed Amendment to the Maharashtra Rent Control Act. As per the proposed amendment any commercial premises admeasuring more than 500 square feet and residential premise over 800 square feet will be excluded from Rent Control. We have to fight against this amendment as more than 85 per cent of the hoteliers in Mumbai city and suburbs are doing their business on rented premises over decades. The tenant would have to pay the rent as per the Ready Reckoner issued for Stamp duty purposes according to the amended rules. Since a vast majority of the tenants cannot afford to pay such high rents they would have been forced to vacate their rented premises.

AHAR along with FAM, RTWA, Action Committee for the Protection of Tenants'

### **We are taking up with the Labour Minister and the Chief Minister the issues of misuse of various enactments in Child Labour laws by the NGOs and other authorities and for giving proper directions in this matter.**

Right took the lead and submitted the tenants' complaints and objections to the government regarding this matter. We have met the MLAs, MPs, the Minister for Housing and the Chief Minister and briefed them about the devastating effect of the new rent control rules on the tenants who are doing business since over 5-6 decades and told them that the tenants could be thrown out on the roads if the new rules are implemented.

After much deliberation through meetings, Print and other Media, The Hon'ble Chief Minister Shri Devendra Fadnavis agreed to withdraw the proposed amendments. He also clarified that any

amendment to Rent Act will be made only after taking into confidence the landlords as well as the tenants. This could mean that it may prove to be the proverbial hanging sword over the tenants. We have to be prepared for the further battle.

We thank Shri Raosaheb Dhanve, Ms Shaina N.C, Shri Raj Purohit, Adv Ashish Shelar and our own Shri Niranjan Shetty, the BJP spokesman for their support in convincing the Chief Minister to withdraw the amendment.

We also thank Dr. Chandrashekhar Prabhu and Shri Viren Shah for their active involvement in the agitation.

We are taking up with the Labour Minister and the Chief Minister the issues of misuse of various enactments in Child Labour laws by the NGOs and other authorities and for giving proper directions in this matter.

We have filed a Writ Petition in illegal Hawkers' issue in the Bombay High Court. We have included all the concerned authorities and made them parties in this WP.

The other WP in the

Bombay High Court regarding the implementation part of the FSSAI Rules has come up for hearing. We are pursuing the matter vigorously to arrest the harassment to the Hoteliers and Restaurateurs.

I earnestly request all the members, who are the beneficiaries of the efforts of AHAR in mitigating their grievances to generously contribute to the legal fund of AHAR as we have to append huge amounts of money in meeting the legal and other expenses in the coming days.

My next mission will be to get all the Hotel/Restaurant Associations of Maharashtra in one platform and to fight united against the unjustified polices, rules and amendments by the government which are affecting the entire hotel and restaurant industry.

Due to the onset of Monsoon, I advise all my hotelier brethrens to take more care in keeping hygiene and cleanliness at their business houses.

With the season's greetings, I sign off.

**Adarsh Shetty**

President

adarshshetty69@gmail.com

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## From Hon. Gen. Secretary's Desk

Dear Members,

With the change of time the problems of the Hotel Industry is ever increasing. Most of our time is consumed in attending the latest developments like the Amendment to Maharashtra Rent Act, Changes in policies by MERC in electricity matters etc.

We had to face the threat by political groups for introducing local dishes in our Restaurants, inspite of our assurance that they are already part of our Menu. However, we were able to sort out the matter before it was blown out of proportion for political gains.

Arrests and harassment in Child Labour matters by using certain sections of rules like IPC, Justice Juvenile Act etc. are on the rise. We are meeting the concerned ministers to air our views to get

**We had to face the threat by political groups for introducing local dishes in our Restaurants, inspite of our assurance that they are already part of our Menu. However, we were able to sort out the matter before it was blown out of proportion for political gains.**

clarifications.

We are entering into the second part of the year and need to concentrate more on membership collection and fund-raising.

We communicate to our members the latest developments through our in-house magazine AHAR Hospitality, monthly news letter AHAR Connect, social media, SMSs

and through our website [www.AHAR.in](http://www.AHAR.in). I request the members to visit our website regularly to have the latest information and get them updated.

We again urge the members not to submit to any unjustified demand or harassment of the officials but fight against them. I assure you that a written complaint to the Association will help solve many of your problems.

We have to unite and fight against the illegal food hawkers' menace, which is growing uncontrolled throughout the city and suburbs affecting the legitimate business of the Hoteliers and Restaurateurs. We have already filed a petition in the Bombay High Court in this regard making all the concerned government officials parties to it.

I look forward to your continued support and patronage.

**Sukesh Shetty**  
Hon. Gen. Secretary  
[sukesh2205@gmail.com](mailto:sukesh2205@gmail.com)

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# The Good The Bad The Ugly &

## Facts Of Fast Food Chains In India



By Staff Reporter

**O**besity and depression are on a rise among many adults and teenagers especially, irrespective of any metro. Just like how government passed a law forbidding the sale of cigarettes (or any tobacco item) within the 100 meters radius is punishable, the same rule has been implemented with "Fast food". While most of us think, it's not as scary as tobacco consumption; well you'll change your mind as you read more.

### Fast Food

A pictorial message on a Facebook profile that read, "Whoever snuck the 'S' into Fast Food was a clever bastard" had me smiling for a while. Most of us are oblivious to the effects of fast food and the lifestyle they usher youngsters into. According to the book, "Fast Food Nation: the dark side of the

all-American meal", more people recognize Mc Donald's golden arc than the holy cross!

Well the last decade has seen the rise of QSR (Quick Service Restaurants) and so has the pattern of Indian customers. Mc Donald's Restaurant leads the way among Foreign QSRs and Jubilant Food Works Ltd (Domino's) aced the Indian QSRs. These companies have their revenue doubled in just 6 month's time. What goes into our meal is highly questionable with them offering value meals in competitive prices as low as Rs.49.

One might say it's economies of scale. But that would be so, if these companies had their own organic farm that produces all things they want. But these companies also buy the produces just like us and at wholesale prices. And "quality" can never be bought at wholesale prices!

**Apart from what they advertise, is the food worth all that hype?**

**Do these restaurants meet the quality standards?**

Does FSSAI (Food Standards and Safety Authority of India) even check if these restaurants are pest free? are some of the many questions one may consider.

**Here are some answers**

The tomato sauce is a mix of 60% red pumpkins and tomatoes for pizza.

The cheese used on your pizzas is made of mayonnaise and other heavy stabilizers, so it's no longer dairy cheese.

The garlic bread is basically made of customized seasoned fat liquid. An article that appeared on food.ndtv.com says, "You would be better off having 5 ml of refined oil than fool yourself with this hogwash."

Chicken patties are sometimes an awful mix of lots of soya and bits of chicken.

The pizza guy promising us 30 minute delivery isn't such a good idea as the guy who was making a non veg pizza doesn't even think about changing the gloves when he is making a veg pizza next.

So many of the famous fast food chains got infamous for a one too many reasons in the recent past. Take a look at it.

"Where's the beef, it's in your fries"- In 2001, a Mc Donald's outlet was caught serving natural beef flavored potato fries. Hitesh Shah, an Indian working in Los Angeles ordered for a veg meal that consisted





of the fries , which had the beef extract. Known the national sentiments of orthodox vegetarians and especially with regards to beef, Mc Donald's paid \$10 million to Hitesh and issued a public apology.

**"China meat scandal"**- Shanghai Hushi Food had been supplying contaminated and stale meat products in china to all the major fast food chains like Pizza Hut, Mc Donald's, Papa John's and Burger King. These major chains did not even raise a voice as they were purchasing it at unbelievably low prices.

**Sanitary issues-** Mc Donald's closed it's five big restaurants in Moscow in row of sanitary violations. Improper disposal of food and waste had been one of the major issues. Some of the salads seemed to have contained E.coli bacteria that can cause a lot of stomach problems.

The famous **"Rizo Rice of KFC"**, when taken for tests revealed that it contained artificial flavors which are unfit for human consumption. But as soon as the controversy cropped up, other food testing organizations suddenly backed KFC saying the rice was indeed safe. KFC is however tight mouthed about this incident.

In two vivid cases, a McDonalds customer, in NewYork, broke his teeth when he bit ...and found Glass shards in his Big MaC. The same episode repeated again, but this time it was spicy Mc Chicken. Both these cases were settled with Mc Donald's paying hefty fines and compensations.

Burger King and Mc Donald's both had been using trans fat and both delayed to curb the usage until a law suit came along.

An Australian girl won the case against KFC, where in she had a chicken twister which contained salmonella, a hazardous substance that caused her a severe brain damage and left her confined to her wheelchair.

San Francisco banned the sale of the famous happy meals of Mc Donald's to stop the junk marketing to children by luring them with toys the meal also was found to be high in taste but average in standards. So instead Mc Donald's outlets priced the toys as low as 10 cents by making every meal a "Happy" meal for the kids.

The hazardous ingredients that increase hyperactivity and low concentration problems were found in Mc Donald's best sellers such as Big Mac, Cheese Burgers, Desserts and coke floats.

Countries that have banned Mc Donald's include North Korea, Bolivia, Iceland, Yemen, Bermuda, Kazakhstan.

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# Understanding 'bar rage' and countering aggressive behavior by clients

By Bhaskar K Shetty

Mumbai: It is common for every permit room and bar in Mumbai to deal with clients who get violent after consuming alcohol. In fact, alcohol-related aggressive behavior is making headlines worldwide because studies conducted in the US and Europe are now being taken seriously.

One of the findings of these studies- surprisingly- is that alcohol related violent behavior is not linked to the quantity of booze consumed by a drinker. In brief- those who consume a small quantity of drink can also exhibit aggressive mannerism while in a bar, pub, in buses, trains and aircraft.

Studies indicate, alcohol related violence usually stems from personality disorders. For example, persons who suppress their resentments and anger while sober, those who are insensitive to the sufferings of others, also when not drunk, men, women and youth dissatisfied with their domestic, social or personal lives are highly prone to indulge in alcohol related violence. People who have suffered abuse of various sorts, regardless of their social standing or education, sometimes tend to vent their trapped feelings of anger when alcohol causes even mild inebriation.

However, there are also several reasons for alcohol-related violence, which permit rooms and bar owners have to take into account. One of these is, failure to meet expectations of the client. A normally sane, sober customer would condone shoddy service. But add alcohol to the equation and the situation can rapidly change. The same customer, with a high social standing and a history of non-violence can suddenly become a nightmare for a bar owners and their crew. It is

therefore recommended by studies, restaurant crew, especially waiters and cleaners

employed in bars and permit rooms, be extra polite to their clients and redress any complaint on the spot by mollifying the customer.

The second reason is somewhat similar to 'air rage' which has been on the rise among airline passengers around the world. One of the reasons for 'air rage' is cited as the ban on smoking on all airlines, in line with international aviation rules. While airlines are liberal in serving alcohol to their long and medium-haul international flyers, the absence of nicotine, required to provide that extra kick to flyers is missing due to smoking ban. Similarly, bars and permit rooms who do not permit smoking by customers enjoying a drink are more likely to witness 'bar rage'.

One again, these types of 'bar rage' can also be curbed effectively, if permit room and bar owners are more sensitive to the clients' needs. It is a well known fact that most restaurants where alcoholic drinks are served do not permit smoking if the premises are air conditioned. In such cases, bar owners can provide a separate but well ventilated and comfortable area to ensure their clients who prefer to smoke while drinking, are not inconvenienced.

Persons who have behavioral problems tend to pick on any reason to resort to aggression. This can range from accusing a restaurant crew of not serving the brand or food order of choice to taste and a plethora of others. In such cases, bar owners need to train their crew to ensure, the drink is served from the bottle right before the client. Leaving empty beer bottles or quarters of drinks consumed by the client was also found to help reduce 'bar rage' as these containers serve as proof of the volume of intoxicating drinks guzzled by a prospective trouble maker.





# Online ordering can help Mumbai restaurants boost business, develop client loyalty

by S. Suchithra

Mumbai: Having a website is a necessity for most businesses these days including restaurants. There is also an emerging trend in the restaurant industry that is increasing sales and making restaurants more efficient: restaurant online ordering.

For restaurants, customers are visiting a website to learn more about what the establishment has to offer – including the menu.

In the past, a restaurant website needed essential things like menu and location, but today, consumers expect even more. According to one recent study, 69 percent of consumers have ordered food online with their mobile device. For restaurateurs in Mumbai, online ordering should be a central part of your website. Because it allows customers to order from the convenience of their location; and in today's day and age, the general public is all about convenience.

With online ordering, restaurants are giving more customers more opportunity to order their food. They do not need to call, which is handy if they are somewhere, like an office, where they do not want to call. Restaurants might also win sales because they have online ordering and their competition does not.

Online ordering also makes most restaurants more efficient. Restaurants can use selection items in the process to ensure customers get what they want. They might make a mistake or two on occasion, but it's better than trying to understand someone over a fuzzy phone connection or from someone that mumbles when they talk.

Here are the steps to implementing online ordering for restaurateurs to increase sales and become more efficient.

## 1

### Launch Online Ordering:

A website in India does not cost much and can be easily set up with a limited budget. An online ordering form or interactive chat can enable restaurateurs to interact with their clients and place orders.

## 2

### Updating the menu:

For those restaurateurs planning to launch websites, online menu should be the central component. The menu should be easy to locate, it should be easy to read, include thorough descriptions and it should include a complete listing of all of the items that are on offer.

The more descriptive, thorough and easy to read your menu is, the easier it will be for customers to see what a restaurant has to offer, which will certainly increase sales and make the entire ordering process more efficient. This is particularly true in India since people tend to alternate between vegetarian and non-vegetarian dishes on various grounds such as religious beliefs, fasts, seasons and other reasons.

## 3

### Allow for Modifications

Not everyone likes food as it comes. Customers may want to less spice or hot food or cooked with some special precautions to suit diabetics and others with dietary ailments. Restaurateurs need to make it easy for customers to modify their orders from the website and such modifications will help boost sales.

People like to have things their way, and allowing them to modify what they order online will do wonders for online ordering and the restaurant's success. It usually easier to view custom orders through an online form as compared to writing everything

## 4

### Add Delivery And/Or Pickup Services

To succeed with the online ordering business, restaurants need to offer delivery of menu items. Offering delivery makes the process of ordering food from restaurants even easier and stands to boost sales. Restaurateurs wishing to offer doorstep delivery can also provide an address form where the client wishes to receive their orders. This will enable that food ordered is delivered on time, since delivery men do not need to spend expensive fuel and time to search for an address.

## 5

### Offer an Estimated Time

Customers will need to know when to pick up the items they have ordered online or when their orders will be delivered. Once they place an order, offer an estimated time for pickup right on the website. This only adds to the convenience of online ordering and makes customers even happier.







# Indian restaurants in US, Europe facing acute shortage of skilled chefs and trained crew: report

by Staff Reporter

London: Indian restaurants in the UK, US and member states of the European Union may soon be struggling for survival following acute staffing crises they face due to shortage of trained chef and other service crew, a report published recently by an organization representing trade unions of various Asian restaurateurs, said.

Restaurateurs operating in these countries said, the problem is being caused by a lack of training courses and reluctance among young people to join the industry. The Guild of Bangladeshi Restaurateurs said the situation is so serious it is preventing restaurants opening.

Enam Ali, chairman of the trade body, said: "There is already a shortage of skilled labour available to the Indian restaurant industry. This will only get worse unless more young people can be persuaded to come into the profession, preferably having been through specialist training. The market is not only growing, it is becoming more sophisticated. It is demanding higher levels of skills both in the kitchens and front of house. But 99% of the staff taken on by Indian restaurants are not trained. It's left to the restaurateurs to bring them up to the required standards."

He called for more "centers of excellence" in Indian cooking such as the Academy of Asian Culinary Arts, at Thames Valley University, London, set up in 1998. Professor David Foskett, associate dean of the college, blamed a lack of emphasis on cooking for children at school for the shortage of

staff in restaurants. Schools just do not promote catering," he said. "In fact I have evidence that some actively discourage their students from applying for catering courses. The whole education system is geared towards A-Levels."

Khawaja Shafique, chairman of the Birmingham-based Asian Balti Restaurant Association, said: "Currently only the colleges aimed at Asian restaurant businesses are based in London. "With its high concentration of Indian restaurants, the Midlands and other parts of the country are crying out for catering academies to train new blood and ensure our industry is still around in the next 20 or 30 years."

Speaking to Forever News, an industry expert in the UK said, earlier, Indian-style restaurants in the UK, US and EU states depended upon trained chefs and service crew from India. "However, with the boom of the hospitality sector in India, catering graduates and skilled chefs churned out by reputed Indian educational institutes are being quickly absorbed within the country. Most large hotel chains are willing to pay such crew, salaries and perks that are almost at par with those in the US and Europe. Another major issue confronting the Indian restaurants industry in the West is the growing popularity of cruises. Reputed cruise operators are also hiring Indian culinary experts and graduates from reputed catering institutes in India increasingly. Salaries offered by these cruise companies cannot match those offered by lone Indian restaurant owners in the West," he rued.



## E-visa, GST refund expected to spur growth of industry

The Hotel and Restaurant Association of Eastern India (HRAEI) has said that the introduction of Goods and Service Tax (GST) bill and its passing by Lok Sabha is a welcome step and that the hospitality industry is happy that there will be a single point uniform taxation for all hotels and restaurants throughout the country, as per a release. It is believed that the move will substantially reduce paper work and multiple filing of various tax returns will be a thing of the past.

The optimism is however circumspect as the industry is

not sure about the rate of GST that will be fixed by the government. The indicative rate of 16 to 20 per cent which is being speculated is very high for the hospitality industry and will mean a body blow to the industry, as a result of which the hotels and restaurants will badly suffer.

The members of the Association feel that the GST rates for the hospitality industry should be capped at 10 per cent. Since government is now targeting a manifold increase in Foreign Tourist Arrivals (FTAs) it should introduce a facility whereby the foreign guests who have paid GST on their hotel and restaurant bills can claim refund of GST at the airport at the time of departing.

Sudesh Poddar, President, Hotel & Restaurant Association of Eastern India opined, "We are confident that the e-visa initiative of the Government of India coupled with GST refund for foreign guests will spur the tourism industry into a high growth trajectory."

It is important to note that the hospitality industry will not be able to derive much advantage by taking input credit, as a major expense of any hotel or restaurant is the manpower cost and the cost of fuel. Since initially taxes on fuel will not fall under the purview of GST, input tax credit will be much lower than the tax collected. In this scenario, HRAEI feels that it is important that the Empowered Committee of GST takes into account these factors before specifying the rate of GST for this sector.

## All bars below 5-star to close down in Kerala

All bars below the classification of five-star hotels have been asked to close down in Kerala. Considering the appeal of the state government on the Single Bench order, the Division Bench of the Kerala High Court (HC) upheld the state government's Excise Policy. With this, all the bars below the classification of five-star hotels will be closed down with immediate effect. The court held that it did not want to interfere in the government's policy.

As per the verdict, only bars with five-star status will be allowed to function in the state now. The Division Bench which considered an appeal filed by the state government cancelled a Single Bench order which allowed four-star and heritage bar hotels to function. As many as 228 three-star bars will have to be closed down following this order.



However, the High Court has allowed the beer and wine parlours to function in the state.

The High Court Division bench is said to have rejected the plea that a ban would adversely impact the tourism industry in the state.

The Bar issue has raised lot of political dust in the state politics over the last six months with many senior ministers courting controversies of bribery in the state.





# Falling rupee doesn't deter Indians' holiday plans

**A** survey by Yatra.com, the online travel portal, indicates that more than 60 per cent of Indians are eager to travel and remain unaffected by the dip in rupee and continue to pursue their holiday plans..

This survey showcased the changing paradigm of Indian travellers and how holidays and travel have become a priority amongst Indians. When asked whether they would wait for the rupee to rise and then go on holiday, 18 per cent said no, while 33 per cent said that they would like to wait till the rupee stabilises. The balance 49 per cent said that it does not matter and that they would go on a holiday anyway.

Interestingly, apart from the South East Asian countries, Europe has emerged as a destination of choice, primarily because of the Rupee remaining steady vis-à-vis the Euro. These destinations were followed in popularity by the United Kingdom and the United States, in that order. Only 24 per cent of the respondents chose to travel within India, while 27 per cent said that the location would depend on the expenses involved. The majority 49 per cent said that it didn't matter, showing that there is a significant segment of travelers for whom rupee fluctuations do not really matter.

Sharat Dhall, President, Yatra.com, commented, "The rupee weakening has not really had an adverse impact on Indian travelers as most of them are unfazed and continue to make holiday plans. Savvy Indian

travelers book well in advance these days and hence are confident about getting good deals within their budget. The drop in oil prices has resulted in lower flight prices this year and a plethora of hotel deals has also helped in driving down the overall cost of an International break. Also, most travelers are optimistic of the rupee strengthening and are very confident that the fluctuation will not wreck their holiday plans."

Sightseeing emerged as a favourite activity with almost 48 per cent of travelers planning to spend most of their money on it. A fascinating fact that cropped up was how around 35 per cent of the respondents are looking to compromise on air travel in terms of premium and economy seating followed by shopping when it comes to cutting cost or managing budgets for their holidays. The survey was conducted among 10,000 individuals from Yatra.com's customer base.

Other key highlights included the fact that almost 41 per cent are not thinking of changing budgets because of the dip in Rupee; 40 per cent of respondents will not compromise on accommodation and for close to 25 per cent, it did not matter; Budget Hotels with a 37.1 per cent preference emerged as the preferred form of accommodation followed by Luxury Hotels at 32.3 per cent. The others that followed were Home Stays, Apartments, Staying with Friends and Families, and Guest Houses, in that order; 43.9 per cent were not planning on shortening the duration their trip while for 24.6 per cent the rupee dip did not matter.



**कोंकण रेलवे कॉर्पोरेशन लिमिटेड** (भारत सरकार का उपक्रम)  
**KONKAN RAILWAY CORPORATION LTD.** (A Govt. of India Undertaking)

## कोंकण रेलवे में पर्यटन को प्रोत्साहन देने के लिए

### ब्रैंड नाम "कोंकण प्राइड" के अंतर्गत होटल्स के विकास में भागीदारी

कोंकण के तटवर्ती इलाकों में कुछ अत्यन्त प्राकृतिक मनोरम स्थान हैं। साथ ही इस क्षेत्र में विभिन्न धर्मों, इतिहास एवं संस्कृति की बहुरंगी छटा देखने को मिलती है, जो पर्यटन के विकास के लिए असीम अवसर प्रदान करते हैं।

कोंकण रेल द्वारा एक पर्यटन पॉलिसी तैयार की जा रही है, जिसमें कोंकण रेलवे प्रणाली तथा सभी अंशधारकों के साथ मिलकर बुनियादी सुविधाओं और पर्यटन के आकर्षणों के विकास का समावेश है, ताकि इस क्षेत्र में सामाजिक-आर्थिक उत्थान आ सके। इस पॉलिसी के मुख्य आकर्षण बिन्दुओं में एक है, रेल से आनेवाले पर्यटकों को प्रोत्साहन देने के लिए "कोंकण प्राइड" ब्रैंड नाम के अंतर्गत 100 कमरों के होटल्स का निर्माण। प्रतिभागी मॉडल्स के जरिए इन होटल्स के विकास के लिए कोंकण रेल के पांच स्टेशनों को चुना गया है, जिसके लिए कोंकण रेल द्वारा जमीन निर्धारित की गई है। इनमें से दो स्टेशन महाराष्ट्र में, एक गोवा में और दो कर्नाटक में हैं: 1) कुडाल, 2) सावंतवाड़ी रोड, 3) मडगांव, 4) उडुपि और 5) मूकाम्बिका रोड बायंडूर

ब्रैंड नाम "कोंकण प्राइड" के अंतर्गत होटल्स के विकास में भाग लेने के लिए इच्छुक आवेदक अपना प्रस्ताव 21 दिनों के अंदर इस पते पर जमा कराएं: एग्जिक्यूटिव डायरेक्टर (बिजनेस डेवलपमेंट), बेलापुर भवन, प्लॉट नं. 6, सेक्टर - 11, सीबीडी बेलापुर, नवी मुंबई 400614। फ़ैक्स: 022-27577729

पॉलिसी निर्धारित होने पर आरएफ़क्यूज़ आमंत्रित किए जाएंगे। यह अधिसूचना हमारी वेबसाइट [www.konkanrailway.com](http://www.konkanrailway.com) पर भी उपलब्ध है।

## PARTICIPATIVE DEVELOPMENT OF HOTELS UNDER THE BRAND NAME "KONKAN PRIDE" FOR PROMOTION OF TOURISM ON KONKAN RAILWAY

The Konkan Coast has some of the most scenic natural attractions. Also the varied religious, historical & cultural heritage of this area offers a kaleidoscope of opportunities for tourism development.

Konkan Railway is preparing a tourism policy and its vision includes development of infrastructure and tourism products both within Konkan Railway system and in collaboration with all stake holders to bring in socio-economic growth of this region.

One of the focus areas of this policy is development of 100 room hotels under the brand name "**Konkan Pride**" for promotion of rail bound tourists. Five stations on Konkan Railway have been identified for development of these hotels through Participative Models, for which Konkan Railway has earmarked land. Two of these stations are in Maharashtra, one in Goa and two in Karnataka. 1) Kudal, 2) Sawantwadi Road, 3) Madgaon, 4) Udupi and 5) Mookambika Road Byndoor.

All interested parties may submit their proposal for participation in development of Hotels under the brand name "Konkan Pride" within 21 days at the following address: Executive Director (Business Development), Belapur Bhavan, Plot No. 6, Sector-11, CBD Belapur, Navi Mumbai 400614. Fax: 022-27577729.

Once the policy is firmed up, RFQs will be invited. This notification is also available on our website [www.konkanrailway.com](http://www.konkanrailway.com)



# The Role Women Play in the Indian Hospitality Industry Today

By G. Subramanian



One is the era when all that women did was look after the household chores and devote all their time and energy in looking after their family. Their entire lives revolved around their husbands and children. The men of the house went out and worked, earned money and 'fed' their families. They were considered the sole bread-winners without whom women could not survive. Times have changed, and changed drastically for that matter.

Now it is an accepted fact that women have come in line with men. In fact, in some spheres of work, they are even ahead of men. Women are excelling in many fields and one of them is the Hospitality Industry and this is true not only in India, but all over the world. This industry has become the largest employer of women in the present day. According to a report by The Times of India published in February 2013, 55-60% of the employees in hotels in South India and West Bengal are women. Hotels in Punjab, Delhi and Maharashtra have a female employability of 40-50%. These are very impressive findings. The percentage of female employees in hotels is lowest in Jammu and Kashmir, Uttar Pradesh and Bihar.

Another interesting thing to be noted is that in Mumbai, a large chunk of top hospitality jobs like those in high class hotels and airlines operations are performed by women. This should not come as a surprise, with Mumbai being the financial hub of the country. The figures show that out of the three regions that were surveyed, Karnataka shows the best results with 13.4% female workers and 86.6% male workers in the hospitality industry. West Bengal fared second with 9.8% female and 90.62% male employees.

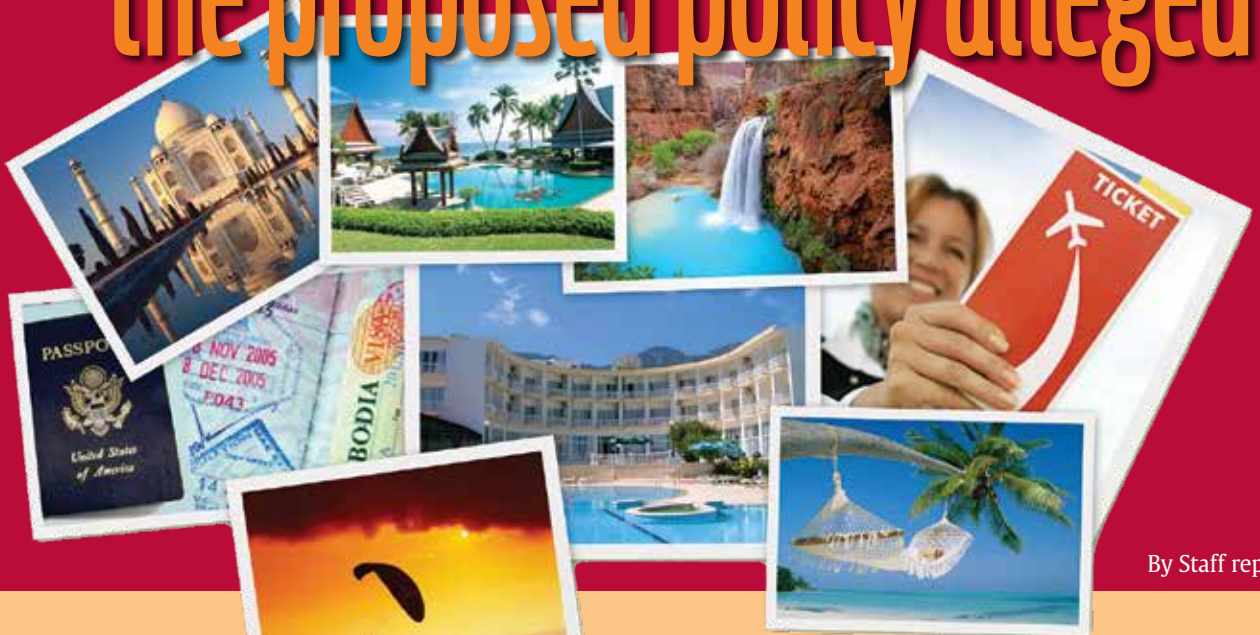
The presence of females in the hospitality arena lends ample amount of grace and poise to the aura. Without the charm of a woman at its outset, the hospitality experience would remain incomplete for everyone. All of us are well acquainted with the large number of females employed in the airlines industry. The beautiful smile and graceful demeanor of an air-hostess with which we are welcomed upon stepping into an aircraft exudes warmth and comfort. This in itself provides a feeling of being secure and safe while flying 35000 ft above the ground. It is therefore fair to say that the hospitality industry holds a lot of potential for women than before.

Smita Jatia, Managing Director of McDonald's India (West and South Zone) thus elaborates on their hiring strategies, "At McDonald's, we offer equal and diverse opportunities. No discrimination on sex, religion or socio-economic background is done when we hire employees. Women also get equal and diverse opportunities. Having the right people at the right place in the right job is the motto of McDonald's. We have a very extensive performance development system on individual career and development path. Thus women become an equal partner. We have 30-40% of women workforce in India."

A report by CSR reads, "Overall, more women are entering the job market. All HR managers that we approached confirmed that the percentage of women managers in their company has increased over the past 5 years."

These reports clearly iterate the fact per se that women have come a long way, not just in the hospitality sector, but in all the other industries as well.

# “Neglect” of hotel industry in the proposed policy alleged



By Staff reporter

The hotel associations in the country are seemingly not on the same page as far as the new draft National Tourism Policy is concerned. While the apex body of hotel associations in the country, Federation of Hotel and Restaurant Associations of India (FHRAI) has wholeheartedly welcomed the proposals of the new Policy, one of the major constituents of the Federation, the Hotel and Restaurant Association of Western India (HRAWI) has come out strongly against the Policy. The Association, in a release, has alleged that the draft Policy has “neglected” the hotel industry and does not present any “developmental recommendations” for the industry. HRAWI has made an appeal to the Prime Minister’s Office (PMO) to intervene in the matter to “get the deserved attention” for the hotel industry, considering it is an “inclusive part” of tourism.

HRAWI’s letter to the PMO suggests that

hospitality and tourism are interdependent industries, and in order to better tourists’ experience in the country, it is necessary that the government gives the hospitality industry an equally deserving boost. “If hospitality as a sector is ignored then the service levels will plunge, causing a bad experience for tourists. So, irrespective of them having a good time in India, the tourists will be left with a bad taste in the mouth. Hence, we appeal to the PMO to revisit the draft Policy and make provisions that will ascertain that the hospitality industry too gets adequate attention,” said Bharat Malkani, President, HRAWI. The Association has said that there are no proposals to eradicate the “recurring and multiple” licensing policies in the draft.

However, speaking to TravelBiz Monitor, Tejinder Singh Walia, President, FHRAI, said that the Federation appreciates the new Policy, adding that “most of the demands” of the industry have been

addressed in the draft. Except for certain issues specifically pertaining to the industry in North East India, all recommendations of the Federation have been incorporated in the new draft, he said.

The Federation, in a letter to the Union Ministry of Tourism (MoT), has also sought representation for FHRAI in the empowered bodies that will be constituted once the policy comes into force.

S M Shervani, Immediate Past President, FHRAI, also supported the spirit of the draft Policy. However, he expressed his doubts about the implementation of certain provisions, considering the other priorities of the government at this juncture. “It depends on how fast the tourism department is able to push it through and implement,” he stated.

According to sources in MoT, the draft Policy has been sent to the Inter-Ministerial Committee before going to the Cabinet for approval.



# Sri Lanka beckons Indian investors in hospitality sector



By Staff reporter

Colombo: Sri Lanka, the island nation off India's southern coast, offers excellent opportunities for Indian restaurateurs, particularly Udipi type, to open outlets while popularizing their brands and cuisines abroad. Since the end of the decades old civil war in Sri Lanka in 2009, the country is fast becoming a preferred tourism destination in Asia.

According to available statistics, Sri Lanka welcomed some 1.5 million foreign tourists in fiscal year 2013-14 and the figure is set to grow exponentially as more and more airlines begin flights to the Bandaranaike International Airport near Colombo. The country also witnessed an overall increase in its tourism revenues at nearly US\$ 1.5 billion during the same year, it is estimated. Further, the Sri Lankan government has identified tourism as a key sector and will be marketing it as an ideal sun-and-sand destination abroad with the aim of increasing foreign visitors to the Indian Ocean island state to around 2.5 million by end of calendar year 2016.

Sri Lanka's government wishes to develop Kuchchaveli in Trincomalee district on the north-eastern coast, Passikudah on the east coast, Kalpitiya on

the north western coast consisting of 14 different islands, and Dedduwa near the river Madhu Ganga located close to Bentota on the south western coast. The country's Bureau of Investments is offering a slew of benefits to entrepreneurs who wish to open business in the hospitality, food and beverage sector of the country.

The recent visit by Indian Prime Minister Narendra Modi to Sri Lanka to bolster bilateral and economic ties between the two countries also provides the fillip for Indian hoteliers to open outlets in that country. A large number of Indian companies- from pharmaceutical giants to petrochemical majors, defense contractors to readymade garments manufacturers are expected to make a beeline to Sri Lanka to benefit from enhanced trade cooperation and participate in the nation building process.

Udipi restaurants have distinct advantages in opening branches in Sri Lanka: ethnic food in this country- regardless of whether it is Sinhalese or Tamil cuisine- is somewhat similar to south Indian food. Hence, local palates will welcome a taste from their immediate neighborhood- India and relish Indian

delicacies. Further, the availability of typical North Indian, Mughlai and "Indian Chinese" dishes is rare in Sri Lanka but common in Mumbai. These culinary styles can be exported by Indian restaurateurs to the country- not only for the locals, but also for foreign tourists who converge on the island, also called the Land of Serendipity.

Sri Lanka has a large, skilled and educated population- most of who are fairly fluent in English and also speak Hindi- thanks to Bollywood movies that are popular in that country. Additionally, the cost of labor is fairly economical in Sri Lanka as compared to Mumbai or any other metro in India. And finally, SriLankan Airways is the only foreign carrier that operates the largest number of international flights between the two countries. Vegetables and raw material required for preparation of Indian dishes is easily available in Sri Lanka at economical prices, since the country has a tropical climate, being part of the Indian subcontinent.

These factors will enable Indian investors in the restaurants, food and beverage and hotels industries to benefit immensely from the growing international interest in Sri Lanka.

# Online hotel transactions in India to reach **US\$1.8** bn by 2016



**T**he number of people booking hotel rooms online is estimated to touch 8.4 million in India by 2016 and generate revenue of USD 1.8 billion, says a survey compiled by Google India. The number of e-commerce transaction of hotels is expected to grow 2.5 times over the next two years. The survey undertaken by TNS on behalf of Google India by interviewing 3,700 people from diverse markets revealed that the online hotel booking industry will grow from the current US\$ 0.8 billion to US\$ 1.8 billion over the next two years in India.

The survey underscores growing consumer confidence in taking the online search for information about hotels to the ultimate booking and online transaction in India. Revealing the survey results, Vikas Agnihotri, Industry Director, Google

India, said that the number of online searches using smartphones have increased by 30 times between 2011 and 2014, showing increased penetration of smartphones in India. In general, the number of online transactions using e-commerce in India is expected to grow from the current 40 million to 100 million in 2016, and 250 million in 2020. "That is a sizeable population transacting online and the numbers are really exciting," he said. While year-on-year growth in hotel searches using all devices is 37 per cent, the growth in searches using smartphones in India is 147 per cent, the survey says.

While the potential to grow e-commerce in hotel transactions is quite high, hardly 29 per cent of the online searchers do transactions online, the survey finds. The survey provides an insight into the hotel

industry to overcome the gaps that exist in their offerings, and grow the sector to its full potential, Agnihotri said. "The industry needs to continue investing in trust building. Trust, Convenience, Relationship and Payments are key for the industry," he said.

The survey has segregated the whole hotel booking scenario into three segments – Research Online (RON) and Booking Online (BON); Research Online (RON) and Booking Offline (BOFF); and Research Offline (ROFF) and Booking Offline (BOFF).

In terms of demographics, users in the age group of 35 to 44 years are the savviest when comes to booking hotels online. Findings also revealed that short-duration trips are on the rise in India, as leisure travellers prefer more than two trips in a year.



# Changing phase of Modern Bakeries

THE BAKING INDUSTRY NEEDS MODERN TECHNOLOGY TO RISE UP TO MARKET DEMANDS



The choice of breads and use of baked foods have suddenly exploded with the fast changing lifestyle of the average Indian and this has made bakery products vitally indispensable at the breakfast table increasing the demand for varieties of bakery products.

The advancement in communication, air travel, the improved economy and affordability, all have brought the leading nations of the world to India's doorstep. The frequent worldwide foreign travel from and to our country and the influx of multi nationals and their food cultures have revolutionised the baking industry.

The Food Safety Regulations, competition in the industry, demand for newer products and the need to survive have pushed every operator to offer international standards and quality and choice of products to satisfy the palate of every customer.

In India of late a craze for haute cuisine of Far East is on the increase giving a further impetus to the industry. Pervading health consciousness has increased the demand for a new range of suitable baked products. Availability of fillings, spreads and choice of breads and bakery foods has drastically changed the lifestyle of modern households in the recent times, teenagers in particular, who are about 10 per cent of the new generation.

All these have increased the load on the bakeries resulting in the need for them to diversify and up-grade the technology to survive and be able to remain competitive in the food industry attracting the demanding consumers and gratifying their needs efficiently with the available of modern machinery assisting them to deliver quality bakery foods.

## The challenges

Indian bakers of necessity had to meet

the challenges to move forward. With the development of modern retailers in the cities, malls, supermarket shopping culture, food courts, bakery cafes etc, the choice of fillings, exotic vegetables and fruits are now on the breakfast table. Indians have the talent and our manpower is willing to learn and adapt to the changing trends.

## Understanding the process of modern technology

The present day bakery industry has gone through a sea change in the range of bakery products and confectioneries, the varieties of ingredients and raw materials used and also the production methods adapted.

Modern bakery machinery and equipment (a few listed below for example) are clearly the result of innovations and constant research that have revolutionised the industry. If one wants to survive in the midst of cut



throat competition, it is important to adapt one to the changing trends, which is the firm philosophy of leading chefs and bakers of the present times in the field.

## Planetary mixers:

Used for cake and cookie preparation, the imported machines have helped chefs and bakers in mixing the ingredients in the right proportions at regulated speed and time to provide consistent batter for more voluminous softer cakes and pastries and crunchy cookies.

## Spiral mixers:

Imported machines used for kneading bread, bun, pizza, puff dough etc.,- have helped chefs and bakers in mixing dough in quick time ( 8-10 minutes ), and uniform gluten developed dough for consistent quality, better texture and desired output.

## Dough divider/ rounder/ moulders:

These imported machines come handy to bakers/chefs to divide and roll the dough for better dividing, rounding and rolling for uniform pressure on dough and consistent oven spring. This works out more convenient with less skilled team of workers to get better results.

## Dough sheeters:

These provide convenience, consistency in uniform flattening/

sheeting the dough for lamination process with layering of fat in dough and to get layers uniformly for making croissant, puff pastry preparations.

## Ovens:

Diesel/ gas/ electric/ convection ovens – These imported machines save on fuel, operation, consistent baking, very good oven spring and give good volume, texture and softness for all bakery foods besides appetising golden crust.

## Soya milk extractor:

Bakery products once known as junk food has effectively transformed itself into acceptable quality with the use of trans fat free fats or additions of vast range of natural nutrients to the same old raw materials to bring down either energy levels/ Kcals or to lower LDL cholesterol content in bakery foods. One such ingredient gaining popularity among the leading chefs and bakers is the Soya milk.

Soya milk extraction is very simple and the baker can process his desired quantity of milk based on his daily requirement. The cost of soya milk is Rs 8 per litre against the cost of Rs 45 per litre for the dairy milk and so advantageous for making breads and cakes with softer and voluminous products at low cost.

Besides this huge reduction in production cost, this innovation results in

enriched bakery products, rendering a third benefit also to the baker with an enhanced clientele, his place becoming a favourite haunt of the vegans.

## Chefs' choice of cold freeze technology

Frozen technology is slowly replacing the present style of food preparation process. With the availability and growing knowledge in the use of blast freezers, the baker can now live his dream of having a good night's sleep.

The frozen technology is now helping the baker to do his work during the day and blast freeze the products and transfer them into a regular chiller/ freezer. The products when required can be thawed, baked and served.

Customers demand their favourite choice of puffs, struddle or samosa etc fresh from the oven. Bulk orders for parties and celebrations can be prepared at leisure, required quantity could be used, wastage is under control and any skilled work could be done early and stored for the baker resulting in convenience and great savings. Consumers can have their choice of bakery foods available round the clock, 24x 7 and the cash counter kept engaged throughout.



# New national policy to boost India's MICE tourism potential

By Staff Reporter



**The new National Tourism Policy, which is slated to be launched soon, is expected to give the much needed push to the MICE potential of India.**

Stating this while addressing the media at the India Convention Promotion Bureau's (ICPB's) Luncheon Meeting in New Delhi recently, Dr Suman Billa, Joint Secretary, MoT and Chairman, ICPB asserted that the soon-to-be-launched National Tourism Policy and the upcoming investments through 'Make in India' campaign are sure to give the much needed push to the MICE potential of India. In the meantime, MoT looks forward to support the states or MICE venues in bidding for foreign MICE events and establishing and updating the MICE related infrastructure, he added.

"India currently holds the 35th global MICE ranking and ninth position in the Asia Pacific region, with 116 global business events in 2014. India's share in global tourism ranking also remains 0.68 per cent as of now and the Ministry of Tourism (MoT) plans to grow it to one per cent by 2020. ICPB has come a long way but still it needs to play a more vital and focused role in growing and promoting India as a premier MICE destination. Moreover, about 190,000 hotel rooms are slated to open in the next three to four years. Hence, we intend to restructure and reengineer ICPB to augment the growth in MICE business in to India. MoT aims to put aside a specified amount and encourage states as well to do the same so as to grow the segment on a consistent basis and bid for

both domestic and foreign MICE business," elaborated Billa.

With a focus on Marketing, Networking and Skill Development, ICPB's eighth Conventions India – the Meetings, Incentives, Conventions and Events Conclave (CIC) themed 'Unleashing the Potential' have registered 64 hosted buyers (including associations, corporate and medical and educational institutions) so far and aims to touch a figure of 150 by the Conclave. Our main focus is on the domestic buyers but about 15 foreign buyers would be nominated by the India Tourism Overseas Offices, who will be a part of the Conclave, informed Captain Swadesh Kumar, Vice Chairman, ICPB and Convenor, CIC 2015. Captain Kumar also highlighted that they would soon be launching a mobile application before the Conclave.

CIC 2015 will witness six panel discussions including a multi-ministerial session and the last one being a media session. Sanjay Soni, Honorary Treasurer, ICPB and Head, Exhibitions Committee updated that 23 booth spaces have been sold out so far and the target is to touch 54 before the Conclave. Girish Kwatra, Head, Accommodation Committee shared that Crowne Plaza Greater Noida has confirmed for room space while they are still in talks with Radisson Blu Greater Noida and Jaypee Greens Golf and Spa Resort, Greater Noida. ICPB has also hired a digital media company for the time being to spread the word about the Conclave on social media platforms such as Facebook, Twitter and LinkedIn. The company has also created a hashtag - #CIC2015.

CIC 2015 will be held from August 7-9, 2015 at The India Expo Mart Limited, Greater Noida, with the support of the Ministry of Tourism, Government of India.



For information on tourist places of India please write to [touristoffice-mum@nic.in](mailto:touristoffice-mum@nic.in)



Tulip Garden, Srinagar

For tourist information on India, please contact: Indiatourism, (Ministry of Tourism, Govt. of India ),123 M . Karve Road, Opp. Churchgate Station, Mumbai 400 020, Tel 022-22074333/34, Email: [indiatourism-mum@nic.in](mailto:indiatourism-mum@nic.in), Website: [www.incredibleindia.org](http://www.incredibleindia.org).

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New Delhi: The new service tax rate will be levied at the rate 12.36%, including education cess. A consolidated rate of 14%. Service tax will be levied on all...



# in media

THE TIMES OF INDIA, MUMBAI MONDAY, JUNE 22, 2015

## Hooch tragedy: Khadse fails acid test

H D Khadse has been the leader of opposition to the aftermath of the Mahawani hooch tragedy. He would have demanded the resignation of the excise and home ministers and suspension of additional and deputy commissioners of police and excise superintendent of the suburban district. However, now that Khadse himself is the excise minister, nearly a week after the deaths, he has not taken any action against any high-ranking official in the home or excise department and has instead suspended only the lower-rung personnel. The recent tragedy is almost a repeat of the 2004 Vikrolit illicit liquor case, which had claimed 87 lives. The then home minister Chhagan Bhujbal had suspended 51 police officers, including two senior deputy commissioners of police. Subsequently, while a few accused were sentenced to life imprisonment, the suspension of all the accused cops was reversed and they were promoted as per schedule. The court had passed strictures against the home department for its failure to boot the erring police officers for absent to crime. It had felt that the cops should have been made accused. It seems that over the past decade, since the Vikrolit tragedy, the law-enforcing agencies have failed to keep a check on the illicit liquor trade in the metropolis and the state...



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THE TIMES OF INDIA, MUMBAI WEDNESDAY, MAY 13, 2015

## Stringent Juvenile Justice Act puts hotels in soup for hiring minors

MUMBAI: Restaurants and hotels owners in the city are facing the police heat. Their premises are being raided and they are being charged for employing children. The Child Labour (Prohibition and Regulation) Act 1986 prescribes employment from 14 years onwards, but the Juvenile Justice (Care & Protection of Children) Act 2000 prohibits employment below 18 years. So, although restaurants have employed people above 14 years, the stringent Juvenile Justice Act works against employers who have hired those between 15 and 18 years. The Indian Hotels and Restaurant Association (AHAR) have alleged in the last one month, there has been series of raids by the police. "Despite providing documentary age proof of workers above 14 years, action is taken against hotels. Children are sent to remand homes," said Adarsh Shetty, president, AHAR. He said the police were using the provisions of the Juvenile Justice Act, which is not applicable to them. Earlier, people used to migrate from south India and far-flung districts of Maharashtra. Now labourers come in hordes from Odisha, Bihar, the North East and Nepal. NGOs said those below 18 years should not be employed. Farida Lambha, co-founder of Pratham, the NGO working for children's welfare, said the Juvenile Justice Act should be enforced as it is stronger Act. "Hotels should not employ children below 18 years," said Lambha. The Mumbai Police denied any allegations of harassing hoteliers. "We do not raid any premises on our own. We do so only after receiving on complaints from NGOs," said Dhananjay Kulkarni, spokesperson of Mumbai Police.

## Tipplers stay off tequila over adulteration fears

Pub-goers are shunning tequila for the time being as many fear the liquor, usually in short supply in the city, is often sourced from the grey market, where it is adulterated with the spirits used in hooch. But the Hotels & Restaurants Association of Western India assured there is a clear difference between the original brands and the spurious stuff. Adarsh Shetty, president of AHAR, an association of over 8,000 bars and restaurants in Mumbai, admitted to a dip in demand for tequila for the past few days. He accepted that much of the tequila is sourced from the grey market, where suppliers often adulterate it with raw spirit. He said demand will return to normal once the hooch scare fades. Bharat Malkani, president of the Hotels and Restaurants Association of Western India (HRAWI), said the scare was unfounded as there is a clear difference between original brands and what comes from the grey market. "Patrons should not worry as better quality stocks exist," he said. Meldine D'Cunha, owner of The 101 in Bandra and Run 16 in

## Chittaranjan Tembhekar

Chittaranjan Tembhekar is a journalist and author. He has written several articles on social issues and has been a vocal critic of government policies. He is currently working as a senior editor at the Times of India. His work often focuses on the lives of the common people and the challenges they face in a rapidly changing urban environment like Mumbai.

THE TIMES OF INDIA, MUMBAI WEDNESDAY, MAY 20, 2015

## 'Inflated' piped gas meters in restaurants & hotels sealed

Mumbai: The legal metrology department has found meters for piped gas to be inflated by at least 15 to 20% at most restaurants and hotels in the city. For a week now, the Metrology Dept Checks Detected Faulty Instruments. The meters also have to be verified by the legal metrology department before installation, but the procedure was reportedly not followed at many places. The surprise check, which started from a popular burger joint at Chembur and measures then 20% more than the actual bill since the meters were installed. It raises doubts about piped gas meters all over the city, including residential ones. The meters also have to be verified by the legal metrology department before installation, but the procedure was reportedly not followed at many places. The surprise check, which started from a popular burger joint at Chembur and measures then 20% more than the actual bill since the meters were installed. It raises doubts about piped gas meters all over the city, including residential ones.

THE TIMES OF INDIA, MUMBAI WEDNESDAY, MAY 20, 2015

## E coli bacteria in 200 of 600 street food samples

BMC starts massive drive against food vendors after finding the deadly germ in roadside snack samples that were mostly collected from areas in south Mumbai. Health officials are concerned about the spread of E. coli bacteria in street food. The BMC has started a massive drive to collect samples from 600 street food vendors. Out of these, 200 samples were found to be contaminated with E. coli bacteria. The BMC is now taking strict measures to ensure the safety of street food. Vendors are being asked to follow strict hygiene protocols and use clean water and ingredients. The BMC is also conducting regular inspections to ensure compliance.

THE TIMES OF INDIA, MUMBAI TUESDAY, JUNE 02, 2015

## Owners used to get fixed amount

Congress legislators from south Mumbai Arun Patel said, "The controlling of the Act will affect many families. Since the landlords of these pagadi properties will now be empowered they may unilaterally act against the tenants," said Maharashtra Minister, a resident of Marine Drive. These properties are spread over areas like Marine Drive, Nariman Point, Colaba, Malabar Hill etc. Some families living in these areas have the ability to pay the kind of property tax the government is looking to levy. "However, a majority of the families do not have the income to pay that kind of money. This may end up forcing people to move out of these areas. The problem then would be where to go, as homes in Mumbai are neither cheap nor do they provide the best of amenities," said a tenant living in Colaba.

## State decision to amend Rent Control Act will give landlords of many south Mumbai buildings a free hand to hike pagadi money

State decision to amend Rent Control Act will give landlords of many south Mumbai buildings a free hand to hike pagadi money. Rent may burn holes in tenants' pockets. Owners used to get fixed amount. Congress legislators from south Mumbai Arun Patel said, "The controlling of the Act will affect many families. Since the landlords of these pagadi properties will now be empowered they may unilaterally act against the tenants," said Maharashtra Minister, a resident of Marine Drive. These properties are spread over areas like Marine Drive, Nariman Point, Colaba, Malabar Hill etc. Some families living in these areas have the ability to pay the kind of property tax the government is looking to levy. "However, a majority of the families do not have the income to pay that kind of money. This may end up forcing people to move out of these areas. The problem then would be where to go, as homes in Mumbai are neither cheap nor do they provide the best of amenities," said a tenant living in Colaba.

THE TIMES OF INDIA, MUMBAI WEDNESDAY, MAY 20, 2015

## Restaurateurs to serve Maharashtrian dishes

Bowing to the demand of the Republican Party of India (Athawale), the Association of Hotel Owners has decided to make available Maharashtrian dishes in every member restaurant in the state. RPI chief and Rajya Sabha MP Ramdas Athawale had threatened to launch an agitation over the demand. "I have had a very successful meeting with restaurant owners be injustice to our culture if the option to eat Maharashtrian food was denied," Athawale said, after meeting representatives of Indian Hotels and Restaurants Association (AHAR). RPI vice-president Vivek Pandit, who was present at the meeting, said after intense discussions, AHAR agreed to provide popular Maharashtrian dishes such as batata vada and doha on menus even-ly. The Association of Hotel Owners has decided to make available Maharashtrian dishes in every member restaurant in the state. RPI chief and Rajya Sabha MP Ramdas Athawale had threatened to launch an agitation over the demand. "I have had a very successful meeting with restaurant owners be injustice to our culture if the option to eat Maharashtrian food was denied," Athawale said, after meeting representatives of Indian Hotels and Restaurants Association (AHAR). RPI vice-president Vivek Pandit, who was present at the meeting, said after intense discussions, AHAR agreed to provide popular Maharashtrian dishes such as batata vada and doha on menus even-ly.

THE TIMES OF INDIA, MUMBAI WEDNESDAY, MAY 20, 2015

## Alleges Govt Barring For Developers

Mumbai: The Congress on Monday led its move to re-assert its position against the proposed changes to the Rent Control Act in the draft of new housing policy. The BJP government has sought to change the aged rent system and give more reasonable rate to landlords. Bees, especially in the island city are also likely to lower the market rates. But the Congress alleged that this is the second disaster after the BJP came to power. Under the draft policy the Act will be amended and all commercial establishments occupying more than 500 sq ft and residential occupiers occupying more than 800 sq ft or 100 sq ft in a building will not get benefit of the old policy. Once the draft policy is implemented, these tenants need to pay 20% of market interest rate for the first three years and 100% of the market rate from the fourth year to avoid eviction by the landlord. For residential occupiers, the rent could be 20% of the market rate or 100% of the market rate, whichever is lower. "It's a better bill but the suggested changes are much needed for the city's welfare. The changes will streamline rental housing scenario and encourage landlords to maintain buildings," said Pradeep Jais, executive director, Urban Design Research Institute. However, said, "We need development but not at citizens' cost. Instead of protecting tenants' interests, the government is helping buildings with states in most buildings."

THE TIMES OF INDIA, MUMBAI TUESDAY, MAY 19, 2015

## Rent Act change is in builders' interest: Cong

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THE TIMES OF INDIA, MUMBAI WEDNESDAY, MAY 20, 2015

## Service tax to be levied only in AC restaurants

New Delhi: Restaurants without air conditioning facility will not charge any service tax from their customers while the ones with ACs will charge only on the 40% of the total bill amount, the finance ministry said on Tuesday. Restaurants, eating-joints or messes, which do not have the facility of air-conditioning or central-heating in any part of the establishment are exempt from service tax. In other words, only air-conditioned or air-heated restaurants are required to pay Service Tax, the Ministry said in a clarification on applicability of the levy. In case of air-conditioned or air-heated restaurants, 60% of the value is to be deducted from the total amount charged while applying the rate of Service Tax and tax is to be calculated on the balance 40 per cent, it added. With the increase in the rate of Service Tax to 14% (subsuming the Education Cesses) from June 1, the effective rate of tax will be 5.6% of the total amount charged. Prior to June 1, when the rate was 12.36%, the effective rate was 4.94%.—PTI

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