

*Kwality*

# Kwality Group



**Represented By : Deepak Behl,  
Chief People Officer**

Delhi • Mumbai • Goa • London

Kwality

# Kwality Group Brands

*the Village*

**CHOPSTICKS**  
Oriental Cuisine

**COLOURS 'N' SPICE**  
The Indian Restaurant

**TONIC**  
Bar & Lounge

**अपना**  
Tak-a-tak Cuisine

*Orient Room*  
Banquets & Events

*Nirvana*  
Kwality

**GAYLORD**  
RESTAURANT  
Mumbai • London

**BREAD & MORE**  
DELHI • MUMBAI • GOA

*Chopsticks*  
EXPRESS

 **Kwality**  
EXPRESS

**Kwality**  
Restaurant

**Kwality** CATERERS

Delhi • Mumbai • Goa • London

*Kwality*

# **Blueprint For Building A Talent Pool**

**(Developing work ethics in  
the Restaurant workplace)**

Delhi • Mumbai • Goa • London

# The Challenges today...

- **Recruit and Retain Workforce (any creative ways...)**
- **How to Inspire and Train staff (Generating Assets)**
- **How trained staff can convert customers into fans.**
- **Strategies to Build a Culture of Dedicated Services**
- **How to fight with low productivity – why confidence is declining and why young employees are not willing to work**
- **Training for Skill Development – A Nationwide Concern**

# **The Recruitment Riddle...**

## **(The Retention Mantra)**

### **Some Creative Solution...**

- **Tie up with NGOs supporting underprivileged students.**
- **Hiring from Food Craft Institutes / One year diploma.**
- **Offer them learning, growth and limited working hours.**
- **Offer the Culture of Respect and Acceptance.**
- **Employee Relations Activities.**
- **Learning and Development.**

# Inspiring and Training Staff (Generating Assets)

- Is Training Cost - a Cost / Burden or Investment ?
- When you give, do you get something in return ?
- What will happen if we do not train...
- Who should train.
- Go back to basics – start with briefings and Grooming and Hygiene.
- Talk positive about Hospitality and enjoy the challenges.

# How to convert Customers into Fans ?

## Probable Solutions :

- Only happy staff can create happy fans.
- It is not only the Product, it is the Service also which brings fans.
- Give important to Heart of the House also.
- Reward and Recognise staff as and when you catch them doing good.

# Strategies to Build a Culture (of Dedicated Service)

- It should start from the Top.
- Head of HR should be the Owner of Building Culture.
- Adopt Change and accept one thing is certain – i.e. Change
- Listen to the Professionals, that is why they have been hired.
- Establish Two Way Communication
- Action Culture in place of Meeting Culture.
- Result Oriented Approach



# The Riddle of Low Productivity...

- Participative Management
- Share your Dreams and make them their dreams
- Involve Employees in Decision Making
- Backpat them as and when you get the chance.
- Make the work interested.
- Keep Challenges
- Include Fun work culture. (ER Activities)

# TRAINING for Skill Development

- Understand the difference between Expenditure and Investment – Training is Investment.
- Do not expect overnight results, you are sowing a seed.
- Praise Trainers – they are alchemist / Midas of your co.
- Not only Technical Trainings but Behavioural Trainings are also important.
- Put your Manages / Leaders for MDPs and EDPs.
- Invite Guest Speakers from Industry and from outside industry.

*Kwality*

**THANK YOU**

Delhi • Mumbai • Goa • London