

**Trupti Dalvi**

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**From:** Amol Dandekar  
**Sent:** 19 January 2024 12:47  
**To:** Trupti Dalvi  
**Subject:** FW: [EXT]RE: BIAL T2 - KFC Feedback  
**Attachments:** KFC\_Front Wall Signage - Print file.jpg; KFC\_Front Wall Signage - Print file.cdr; KFC\_Front Wall Signage - Print file.pdf

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**From:** Chetan Bobade  
**Sent:** Thursday, January 18, 2024 7:25 PM  
**To:** Amol Dandekar <amol.dandekar@travelfoodservices.com>; Murchana Devi <murchana.devi@travelfoodservices.com>  
**Subject:** FW: [EXT]RE: BIAL T2 - KFC Feedback

Hello Amol,

Please find attached revised All Day creative of BLR T2 KFC front counter.

Regards,  
Chetan V Bobade  
9004933151  
Travel Food Services Pvt. Ltd.  
Shiv Sagar Estate, A-Block, 1st Floor, Dr. Annie Besant Road,  
Worli, Mumbai-400018.



---

**From:** Vipin Mhatre <[vipin.mhatre@travelfoodservices.com](mailto:vipin.mhatre@travelfoodservices.com)>  
**Sent:** 18 January 2024 18:49  
**To:** Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>  
**Subject:** Re: [EXT]RE: BIAL T2 - KFC Feedback

Hi,

PFA of **All Day** artwork for front table with sizes

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Regards,  
Vipin Mhatre

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**From:** Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>  
**Sent:** Thursday, January 18, 2024 1:01 PM  
**To:** Vipin Mhatre <[vipin.mhatre@travelfoodservices.com](mailto:vipin.mhatre@travelfoodservices.com)>  
**Subject:** FW: [EXT]RE: BIAL T2 - KFC Feedback

Please change the All Day artwork as per given sizes.

Regards,  
Chetan V Bobade  
9004933151  
Travel Food Services Pvt. Ltd.  
Shiv Sagar Estate, A-Block, 1st Floor, Dr. Annie Besant Road,  
Worli, Mumbai-400018.



---

**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>  
**Sent:** 17 January 2024 11:35  
**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>  
**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>; Sajan Thomas <[sajan.thomas@travelfoodservices.com](mailto:sajan.thomas@travelfoodservices.com)>  
**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Some people who received this message don't often get email from [sharmila.chatterjee@yum.com](mailto:sharmila.chatterjee@yum.com). [Learn why this is important](#)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Amol,

As discussed, please get the below points rectified and share the updated pictures with us.

1. Reference the attached site image only one kiosk is installed outside. However, we had clearly shared in trailing email and our discussions that **we cannot open the store with one kiosk outside. Minimum 2 kiosks are to be provided outside. If you are leaving provision for now, then leave provision for two kiosks.**
2. 'Freshly made..' artwork is to be fixed on counter as per details shared in below email. As confirmed by you on call, this is under manufacturing and will be installed. The one which is currently fixed on BOH wall will be taken out. Please share the pictures post rectification.

Regards,  
Sharmila

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**From:** Chatterjee, Sharmila

**Sent:** Friday, December 22, 2023 6:15 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; [noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Amol,

It was a pleasure meeting Mr Sajan and TFS team at Bangalore airport T2 store earlier this week. I have put together our observations/ recommendations in the attached file. As discussed in our call today please incorporate the same at site.

1. Minimum 2 kiosks are to be provided outside. If we are leaving wiring for future provision of kiosks it should be done for two kiosks. **Please ensure that we do not open the store with one kiosk outside.**
2. As shared by site team sleeper wood panels are being used on counter front. We **highly recommend not to use sleeper wood panels** on counter body as it will lead to cracks (due to expansion contraction) and pest harborage which will be a food safety challenge. If wooden finish is to be done on counter front, we should use the same veneer which is being done on the walls. This is non negotiable from QA/ food safety standpoint.
3. All signage to be done as shown in attached file. Open files also attached.
4. The brass hanging lights as shown in lighting inventory should not be used near KFC counter.

Regards,  
Sharmila

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**From:** Chatterjee, Sharmila

**Sent:** Saturday, December 9, 2023 7:48 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; [noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah

<[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Amol,

Further to your below email confirmation, I had shared the updated artwork files. Please use the same for execution.

Below is a recap of agreed points for each of the elevation for KFC.

1. Please confirm on the countertop.
2. As discussed, there are 3 POS on counter and 4 kiosks, in this case we should have DMBs & Order-Pickup signage above counter.
3. 'Order here' sign above SOKs to be incorporated. Have shared below reference for the same.
4. As confirmed by Shama during our last team call the MOH tile is grey in color in actual (although it is shown as black in the presentation you had shared). We should have grey tiles only.
5. Please refer to points marked in elevations below.

## ENTRANCE AREA

Previous view



Updated view



- Bucket sign with KFC to be added as shown
- KFC wordmark- latest artwork to be used

## COUNTER

Updated view



Previous view



1. Bucket sign with integrated KFC to be used
2. MOH will have grey tiles. 'Freshly made all day' artwork to be used as shown.
3. Order - Pickup signage to be added above counter
4. Countertop should be in white

## SOK Wall



1. 65 inches (Drool) screen to be added near kiosks.
2. 'Order here' sign to be added above kiosks
3. QR code to be added near kiosks

Since our kiosks are red in color, these should not be fixed on the red panels as shown in the elevation. The width of red panels should be made accordingly.

Reference for order sign above SOKs



Regards,  
Sharmila

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**From:** Chatterjee, Sharmila  
**Sent:** Friday, November 24, 2023 1:45 PM  
**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>  
**Subject:** FW: [EXT]RE: BIAL T2 - KFC Feedback

Hi Amol,

As discussed, forwarding you the artworks email.

Regards,  
Sharmila

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**From:** Chatterjee, Sharmila  
**Sent:** Thursday, November 16, 2023 12:42 PM  
**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>  
**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>  
**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Amol,

Please find attached the artwork files as per below images

- Bucket with KFC
- KFC wordmark
- Made fresh all day near counter

Please let us know if you need any clarification with this.

Regards,  
Sharmila





## COUNTER- (PROPOSED)



Regards,  
Sharmila

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Friday, October 27, 2023 1:48 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Chetan Bobade <[chetan.bobade@travelfoodservices.com](mailto:chetan.bobade@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Dear Sharmila

We discussed that only the Artworks can be changed, 55 inch LED screen can be added next to the counter and DMB's to be removed. Rest nothing can be changed. Kindly share open file of art works to be used.

Also we will check and revert coming week on the counter top color.

Thanks

Best regards

Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Friday, October 27, 2023 1:37 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

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Hi Amol,

As discussed, all artwork, signage and digital screen points basis our previous call and attached file will be incorporated at site.

Regards,  
Sharmila

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**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Thursday, October 19, 2023 12:22 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Sharmila

The seating is common for both KFC and Ultra Bar and hence we cannot change the seating arrangement and the finishes. This has been already approved by the MD of BIAL and changes would not be possible at this stage.

Thanks

Best regards

Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Wednesday, October 18, 2023 7:33 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

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Hi Noel, Shama, Amol,

Please revert on the below emails. We had shared our recommendations on 30<sup>th</sup> September post our call & await to hear from you.

Do let us know for any challenges/ clarifications or discussion.

Regards,  
Sharmila

---

**From:** Chatterjee, Sharmila

**Sent:** Thursday, October 12, 2023 4:32 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Shama,  
Hi Amol,

Further to our call and below email, we await to hear from you on confirmation of execution of the points that were discussed. Do let us know if there are any questions or clarifications required.

Amol- As discussed in our call please share the site pictures with us. Also, I have shared my documents separately with you for the site visit.

Regards,  
Sharmila

---

**From:** Chatterjee, Sharmila

**Sent:** Saturday, September 30, 2023 2:41 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Shama,  
Hi Amol,

It was a pleasure connecting with you yesterday. Basis the points discussed, please find attached the ppt with our recommendations on layout, materials, and artworks. We understand the site is under execution and have considered minimal intervention in sharing our recommendations, while adhering to brand standards.

Please go through the attached file and let us know for any clarification/ discussion. Looking forward to hearing from you.

Regards,  
Sharmila

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Monday, September 25, 2023 1:06 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Sharmila

We are working on the drawings and will need some time to revert back to you.

Thanks

Best regards

Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Monday, September 25, 2023 1:02 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Amol,

Please share the updated drawings with us including the updated kiosks, signage & digital panel.

Regards,  
Sharmila

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Saturday, September 16, 2023 12:18 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Sharmila

We will need to check with the feasibility of placing the 2 nos SOK on the main counter. We have a meeting with the designer for the same and will confirm coming week.

Thanks

Best regards

Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Friday, September 15, 2023 6:31 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shama,  
Hi Amol,

Please confirm on the kiosk related recommendation shared on email dated 24<sup>th</sup> August.

Also please share the revised drawings with updated kiosks, signage & digital panel.

Regards,  
Sharmila

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Thursday, September 14, 2023 6:22 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Sharmila

We reviewed the video, the outlet shown in the video is located in an open arena of the airport and the Mesh digital signage has a bigger bulk head display for customers. We are located inside on level – 0 and also the bulkhead height is limited to 1 – 1.5 mtr hence the mesh details feature won't be feasible to be done. Also we have 2 more brands adjacent to us and creating a RED Mesh bulkhead will not be accepted by BIAL Team.

With regards to the signage we can accommodate the same and get the artworks done as per your suggestion. The flooring pattern in front of the KFC counter has been approved by BIAL team and cannot be changed.

Thanks

Best regards

Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Thursday, September 14, 2023 6:07 PM

**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shama,

Awaiting your revert on the below emails.

We understand that the execution work is in progress. Please ensure that the shared points are executed as per brand standards.

Regards,  
Sharmila

---

**From:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>

**Sent:** Tuesday, September 5, 2023 12:45 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Dear Sharmila,

We will get back to you on this within 2 days. Sorry for the delayed response.

Regards,  
Shama Nair  
+91 9821053476  
<http://www.k-hospitality.com/>



---

**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Sent:** Tuesday, September 5, 2023 12:08 PM

**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shama,

Awaiting your revert on below emails please.

Regards,  
Sharmila

---

**From:** Chatterjee, Sharmila

**Sent:** Thursday, August 31, 2023 11:29 AM

**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Shama,

Please refer to the attached videos. We should include similar red mesh detail/ lighting in our store at Bangalore T2.

Further to my trailing email, I have collated below the earlier shared points. Request you to share the updated design/ drawings with us.

Let me know if you need any artwork files/ or any other support.

Looking forward to hear from you.

Regards,  
Sharmila

View-01



Please include  
KFC bucket sign  
here

Please use the  
latest artwork files  
for KFC signage



View-02



Colonel face artwork to be placed here



These artworks are discontinued. Please refer to screenshots on email for

white/ grey tiles in MOH in place of black tiles

Remove this vertical artwork. colonel signature artwork should be on counter (horizontally)

digital screen to be included here

Please show CDS screen

We should have the grey flooring



2



Local wall/ or large screen

We should have these ceiling slats above kiosks.

Add Order Pick up signage above counter on red bulkhead (refer picture)

We should look at sustainable options for furniture & lights.





**From:** Chatterjee, Sharmila

**Sent:** Thursday, August 24, 2023 3:18 PM

**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Hi Shama,

We have discussed this internally. In case we are not able to relocate the SOKs given on right wall, we should add 2 kiosks mounted at counter. Counter will have 1 KDS, 1 POS and 2 SOKs + 4 SOKs on right wall. In this case the SOKs will be placed in a L shape. Sharing a picture of counter mounted kiosk for reference.



Dear Sharmila,

I have tried our best to accommodate your suggestion but it will not be possible to incorporate this requirement as the site work is in full swing.

We can connect on the call today between 3:30 to 4pm or 5pm onwards.

Regards,  
Shama Nair  
+91 9821053476  
<http://www.k-hospitality.com/>



---

**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Sent:** Thursday, August 24, 2023 11:52 AM

**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shama,

Awaiting to hear from you on the below email.

Please let us know when can we connect over a call for the same.

Regards,  
Sharmila

---

**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Sent:** Friday, August 18, 2023 4:05 PM

**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol

Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>  
**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>  
**Subject:** Re: [EXT]RE: BIAL T2 - KFC Feedback

Hi Shama,

As shared by Himanshu in previous emails, the 4 kiosks provided inside are not visible to customers once they enter the space. In this case customers will walk straight to counter for ordering and kiosks mix will be low. We have to make the kiosks visible to customers upon entering before they reach the counter. Accordingly, we had suggested two options, one just outside the entrance, second after entering the space. We can have pole mounted kiosks as well. I had shared the details in earlier emails.

We can connect over a call on Monday for any discussion/ clarification. Let us know.

Regards,  
Sharmila

---

**From:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>

**Sent:** Friday, August 11, 2023 5:49:33 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Dear Sharmila,

We already provided 5 self-ordering kiosks for this outlet. We can only 1 self-ordering kiosk at the entrance at we have low height partition with planter on it. Please refer to below render.





Regards,  
Shama Nair  
+91 9821053476  
<http://www.k-hospitality.com/>



---

**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>  
**Sent:** Friday, August 11, 2023 4:59 PM  
**To:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>  
**Cc:** Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>  
**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shama,

We can install 3-4 kiosks outside the store (on wooden panel below the KFC bucket sign- refer below image) and the remaining kiosks can be placed inside at a location which is visible to the customers from main entry.

As per the predicted sales and capacity calculators we will need minimum 4 kiosks in this store. We should keep provision (electrical points & area) for additional kiosks to be added in future.

Regards,  
Sharmila



**From:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>

**Sent:** Wednesday, August 9, 2023 11:20 AM

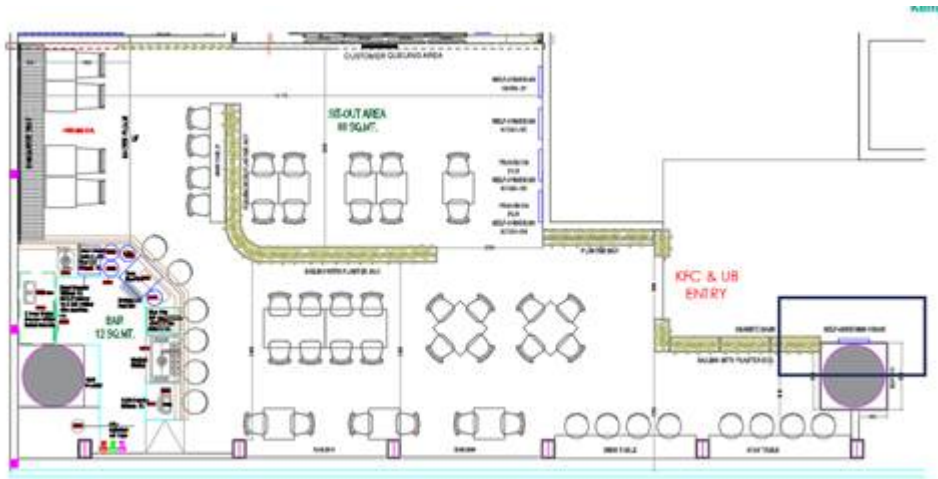
**To:** Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

Cc: Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

Subject: RE: [EXT]RE: BIAL T2 - KFC Feedback

Dear Himanshu,

We have already placed one kiosk at the entry of the store (refer to the below layout). These are additional ones.



Regards,  
Shama Nair  
+91 9821053476  
<http://www.k-hospitality.com/>



From: Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>

Sent: Tuesday, August 8, 2023 5:08 PM

To: Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

Cc: Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

Subject: Re: [EXT]RE: BIAL T2 - KFC Feedback

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But our kiosks are not going to be visible to customers once they enter the space. They will end up going straight to ordering counter and kiosk mix will be low. Let's get kiosks visible to customers before they reach the counter. These are our learnings from land stores....

Rgs,  
Himanshu

Get [Outlook for Android](#)

---

**From:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>

**Sent:** Tuesday, August 8, 2023 4:47:33 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

Dear Sharmila,

The New Terminal -2 of Bangalore is being designed as a LEED Platinum rated building and all the outlets are designed keeping sustainability as a prime motive. Hence, we have used recycled materials and also all the materials used are to be LEED certified, low VOC paint, sensor based lights etc. At this stage of execution, we have a limitation of doing any changes and hence artwork can be accommodated.

Please find our replies alongside.

1. KFC bucket artwork to be used at the main entry. – Yes we will incorporate the same
2. Kiosk location should be visible to customers upon entering the space. The current location is not visible from entrance. Have marked the suggestions on the layout. – This proposed location is in the passage of the seating area and the seating is common for both KFC and ultra bar. The kiosk will block the visibility of the bar and also the circulation space. Moreover, we cannot reduce any covers in the seating area. This layout has been approved by BIAL team.
3. The wall on left side of counter (where currently the kiosks are proposed) can be made into a focal / hero wall. Please propose options for this. We can also have a big screen playing content through the day. – The kiosk cannot be relocated as the same has been approved by the BIAL team. All the renders have been signed off.
4. Counter design to be as per reference image. The top should be white. Red portal around the counter with order and pick up signs on bulkhead above counter. – The suggestion had come from BIAL team to have maximum recycled wood in the outlet, the kitchen dado is entirely grey color and hence the countertop is in black granite.
5. The flooring in front of KFC should be same as the grey floor proposed in other areas. – We want to have a highlighted flooring in front of the KFC counter, this will break the monotony the grey color flooring in the seating area.
6. MOH should have white or grey tiles (same as that of the left side wall finish). – These are grey tiles only. The render gives a different look.
7. Artworks as per reference images. – Yes agreed.

The seating plan and format cannot be changed at this stage as the orders have already been placed and work on site has already started.

We will be happy to connect with you and your team to clarify it any further.

Regards,  
Shama Nair  
+91 9821053476  
<http://www.k-hospitality.com/>



---

**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>  
**Sent:** Tuesday, August 8, 2023 10:52 AM  
**To:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>  
**Cc:** Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>  
**Subject:** RE: [EXT]RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shama,

Hope you have gone through the below emails and feedback!  
Happy to connect over a call for any clarification/ discussion. Do let us know.

Regards,  
Sharmila

---

**From:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>  
**Sent:** Wednesday, August 2, 2023 6:50 PM  
**To:** Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>  
**Cc:** Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Gaurav Dewan <[gaurav.dewan@travelfoodservices.com](mailto:gaurav.dewan@travelfoodservices.com)>  
**Subject:** [EXT]RE: BIAL T2 - KFC Feedback

[External Email: Use caution with links and attachments]

Dear Nitin,  
Thanks for reaching out, I am looping Gaurav in the mail and Shama being the Head of the department can take this up.

Dear Shama,  
Kindly take this forward.

Regards,  
Meena

---

**From:** Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>

**Sent:** 02 August 2023 18:28

**To:** Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>; Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Cc:** Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>

**Subject:** RE: BIAL T2 - KFC Feedback

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Meena,

We spoke about this earlier today. BAIL is positioning the Kempegowda International Airport as the 1st destination airport in India. The new Terminal 2 gives a VIP airport experience and is equipped with several premium features. Our design for this outlet was approved 2 years ago. There have been lot of exciting design changes in these 2 years some of which we want to incorporate in this outlet. Sharmila has captured those changes in the trail email.

The existing KFC in BGLR airport is the highest ADS restaurant in India. We expect the new outlet at terminal 2 to be a high-volume restaurant too. The proposed changes will help simplify guest journey in our restaurant & thus improve customer experience. Considering Shama is travelling, requesting if you can pick up these design changes with Mr. Gaurav.

Please do let us know if you want us to set-up a call & walk you through the proposed changes. We'll be happy to do that.  
Let me know if you have any questions or need clarification.

Thanks!

Regards,

Nitin Salian

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**From:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Sent:** Wednesday, August 2, 2023 4:50 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Meena Shah <[meena.shah@travelfoodservices.com](mailto:meena.shah@travelfoodservices.com)>; [noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)

**Cc:** Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>

**Subject:** BIAL T2 - KFC Feedback

Hi Shama & Meena,

Reference the trailing emails, request you to go through the feedback marked in attached documents (Pages 11 to 15). This will help align the store design with latest brand standards and smooth operations post store opening. The suggestions are in line with the overall sustainability scheme.

Summarizing the points below.

1. KFC bucket artwork to be used at the main entry.
2. Kiosk location should be visible to customers upon entering the space. The current location is not visible from entrance. Have marked the suggestions on the layout.
3. The wall on left side of counter (where currently the kiosks are proposed) can be made into a focal/ hero wall. Please propose options for this. We can also have a big screen playing content through the day.
4. Counter design to be as per reference image. The top should be white. Red portal around the counter with Order and Pick up signs on bulkhead above counter.
5. The flooring in front of KFC should be same as the grey floor proposed in other areas.
6. MOH should have white or grey tiles (same as that of the left side wall finish).
7. Artworks as per reference images.

Request you to incorporate the mentioned points in drawings and share the same with us. Happy to connect over a call for any clarification/ discussion. Let us know.

Regards,  
Sharmila

---

**From:** Chatterjee, Sharmila

**Sent:** Tuesday, July 25, 2023 5:38 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>; Sagar, Vidya <[Vidya.Sagar@yum.com](mailto:Vidya.Sagar@yum.com)>

**Subject:** BIAL T2 - KFC Feedback

Hi Amol,

Thanks for sharing the final design. Please refer to Page 11 to 15 of attached file for our feedback.  
Also sharing a few reference pictures in Presentation 1.

Summarizing the points below.

1. KFC bucket artwork to be used at the main entry.
2. Kiosk location should be visible to customers upon entering the space. The current location is not visible from entrance. Have marked the suggestions on the layout.
3. The wall on left side of counter (where currently the kiosks are proposed) can be made into a focal/ hero wall. Please proposed options for this. We can also have a big screen playing content through the day.
4. Counter design to be as per reference image. The top should be white. Red portal around the counter with Order and Pick up signs on bulkhead above counter.
5. The flooring in front of KFC should be same as the grey floor proposed in other areas.
6. MOH should have white or grey tiles (same as that of the left side wall finish).
7. Artworks as per reference images.

Let me know when we can connect over a call to take you through these points.

Regards,  
Sharmila

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Friday, July 14, 2023 1:54 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Kitchen Layout plan a per site condition

Hi Sharmila

Please find attached look and feel presentation approved by BIAL and TFS management team. This is a combine presentation for both KFC and Ultra Bar. Also find our reply in the PDF drawing attached.

Refer to our replies against your mail below.

Thanks

Best regards



Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Thursday, July 13, 2023 5:16 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Noel Dias <[noel.dias@travelfoodservices.com](mailto:noel.dias@travelfoodservices.com)>

**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>; Khajuria, Himanshu <[Himanshu.Khajuria@yum.com](mailto:Himanshu.Khajuria@yum.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Kitchen Layout plan a per site condition

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Amol,

The drain size should be confirmed by technical person in relation to airport norms and requirements. We can help you with finalizing the overall design of the store. – Okay noted

Please refer to the attached PDF for comments on the SOK locations. The current SOKs are not visible to customers as they enter. The kiosks should be placed so that these are visible to customers as they enter. I have marked the location in blue lines in attached PDF. These can be back-to-back kiosks (total 4 nos in total). The minimum queuing space for a kiosk should be 5 ft. These can be pole mounted kiosks. Please refer to the attached drawing. – The SOK location shown by you is in the customer movement passage area and hence cannot be placed there. Hence we have placed the same on the wall next to the counter.

Are the SOKs ordered for this store? – Not yet

The left side wall where the kiosks are shown currently can be made as a feature wall.

I have marked few questions in attached PDF. Is the door shown the only entrance to this space? Can you please share the design of the entrance. Is there a glazing or railing? Would request you to share the key plan of the KFC store. – That is External façade glazing.

Is the furniture shown in layout as per KFC standards? Request you to share the look and feel for the overall dine in space. – Attached.

Regards,  
Sharmila

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Sent:** Tuesday, July 11, 2023 2:36 PM

**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>

**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Kitchen Layout plan a per site condition

Dear Sharmila

We need a confirmation from the brand with regards to the drainage pipe sizing. The available drain size is 75 mm dia. on site. Is it okay should we go ahead with the same.

Thanks

Best regards

Amol Dandekar

---

**From:** Chatterjee, Sharmila [<mailto:Sharmila.Chatterjee@yum.com>]

**Sent:** Monday, July 10, 2023 7:44 PM

**To:** Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>; Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>

**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Kitchen Layout plan a per site condition

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Hi Amol,

The shared layout looks broadly fine. Request you to share the aisle spaces (marked in blue in attached file) for final approval.

Also as mentioned by Nitin, please share some site pictures.

Regards,  
Sharmila

---

**From:** Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>

**Sent:** Monday, July 10, 2023 5:35 PM

**To:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>; Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>

**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>

**Subject:** RE: [EXT]RE: BIAL T2 - KFC Kitchen Layout plan a per site condition

Hi Amol,

Can you please arrange some photos from the site. Need to understand the current status.

Regards,  
Nitin Salian

---

**From:** Amol Dandekar <[amol.dandekar@travelfoodservices.com](mailto:amol.dandekar@travelfoodservices.com)>  
**Sent:** Monday, July 10, 2023 4:08 PM  
**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>  
**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>  
**Subject:** [EXT]RE: BIAL T2 - KFC Kitchen Layout plan a per site condition

[External Email: Use caution with links and attachments]

Dear Sharmila / Nitin

Can I get an update. We have to start work at site.

Kindly confirm.

Thanks

Best regards

Amol Dandekar

---

**From:** Amol Dandekar  
**Sent:** Friday, July 7, 2023 5:37 PM  
**To:** Chatterjee, Sharmila <[Sharmila.Chatterjee@yum.com](mailto:Sharmila.Chatterjee@yum.com)>; Salian, Nitin <[Nitin.Salian@yum.com](mailto:Nitin.Salian@yum.com)>  
**Cc:** Shama Nair <[shama.nair@travelfoodservices.com](mailto:shama.nair@travelfoodservices.com)>; Ranjandas S <[Ranjandas.s@blrlounge.in](mailto:Ranjandas.s@blrlounge.in)>; Murchana Devi <[murchana.devi@travelfoodservices.com](mailto:murchana.devi@travelfoodservices.com)>  
**Subject:** BIAL T2 - KFC Kitchen Layout plan a per site condition

Dear Sharmila / Nitin

We have mobilized vendor to start the KFC Kitchen Civil works, but due to site constraints in the adjacent corridor width we are facing a challenge with the width of the KFC Kitchen. The earlier corridor width was 2000 mm but as per the BCAS clearance the width required is 2400 mm. This is impacting our kitchen width near the service entry.

Refer attached PDF - **BIAL T2 - KFC KITCHEN LAYOUT - 07JULY2023**. I have rev clouded the area and that is getting a bit revised with regards to the chiller room and the bonded storage. Also I have attached the approved layout for your ready reference. Kindly review the spaces available post the corridor i.e. the internal passage width has been revised to 1050 mm and the walk-in freezer width has been reduced keeping the racks same and the pot wash area has been reduced by 100 mm.

Kindly review the same and give your approval to move ahead. The services are not impacted at all. Just some minor modifications to be done.

Thanks

Best regards

Amol Dandekar

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