

## Sadhasivam K

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**From:** Venu Madhav Singaraju  
**Sent:** 13 June 2024 10:26  
**To:** Badal Yeram; Amit Singh; Sadhasivam K  
**Cc:** Meena Shah; Azmath Baig; Leo Phiberli R; Gururaj Sagvekar; Jagraj Singh Randhawa; Deepak Dhyani; Suganthraj B; Suganthraj B; Koodalingam S  
**Subject:** RE: discussion on second order - Process note for Second order

Hi Sadha and Amit,  
I am assuming you will need Bluetooth printer as well.

[@Sadhasivam K](#) Please raise PR for 2 Windows Tab + Bluetooth Printer sets.

Regards,  
Venu

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**From:** Badal Yeram <badal.yeram@travelfoodservices.com>  
**Sent:** Thursday, June 13, 2024 10:02 AM  
**To:** Amit Singh <amit.singh@travelfoodservices.com>; Sadhasivam K <sadhasivam.k@travelfoodservices.com>; Venu Madhav Singaraju <venu.singaraju@travelfoodservices.com>  
**Cc:** Meena Shah <meena.shah@travelfoodservices.com>; Azmath Baig <azmath.baig@travelfoodservices.com>; Leo Phiberli R <leopherli.r@travelfoodservices.com>; Gururaj Sagvekar <gururaj.sagvekar@travelfoodservices.com>; Jagraj Singh Randhawa <jagrajsingh.randhawa@travelfoodservices.com>; Deepak Dhyani <Deepak.dhyani@travelfoodservices.com>; Suganthraj B <suganthraj.b@travelfoodservices.com>; Suganthraj B <suganthraj.b@travelfoodservices.com>; Koodalingam S <koodalingam.s@travelfoodservices.com>  
**Subject:** RE: discussion on second order - Process note for Second order

Dear Amit,  
Kindly confirm on the menu as per outlets list mapped to SOT (as we would have to push second order items first and then we can have ala-carte menu listed beneath the list on the tab) so we can start the configuration and roll out once tabs are procured. Meanwhile menu can be tagged to POS, and we can start testing.

Regards,  
Badal Yeram,  
DGM – Loyalty & Category,  
#8830934903,  
Travel Food Services Pvt. Ltd.  
Shiv Sagar Estate, A-Block, 1st Floor,  
Dr. Annie Besant Road, Worli Point,  
Mumbai-400018.



<https://www.k-hospitality.com>

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**From:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>  
**Sent:** Wednesday, June 12, 2024 8:14 PM

**To:** Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>; Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Koodalingam S <[koodalingam.s@travelfoodservices.com](mailto:koodalingam.s@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

Hi Venu & Badal,

By starting the SOT we are targeting additional ADS of 70K-80K

- 1- SOT 1: 20K
- 2- SOT 2: 25K
- 3- SOT 3: 35K

Request you to pls approve to raise PR for 3 tabs

Thanks  
Amit K Singh

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**From:** Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>

**Sent:** Wednesday, June 12, 2024 7:07 PM

**To:** Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>; Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>; Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

**Importance:** High

Dear Sir,

Kindly Suggest which Tab Need to Rise PR.

Thanks & regards  
Sadhasivam  
Assistant Manager IT  
Travel Food Service Chennai Limited.

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**From:** Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>

**Sent:** 12 June 2024 19:04

**To:** Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>; Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>; Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>; Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

Dear Sir,

As discussed, Request you to please raise PR for 3 Tabs for the second order – SOT.

Best Regards,

Suganth B | Operations Manager | 99626 59123



Creating memories and inspiring  
happiness through food, since



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**From:** Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>

**Sent:** Wednesday, June 12, 2024 12:30 PM

**To:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>; Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

+venu

Regards,

Badal Yeram,

DGM – Loyalty & Category,

#8830934903,

Travel Food Services Pvt. Ltd.

Shiv Sagar Estate, A-Block, 1st Floor,

Dr. Annie Besant Road, Worli Point,

Mumbai-400018.

<https://www.k-hospitality.com>

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**From:** Badal Yeram

**Sent:** Wednesday, June 12, 2024 11:11 AM

**To:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

Team IT,  
FYR. All inputs, assets to be aligned accordingly.  
Thank you Amit.

### Top task

1. Process note to be drafted by ops as discussed on call and shared for review of the members. Badal to close post that - 12.06.2024
5. Resources, manpower allocation & timelines to be shared by Ops (12.06.24)
7. Outlet list, location, area to be listed out by Suganthraj (12.06.2024)
11. Ops to log separate POS requirement - 11.06.24- suganthraj to write to Controls and IT
12. Amit to raise PR and have discussion with Venu and team to close the same. Badal to speak to lovejot to expedite the procurement process
16. Outlet wise Targets for second order to be shared by Amit - 12.06.2024

Regards,  
Badal Yeram,  
DGM – Loyalty & Category,  
#8830934903,  
Travel Food Services Pvt. Ltd.  
Shiv Sagar Estate, A-Block, 1st Floor,  
Dr. Annie Besant Road, Worli Point,  
Mumbai-400018.

<https://www.k-hospitality.com>

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**From:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>

**Sent:** Wednesday, June 12, 2024 10:51 AM

**To:** Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>

Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

Hi Badal,

Thanks for sharing, Good to go from OPS.

Thanks

Amit K Singh

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**From:** Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>

**Sent:** Wednesday, June 12, 2024 10:44 AM

**To:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>

**Subject:** RE: discussion on second order - Process note for Second order

Dear Amit,

Please let me know if you have any inputs. Just elaborating it in detail.

Step 1: Customer visits outlet and order his/her 1<sup>st</sup> order which is punched on the POS.

Step 2: Invoicing completed, Order is prepared and handed over to customer. Customers sits in the foodcourt

Step 3: Just when the customer is about to finish/ or has finished the meal, our GSA would approach the customer for second order (This training/grooming has to be done thoroughly as this is critical moment to nudge)

Step 3A: Customer rejects, GSA moves on Step 3B: Customer sees the menu on tablet and places order through GSA on the tablet

Step 4: GSA punches order on Tablet, completes billing with UPI,Card/Cash and hands over bill to customer. Customer number to be captured so GSA can reach out incase they change their table

Step 5: KOT copy shared with GSA at the outlet counter and pushed to kitchen for prepping the order

Step 6: Order is ready, outlet GSA informs the GSA who took Second order to pick the order

Step 7: GSA who picked the second order will deliver the same to customer at the table (incase customer is not there at the table, GSA to call the customer on the phone nos shared during invoicing)

Step 8: Order closed. Incase customer wants to order more GSA can take order else move on to other customers.

Tablet will be offline while the billing happens and will be synced every time shift ends and will be put on charging. Please note wrt to billing and handling the asset we will follow process that we follow for Food@gate tablets.

Regards,

Badal Yeram,

DGM – Loyalty & Category,

#8830934903,

Travel Food Services Pvt. Ltd.

Shiv Sagar Estate, A-Block, 1st Floor,

Dr. Annie Besant Road, Worli Point,

Mumbai-400018.

<https://www.k-hospitality.com>

**From:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>

**Sent:** Tuesday, June 11, 2024 5:43 PM

**To:** Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>

**Subject:** RE: discussion on second order

Dear All,

Pl find below the process note

1. Process note to be drafted by ops as discussed on call and shared for review of the members

The Right way of taking an order		
1.A	STEP 1	GSA to take order from customer as per his need & requirement Ref Case: Customers ordered for a Sandwich
1.B	STEP 2	GSA Punches the Order in the tab Ref Case: GSA punches Sandwich in POS & gets the amount that needs to be charged for the same
1.C	STEP 3	GSA to repeat the order placed & Bill value raised against it Ref Case: GSA to inform customer about Sandwich order & amount charged for the same
1.D	STEP 4	GSA to collect the payment ( Cash/Card/Others) from the customer Ref Case: Payment to be processed either by taking Cash/Card or any other mode if available
1.E	STEP 5	GSA to provide exact loose cash along with the Bill copy Ref Case: Loose change has to be correctly handed over to customer along with the bill
1.F	STEP 6	GSA to handover the KOT to respective outlet Ref Case: Order needs to be prepared & served taking into account the hygiene factors

1.G	STEP 7	GSA to collect the product & then Serve to guest Ref Case: Order needs to be prepared & served taking into account the hygiene factors
1.H	STEP 6	Closing script to be followed

Thanks

Amit K Singh

**From:** Badal Yeram <[badal.yeram@travelfoodservices.com](mailto:badal.yeram@travelfoodservices.com)>

**Sent:** Tuesday, June 11, 2024 2:29 PM

**To:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>; Sadhasivam K <[sadhasivam.k@travelfoodservices.com](mailto:sadhasivam.k@travelfoodservices.com)>; Leo Phiberli R <[leophiberli.r@travelfoodservices.com](mailto:leophiberli.r@travelfoodservices.com)>

**Subject:** Re: discussion on second order

Dear All,

Here are minutes of the meeting:

1. Process note to be drafted by ops as discussed on call and shared for review of the members. Badal to close post that - 12.06.2024
2. Training of the staff members who would drive second orders - Amit and team to do the briefing - this week
3. Manpower allocation (additional) and SOPs to be drafted by SOPs - Amit (12.06.24)
4. Menu suggestions to come from ops and later vetted by HO Controls (13.06.24)
5. Resources, manpower allocation & timelines to be shared by Ops (12.06.24)
6. IT integration and order taking on tablet - timeline to be shared Jagraj (tentative timelines mentioned below, but IT can share inputs)
7. Outlet list, location, area to be listed out by Suganthraj (12.06.2024)
8. One tablet multiple stores will be created as separate POS (just like Food@gate) - IT to configure
9. Second order will be mapped daily basis - Reports expectation to be shared by OPS to IT
10. IT requirements to be shared by Jagraj - tablet options for smaller device to be explored due to heavy tablets
11. Ops to log separate POS requirement - 11.06.24- suganthraj to write to Controls and IT
12. Amit to raise PR and have discussion with Venu and team to close the same. Badal to speak to lovejot to expedite the procurement process
13. The tablet that will be procured by second order has to work on stellar in future or any service provider we finalise
14. KOT will be taken manually just like we do for Food@gate since stellar is not live KOT cannot fire individually into outlets
15. Timeline - New POS code to be procured by Thursday - 13.06.24
16. Testing of the POS and outlet mapping to POS code - 3 days - to be closed by 17.06.2024,
17. Tentative tablet handover date 17.06.2024. - Once tablet is procured - syncing and testing 3 days from there on - Jagraj to test it with Sadha
16. Outlet wise Targets for second order to be shared by Amit - 12.06.2024

**Go-Live aimed at 24.06.2024**

Regards,

Badal Yeram,  
DGM – Loyalty & Category,  
#8830934903,

Travel Food Services Pvt. Ltd.  
Shiv Sagar Estate, A-Block, 1st Floor,  
Dr. Annie Besant Road, Worli Point,  
Mumbai-400018.



<https://www.k-hospitality.com>

---

**From:** Badal Yeram  
**Sent:** Tuesday, June 11, 2024 08:46  
**To:** Amit Singh <[amit.singh@travelfoodservices.com](mailto:amit.singh@travelfoodservices.com)>; Suganthraj B <[suganthraj.b@travelfoodservices.com](mailto:suganthraj.b@travelfoodservices.com)>; Gururaj Sagvekar <[gururaj.sagvekar@travelfoodservices.com](mailto:gururaj.sagvekar@travelfoodservices.com)>; Jagraj Singh Randhawa <[jagrajsingh.randhawa@travelfoodservices.com](mailto:jagrajsingh.randhawa@travelfoodservices.com)>; Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>  
**Cc:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Azmath Baig <[azmath.baig@travelfoodservices.com](mailto:azmath.baig@travelfoodservices.com)>  
**Subject:** discussion on second order  
**When:** Tuesday, June 11, 2024 2:00 PM-2:30 PM.  
**Where:** Microsoft Teams Meeting

Dear Team,

Moving the meeting due to unavailability of some members.  
Kindly join.

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**Microsoft Teams** [Need help?](#)

[Join the meeting now](#)

Meeting ID: 445 695 113 83

Passcode: MBBZ66

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For organizers: [Meeting options](#)

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