

Trupti Dalvi

From: Santosh Tambe
Sent: 23 May 2024 16:58
To: Trupti Dalvi
Cc: Rupali Pol; Manish Rohilla; Siddharth Purohit; Ajit Singh; Sitaram Mistry; Stephen P; Sarvesh Patil K-Corp; Herambraj Sonawane; Adesh Raskar
Subject: FW: Mystery Shopper Observations - Apr'24

Dear Trupti ,

Kindly go ahead as per the trial mail .

Regards
Santosh TAMBE

From: Rupali Pol <rupali.pol@travelfoodservices.com>
Sent: 23 May 2024 16:09
To: Santosh Tambe <santosh.tambe@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Cc: Siddharth Purohit <siddharth.purohit@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Herambraj Sonawane <mumbai.purchase1@k-corp.in>; Adesh Raskar <adesh.raskar@mumbailounge.in>
Subject: RE: Mystery Shopper Observations - Apr'24

Yes, please proceed.

From: Santosh Tambe <santosh.tambe@travelfoodservices.com>
Sent: Thursday, May 23, 2024 1:36 PM
To: Rupali Pol <rupali.pol@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Cc: Siddharth Purohit <siddharth.purohit@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Herambraj Sonawane <mumbai.purchase1@k-corp.in>; Adesh Raskar <adesh.raskar@mumbailounge.in>
Subject: RE: Mystery Shopper Observations - Apr'24

Dear Rupali / Manish ,

Checked with IT team 2TB is enough for 30 days , shall we proceed with it please confirm .

Regards
Santosh TAMBE

From: Rupali Pol <rupali.pol@travelfoodservices.com>
Sent: 22 May 2024 19:03
To: Santosh Tambe <santosh.tambe@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Cc: Siddharth Purohit <siddharth.purohit@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Herambraj Sonawane <mumbai.purchase1@k-corp.in>; Adesh Raskar <adesh.raskar@mumbailounge.in>
Subject: RE: Mystery Shopper Observations - Apr'24

Dear Santosh ,

Kindly check with IT team if 2TB enough for 30days recording then we are ok with it otherwise 4TB to be used.

Thanks
Rupali

From: Santosh Tambe <santosh.tambe@travelfoodservices.com>
Sent: Wednesday, May 22, 2024 6:23 PM
To: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Rupali Pol <rupali.pol@travelfoodservices.com>
Cc: Siddharth Purohit <siddharth.purohit@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Herambraj Sonawane <mumbai.purchase1@k-corp.in>; Adesh Raskar <adesh.raskar@mumbailounge.in>
Subject: FW: Mystery Shopper Observations - Apr'24

Dear Manish / Rupali ,

Kindly confirm on the below appended mail .

Regards

Santosh TAMBE

From: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>

Sent: 22 May 2024 18:19

To: Santosh Tambe <santosh.tambe@travelfoodservices.com>

Cc: Rupali Pol <rupali.pol@travelfoodservices.com>; Siddharth Purohit <siddharth.purohit@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Herambraj Sonawane <mumbai.purchase1@k-corp.in>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: RE: Mystery Shopper Observations - Apr'24

Dear Santosh sir,

Dear Santosh sir,

3 Tb memory hard disk not available. You will get only 2 Tb & 4 Tb memory hard disk.

Kindly confirm the same.

Thanks & Regards,
Trupti Dalvi
Project Coordinator

From: Santosh Tambe <santosh.tambe@travelfoodservices.com>

Sent: 17 May 2024 18:16

To: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>

Cc: Rupali Pol <rupali.pol@travelfoodservices.com>; Siddharth Purohit <siddharth.purohit@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Herambraj Sonawane <mumbai.purchase1@k-corp.in>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: FW: Mystery Shopper Observations - Apr'24

Dear Trupti ,

Kindly raise two independent PR for 3 Tb memory hard disk for DVR at Ahmbd T1 SHA

1. Shwarma Cart
2. Tacos and Nachos Cart .

Regards
Santosh TAMBE

From: Santosh Tambe
Sent: 17 May 2024 18:09
To: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Cc: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>; Ajit Singh <ajit.singh@semolinakitchens.com>; Rupali Pol <rupali.pol@travelfoodservices.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Stephen P <stephen.p@k-corp.in>
Subject: RE: Mystery Shopper Observations - Apr'24

Ok , So it is for Shwarma and Tacos and Nachos .
I am raising the pr for the same .

From: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Sent: 17 May 2024 17:37
To: Santosh Tambe <santosh.tambe@travelfoodservices.com>
Cc: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>; Ajit Singh <ajit.singh@semolinakitchens.com>; Rupali Pol <rupali.pol@travelfoodservices.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>; Stephen P <stephen.p@k-corp.in>
Subject: Mystery Shopper Observations - Apr'24

Dear Santosh Sir,

We have required 3 TB in DVR at each outlet .

Thankyou
Manish
R.A Team
8818064963

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From: Santosh Tambe <santosh.tambe@travelfoodservices.com>

Sent: Friday, May 17, 2024 4:53:18 PM

To: Rupali Pol <rupali.pol@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>

Cc: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: RE: Mystery Shopper Observations - Apr'24

Understood , but my point is now it's 1Tb how much more capacity you need to upgrade 2Tb , 3 Tb .

From: Rupali Pol <rupali.pol@travelfoodservices.com>

Sent: 17 May 2024 16:11

To: Santosh Tambe <santosh.tambe@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>

Cc: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: Re: Mystery Shopper Observations - Apr'24

Dear Santosh

We need 30 days recording in cafeccino and material can not be purchased in cash hence your support required.

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From: Santosh Tambe <santosh.tambe@travelfoodservices.com>

Sent: Friday, May 17, 2024 3:02:15 PM

To: Rupali Pol <rupali.pol@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>

Cc: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: RE: Mystery Shopper Observations - Apr'24

Dear Rupali ,

Awaiting your reply .

Regards

Santosh TAMBE

From: Santosh Tambe

Sent: 15 May 2024 12:09

To: Rupali Pol <rupali.pol@travelfoodservices.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Ajit Singh <ajit.singh@semolinakitchens.com>; Sitaram Mistry <sitaram.mistry@travelfoodservices.com>; Stephen P <stephen.p@k-corp.in>; Sarvesh Patil K-Corp <sarvesh.patil@k-corp.in>

Cc: Trupti Dalvi <trupti.dalvi@travelfoodservices.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: FW: Mystery Shopper Observations - Apr'24

Dear Rupali ,

At present as per the original boq the memory card is of 1 TB , there is a lot of movement at this area so the motion sensors are continuously active and so is the recording . Kindly specify what upgradation you are looking at w.r.t. memory so things can be aligned .

Regards

Santosh TAMBE

From: Rupali Pol <rupali.pol@travelfoodservices.com>

Sent: 15 May 2024 10:54

To: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>; Santosh Tambe <santosh.tambe@travelfoodservices.com>

Cc: Ajit Singh <ajit.singh@semolinakitchens.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: RE: Mystery Shopper Observations - Apr'24

Dear santosh ,

Need your support get minimum 30 days recording for CCTV .

We are not able to get the detail for passenger complaint.

Thanks

Rupali

From: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>

Sent: Monday, May 13, 2024 2:46 PM

To: Rupali Pol <rupali.pol@travelfoodservices.com>

Cc: Ajit Singh <ajit.singh@semolinakitchens.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>

Subject: Mystery Shopper Observations - Apr'24

Dear Ma'am,

As discussed with you we have no CCTV recording for cafeccino outlet due to technical issue & mail already also done for increase recording days. We have checked manually record that our staff Mr.Parsanta Dal (Emp Id-1025577 SKPL) was available as per mention trail mail date & time.

Thankyou,
Manish
R.A Team
8818064963

From: Rupali Pol <rupali.pol@travelfoodservices.com>
Sent: Sunday, May 12, 2024 12:26 PM
To: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Cc: Ajit Singh <ajit.singh@semolinakitchens.com>; Dharmesh Rathod <dharmesh.rathod@semolinakitchens.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>
Subject: Re: Mystery Shopper Observations - Apr'24

[@Manish Rohilla](#)

Share cafeccino observation too

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From: Manish Rohilla <ra.ahmedabad@semolinakitchens.com>
Sent: Saturday, May 11, 2024 8:21:03 PM
To: Rupali Pol <rupali.pol@travelfoodservices.com>
Cc: Ajit Singh <ajit.singh@semolinakitchens.com>; Dharmesh Rathod <dharmesh.rathod@semolinakitchens.com>; Adesh Raskar <adesh.raskar@mumbailounge.in>
Subject: Mystery Shopper Observations - Apr'24

Dear Ma'am,

Kindly find remark below for **Masala Kitchen,**
CCTV Observation:-

- At 1633 hrs Guest reached at Masala Kitchen near T1 arrival.

- At 1634 hrs Our female staff **Awantika (Trainee-Operations)** was taking order from the guest.
- At 1634 hrs Guest Order for Chicken Jungle S/W for 262/-
- At 1634 hrs Guest paid in cash.
- At 1634 hrs Awantika given bill to the guest .
- At 1643 hrs Guest received in parcel.
- At 1643 hrs Guest left from restaurant

Kindly find CCTV footage link for validation.

<https://drive.google.com/file/d/1TOxcVxg4-UNMDolD8mHISelJ3Qyils8x/view?usp=drivesdk>

Thankyou,
Manish
R.A Team
8818064963

From: Rupali Pol <rupali.pol@travelfoodservices.com>

Sent: Saturday, May 11, 2024 6:19 PM

To: Ajit Singh <ajit.singh@semolinakitchens.com>; Dharmesh Rathod <dharmesh.rathod@semolinakitchens.com>; Manish Rohilla <ra.ahmedabad@semolinakitchens.com>

Subject: Fwd: Mystery Shopper Observations - Apr'24

Dear Ajit

Need action plan on audit report.

@[Manish Rohilla](#)

Need staff detail

@[Dharmesh Rathod](#)

Training manager recruitment to be done on immediate basis

Thanks
Rupali

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From: Ranjeet Singh <ranjeet.singh@travelfoodservices.com>

Sent: Saturday, May 11, 2024 5:39:29 PM

To: Rupali Pol <rupali.pol@travelfoodservices.com>

Cc: Gaurav Dewan <gaurav.dewan@travelfoodservices.com>; Sanjeev Mishra <sanjeev.mishra@travelfoodservices.com>; Alap Kavishwar <alap.kavishwar@travelfoodservices.com>; Swati Gada <swati.gada@travelfoodservices.com>; Romit Machado <romit.machado@travelfoodservices.com>; Rajesh Shetty <rajesh.shetty@travelfoodservices.com>; Sonali Maniar <ga.ahmedabad@semolinakitchens.com>

Subject: Mystery Shopper Observations - Apr'24

Hi Rupali,

The Mystery Shopper Deck and Raw Data for April 2024 are attached for your reference. Please review the areas for improvement outlined and revert with the actions taken.

Best Regards,

Ranjeet Singh

Customer Experience

Travel Food Services

📞 Mobile: +91 9152207515

✉ Email: ranjeet.singh@travelfoodservices.com