



**SUMMER PROJECT ASSIGNMENT
FINAL REPORT**

**INTERNSHIP AT
CHAI SUTTA BAR PVT LTD.
2019-21**

Date of Submission: 05/07/2020

Submitted To-

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Submitted By-

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Acknowledgement

The internship opportunity I had with Chai Sutta Bar was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the MD of Chai Sutta Bar who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.

I express my deepest thanks to **Abhinav Dubey**, General Manager for taking part in useful decision & giving necessary advices and guidance all through then project.

I would also like to thank Professor **Himanshu Chauhan**, Faculty Mentor, Institute off Management Nirma University whose continuous support and guidance helped me complete my work with ease.

Executive Summary

Chai Sutta Bar set foot in the hospitality (restaurant) industry by opening its first outlet in Indore in 2016 and was later registered in 2018 as a private limited company in Indore, Madhya Pradesh. It is a Chain of Quintessential Cafes originating in Indore and now spread across different Cities. Currently operating at 16 locations across the country our little piece of heaven serves freshly setting up their first outlet in Bhanwar Kuan, Indore then from their outlets have started growing, to be more précised each new outlet of CSB started to establish every 3 months. Presently, there are 66 outlets under the name of Chai Sutta Bar among which 25 are owned by the company itself. Presently, there are two research based projects assigned to the interns in the finance domain, first one is related to the research to be conducted on Competitor Analysis which includes What are their Competitors, their advantages and disadvantages over their competitors, their strategy plan, structure, etc. and the second project is Go Corona (Impact of COVID 19 on Restaurant Business and Implementation Strategy for New CSB). It includes New strategies and precautions that are needed to be adopted by after the corona phase. As we know, Restaurant business is the most affected business due to Covid 19. So, there is an urgent need to apply new strategies. The main focus was on Safety measures, Precautions to be taken, Creative idea of doing business while preventing any spread, Techniques used to take orders and deliver them with minimum contact.

PART A: PROFILE OF THE ORGANISATION

About the company

Company Name- CHAI SUTTA BAR PRIVATE LIMITED

Age of Company- 2 Years 3 Months

TAGLINE- #YAARMERAKULHAD, #CuddleTheKulhad

Owners/Directors-

1. Mr Anand Nayak (DIRECTOR & Co-Founder)
2. Mr Anubhav Dubey (DIRECTOR & Co-Founder)
3. Mr Rahul Gothi (Managing Director)

Company Background

Chai Sutta Bar established in 2016, it is a Chain of Quintessential Cafes originating in Indore and now spread across different Cities. Currently operating at 16 locations across the country our little piece of heaven serves freshly brewed tea, coffee and a lot more. It was started by Anubhav, Anand and Rahul.

Chai Sutta Bar not only focuses on providing quality products in the cafe, but also ensures that every incoming customer has the best experience. This is a fast-growing premium coffee network!

They have recently opened an outlet in Dubai and also trying to open in other countries also. For that, they are focusing on Nepal, Kenya, Australia, New Zealand, Egypt, UK, Saudi Arabia.

They want to reach a myriad of places by opening at least 200 outlets to fulfil the demand of hygienic chai.

Their Vision is no 'Sutta breaks', only hygienic and eco-friendly 'Chai Breaks' for youth.

For getting a Chai Sutta Bar franchise the following are required-

- For opening a franchise of this brand an area of 80-2000sq ft. is required at any high street or any commercial place.

- The total franchise fee is INR 6 Lakhs.
- Total cost of opening a restaurant may vary but the average cost which is incurred is INR 15 Lakhs.
- As per the current running franchise the payback time is 1 year 3 months.
- Average ROI is 108%
- Average term for the agreement is of 5 years.

Outlets of Chai Sutta Bar- Region wise

- **North-** Delhi, Haryana, Punjab, Uttar Pradesh
- **South-** Kerala, Karnataka, Tamil Nadu, Andhra Pradesh, Telangana
- **East-** Assam, West Bengal, Odisha
- **West-** Gujarat, Rajasthan, Maharashtra, Go

Why Chai Sutta Bar?

- **Unique concept:** CSB has developed a unique platform for delivering Kulhads tea to its customers. Also, the tea stays warm, either in summer or in winter. This is one of the main reasons for their success, as well as the correct implementation of the idea.
- **Eco-friendly:** Chai Sutta Bar understands our mothers very well and ensures that they are able to cater to every day with all the fun of the environment we serve!
- **Variety:** Masala Chai, Elaichi Chai, Paan Chai, black coffee, cold coffee, black coffee, Tulsi Chai and more. They offer tea of any kind and taste.
- **Great Ambience:** Chai Sutta Bar has the best of chai time playlists and ambience to complement your experience!
- **Prices:** Providing high quality at an economic cost; a wide range of world-class products at an affordable cost. They are also offering delivery of food beverages at low cost.

Customers

They picture a youth which knows no 'sutta breaks', only hygienic and eco-friendly 'chai breaks'! and almost 75-80% of the footfall are mostly youth. The ambience of the Chai Sutta bar attracts youth peoples, it gives them the feeling of “Providing Teas in Kulhads at Bar”.

The average footfall is 70-80k per days across all the outlets. Now they are also focusing on How to attract the other age groups, so that they can expand their business as soon as possible.

Products

Chai, Hot Coffee, Cold Coffee, Shakes, Fruit Shakes, Ice Tea, Ice Crushes, Maggi, Sandwich, Bites, Frappe, Pasta, Mocktails, etc.

How has Chai Sutta Bar journey been till now?

For beginners, this is often a problem with learning to travel. But over time, they have gained popularity, and people have shown us better responsibility for their unique functions and for providing better products at lower costs. And they begin to transfer the franchise to others in 2018, after the founding of the company. Indians are very happy with their goods and services. Then they moved to other cities, including Ujjain, Bhopal and Mumbai. Her ambition is to reach out to other places by opening 200 customer service departments to enhance the beauty of the home.

How Csb is different from other players in the Rapid changing industry?

Kulhads. From Indore to Delhi, they bought kulhads, probably anywhere for their company. They have always wanted to make our brand unique, which has become one of their favorites. In the first phase, the Chai Sutta Bar was able to sell 4000-5000 Coolhad daily, and thus they have an average of 80,000+ sales a day. Its main purpose, from the very beginning, was to provide integrated services. Their product starts at 10 dollars, including the different types of tea they are trying to provide here.

Uniqueness of their Brand

Csb is focused on providing employment opportunities for those in need, as well as high-wage workers who are orphaned, disabled or poor. He also offers them free education, free access and free food. They built a space like a bar with drinks and cigarettes. In fact, guests visiting partners who have served their facilities can enjoy the taste of health at the same time. They are trying to create a non-toxic environment in which vegetables are served.

Comparison with its competitor

Chai Shai Bar

Tagline- KARLO KULLAD SE PYAAR

Chai Shai Bar was established in 2019. Their mission is Providing High Quality food to all food lovers at an affordable rate.

- Chai Shai Bar has 8 outlets in Jabalpur: Viay Nagar, Manas Bhavan, District Court OMTI, Civil Line, Samdariya Mall, Jhonson Tower Narmada Road, etc.

The other outlets are in Bhopal, Chindwara, Ratlam, and Rewa

Competitive Advantage of Chai Sutta Bar over Chai Shai Bar

Chai Sutta Bar has a competitive advantage over them because of the following reasons:

- Unique concept
- Well Known Brand
- Some outlets providing teas in 2 different sizes i.e., Regular and Jumbo whereas Chai Shai Bar provides only Regular size kulhads.

Competitive Advantage of Chai Shai Bar over Chai Sutta Bar

Chai Shai Bar has a competitive advantage over Chai Sutta Bar because of the 3 reasons;

- Prices are low, and
- Dealing in wide varieties of Products
- Only outside sitting concept is there in Chai Sutta bar whereas Chai Shai Bar near Wright Town offers outdoor as well as indoor seating arrangements, which guests can choose as per their comfort.

Chai Shai Bar will start their own delivery and it will be their next move after corona. Currently, they are connected with Zomato and Swiggy. The main origin of Chai Shai Bar is Jabalpur, so Chai Sutta Bar should have focused on Jabalpur outlets. As there is no Outside seating arrangement in Wright Town Outlet off Chai Sutta Bar, it should also be there for better environment. As of now, Chai Sutta Bar is at the peak level as compared to Chai Shai Bar.

Comparison of Chai Sutta Bar Vs Chai Shai Bar

Particulars	Chai Sutta Bar	Chai Shai Bar
<i>Established</i>	<i>2016</i>	<i>2019</i>
<i>Incorporated</i>	<i>Yes(2018)</i>	<i>No</i>
<i>Brand Outlets</i>	<i>66</i>	<i>12(3 in Pipeline)</i>
<i>Origin</i>	<i>Indore</i>	<i>Jabalpur</i>
<i>Investment</i>	<i>15-16 L</i>	<i>10-12 L</i>
<i>Area Required</i>	<i>80-2000 sqft</i>	<i>100-2000 sqft</i>
<i>ROI</i>	<i>108%</i>	<i>110%</i>
<i>Agreement tenure</i>	<i>5 Years</i>	<i>7 Years</i>
<i>Profit Margin</i>	<i>35-40%</i>	<i>40-50%</i>
<i>Franchise Fee</i>	<i>INR 6 Lac/- (Plus Taxes)</i>	<i>INR 5 Lac/- (Plus Taxes), Café(Metro) INR 4 Lac/- (Plus Taxes), Café(Non-Metro)</i>
<i>Royalty</i>	<i>2% of Sales net of taxes</i>	<i>2% of Sales net of taxes</i>

PART B: PROJECT ASSIGNED

Research-based project on Go Corona (Impact of COVID 19 on Restaurant Business and Implementation Strategy for New CSB)

Introduction

The first project was based on the “Impact of COVID 19 on Restaurant Business and Implementation Strategy for New CSB”. It includes New strategies and precautions that are needed to be adopted by after the corona phase. As we know, Restaurant business is the most affected business due to Covid 19. So, there is an urgent need to apply new strategies. The main focus was on Safety measures, Precautions to be taken, Creative idea of doing business while preventing any spread, Techniques used to take orders and deliver them with minimum contact. Revenue data from customer management software company Womply, which tracks revenue from 48,000 restaurants, shows restaurant revenue significantly lower than last year’s numbers. The value of the food service industry in India is estimated at Rs 4,23,865 crores.

The restaurant industry with a direct employment base of over 7 million is fighting a battle for its basic survival amidst the Covid-19 outbreak.

National Restaurant Association of India:

- National Restaurant Association of India represents the interest of over 5,00,000 restaurants.
- NRAI is seeking a financial bailout package from the finance ministry for the food service sector.
- NRAI requested relief on the total and immediate deferment of all statutory dues, whether GST, advance tax payments, PF, ESIC, custom duties at the Central Government level and State excise and the renewal of liquor licenses, and VAT at the State level for a period of twelve months.
- They also requested restoration of ITC on GST in the sector is critically important.
- The body has further asked for a moratorium of repayment of all types of loans and facilities for a period of twelve months and an immediate suspension on interest charged on term loan or working capital for a period of three months.

Methodology

The approach used for the research was mostly qualitative but in some parts of the research like Revenue analysis, profit analysis, competitor analysis, a quantitative approach has also been used for the project. Though there were not any statistical or mathematical tools used for the research, only the numerical analysis of data and inferences are drawn from the data collected through secondary sources. There were no primary sources used for the data collection direct from the public. Only the secondary sources including news websites, data related sites and government sites of India are used for data collection for the project.

Presentations of Data

Restaurant Industry contributes 3% to the GDP of India. As per NRAI – Food Services Report, 2019:

a. Market Outlook:

The Food Services sector grew at 11% CAGR in the period 2015-16 to 2018-19. The sector was worth Rs. 4,23,865 cr. In 2018-19 and is projected to grow at a CAGR of 9% by 2022-23 with projected worth of Rs. 5,99,784 cr. annual revenue.

b. Consumer Outlook:

With the highest millennial population, India has a high spending capacity. They have contributed to the increase in customers of the Restaurant industry with an increased frequency of 6.6 times a month and Rs 2,500 as a monthly expenditure.

c. Employment Outlook:

The industry contributes directly to the employment in the country, which stood at 7.3 million in 2018-19. The projections for 2022-23 is 6% CAGR with 9.2 million employments.

Graph 1: Market Size of Restaurant Industry (in Rs. Crore)



Source: Based on the data from NRAI – Food Services Report, 2019

Figure 1: Actual and Projected Data of Restaurant Industry



Source: Based on the data from NRAI – Food Services Report, 2019

But the Industry Outlook looks blurry, as the Covid-19 crisis arises across the world, affecting every industry and economic projections. In India, Lockdown from March 25, 2020 to present, has affected the restaurant industry to a great extent. Restaurants are operating only on the delivery models, which are limited and non-profitable to the businesses, for big restaurants. However medium and small restaurant businesses have adopted the model in less numbers, as they still look for an end to lockdown days.

Restaurants work on EBITDA margins of 15-30% depending on the size and category it is into but, they all have low cash flows of generally 2-3 weeks.

Financial impact of Covid-19 on restaurant business

Like every industry, the restaurant industry is deeply hit and has seen a sudden collapse. Revenue data from customer management software company Womply, which tracks revenue from 48,000 restaurants, shows restaurant revenue significantly lower than last year's numbers. The value of the food service industry in India is estimated at Rs 4,23,865 crores.

The circumstances that Covid 19 have created is unforeseen and hence the consequences are also unpredictable. With the increasing number of cases, the lockdown seems to extend more and more. The food and beverage industry have taken a hit because the major source of revenue i.e. through dine out have been nonexistent since the days of lockdown. The small and middle sized restaurants are depending on contactless home delivery to suffice the bare minimum.

Before the COVID 19 hit, the restaurant business was impassioned with new restaurants opening faster in many cities than people could keep up with. While it's still too early to say what the post COVID-19 scene is going to look like. Generally, post such pandemic the slow down across sectors are observed. Prima facie when it comes to the restaurant business Focus on Health and Sanitation for almost all the countries, the biggest take-home post this pandemic will be an increased focus on health and sanitation.

Restaurants business are tough businesses to operate, even in the best of times generally 60 percent fail within their first year, and 80 percent within their first five. There are lots of reasons for that high failure rate: changing consumer preferences; thin margins in the best of times; a workforce with a high turnover rate; the wrong location; and in the era of smartphones and apps, a poor digital experience for consumers and so on so forth.

In the time of pandemic, restaurant business is witnessing lack of consumer demand brought about by COVID-19, the disease caused by the COVID 19; the forced shuttering of restaurant dine-in establishments in many states; and a work-from-home workforce that has all but eliminated the lunchtime crowd for traditional restaurants and quick-service restaurants.

Implementation Strategy for CSB

1. Safety measures

Restarting the business during this time can be very risky. The most important would be the online Food Delivery. And the rest safety measures should be followed to provide customers a hygienic and safe environment in this Covid-19 pandemic.

a. Online Food Delivery

- Contactless pickup and drop off
- Delivery guy should maintain personal safety by wearing masks and gloves.
- Ask for options, if cutlery is needed or not as that can be a source of transmission.
- Provide incentives for online payments.

b. Counter

- A protective glass pane can be setup. If not, then minimum distance from where customers can order food should be maintained.
- GPay, PhonePe, PayTM and other Upi based payment method links should be put up.
- Hand sanitizers to be made available for customers.

c. Sitting Arrangement

- The number of tables should be halved ensuring proper spacing between them.
- The tables should be cleaned after each and every serving.

d. Food Safety

- Use of use and throw plates.
- Use appliances safely so that you do not need to call a technician or replace it during this pandemic.
- Rinsing and cleaning all the vegetables twice. Use of lukewarm water is preferred.
- Separate raw meat and fish from other food items and try to use different cutting boards.

e. Safety of staff

- Temperature check of every staff before starting their shifts.
- Washing hands after every order.
- Limit food handling (Both during customer orders and while obtaining supplies).
Contactless drop off method should be practiced.
- Use of masks and gloves which should be washed and sanitized after use.

f. Rotation of employees

- Instead of calling whole staff together there should be a rotation cycle of calling employees.
- The whole staff should be divided into 2 teams and they can come in their respective shifts.
- This will maintain social distancing as well.

2. Safety precautions for restaurant

Currently, the best ways restaurant can combat the spread of infection include:

a. Washing your hands frequently.

The virus particle itself is held together by a lipid bilayer that acts as “glue” that holds each part of the virus together. Antibacterial soap and water are very effective at dissolving this bilayer, thus disassembling the virus and making it inactive.

b. Disinfecting commonly touched surfaces often.

Use disinfectant wipes to clean door handles, tabletops, food prep surfaces, POS systems, and other frequently touched surfaces.

c. Social distancing.

The virus’ main mode of transmission is from person-to-person contact and airborne droplets caused by coughing and sneezing. Ensure employees remain at least 6 feet away from other people when possible.

d. Quarantining if you feel symptoms.

If employees feel symptoms of COVID-19, require them to stay at home for 2 weeks and to self-isolate. If symptoms get worse or if they start severe, they should call a doctor before going in to get tested. Showing up unannounced can put others at risk.

e. Avoiding touching your face.

Although the virus is mainly transmitted through the air, the CDC has said the virus can live on surfaces. If you touch an infected surface and then touch your eyes, nose, or mouth, the virus can enter your body.

f. Covering coughs and sneezes.

Instruct employees on how to cough and sneeze into their elbow or a tissue and to wash their hands immediately.

g. Instituting contactless ordering.

Using a third-party delivery service or requiring online payment ensures safe and contactless payment. Cash is not exchanging hands and people are not touching POS systems.

h. Sanitizing Machines

There should be sanitizing machines for employees to sanitize their hands frequently.

3. *Creative idea of doing business while preventing any spread*

Reinventing the business model is the only way to survive in these difficult times while taking all the necessary precautions. The hospitality sector is the worst hit due to COVID pandemic. Even the most acknowledged restaurants have hit rough patches and experienced losses. A lot of brainstorming has to be done by the restaurateurs, to prepare the restaurant to operate under the shadow of COVID-19.

So, here are some creative ideas:

- a. Introduction of DIY meals, whose center of attraction would be the DIY CHAI. A kulhad with flavor-infused hot water, sugar pouch, milk powder pouch and, a tea bag can be provided to the customers. So, the customers can make their tea in the cars, or at their convenience. Milk powder can be replaced with milk in the kulhads. This DIY CHAI can be replaced with DIY COFFEE or GREEN TEA.
- b. Ready to eat and packaged food can be kept on the menu like instant cup noodles, instant cup poha, or instant cup upma, etc.
- c. A single-use menu like pamphlets should be used. A whiteboard can also be used at the outlets to showcase the daily special menus. Reduction in the menu would also be great as the wastage can be cut and the profits can be increased.
- d. Reducing the portion size of the food being served would be great as this would increase the sales as well as reduce the sharing between the customers of both the food and germs.
- e. The introduction of combos along with tea, like small biscuit packets or namkeen and chips packets can be done. Packed muffins, sandwiches, or burgers can also be introduced in combination with tea or coffee.
- f. To reduce the costs and reach the break-even quickly Premium varieties of Tea powders can also be sold at the outlets. Premium coffee powders can also be sold. A figure below is depicted for reference.



Figure : <https://i.pinimg.com/originals/1f/29/3d/1f293d322a1812bac5a5a43c028563c6.jpg>

IDEA 1:

Idea: Use of disinfectant chamber while providing food.

Brief: It is basically a mini box fitted with two nozzles which will spray Sodium Hypochlorite solution. It can be done manually or electric depending upon the funds. It will be set at the counter. As soon as an order is ready (be it online or offline), the packaged food will be kept in the box by the staff and the solution would be sprayed and then the customer can directly take it out from the box.

Why?

There is still no proof that Coronavirus can propagate through food material but it can survive on the surfaces. So it's necessary to decontaminate the surfaces and hence this idea.

Feasibility: The box can be custom made which will cost around Rs. 500.

Then comes the sprayer which will cost Rs. 1200

And the Sodium Hypochlorite solution comes at a rate of Rs. 198/5 litres. This much can be used for a minimum of 250 sprays. (250 sprays would be enough for a day)

Total Cost: Rs. 1800(setup cost) and daily cost would be Rs. 200

IDEA 2:

Idea: Use of QR code for taking up orders.

Brief: It will be a QR code linked with a google form which will have the menu of the CSB. The customers can select the order and it will be recorded directly. This will eliminate the risk of touching the menus during this Covid-19 situation.

4. Technique used to take orders and deliver them with minimum contact

Chai Sutta Bar can open its operations for take home or home deliveries with following considerations:

a. Taking Orders:

- Orders can be taken through following *modes*:
 - i. Telephone orders
 - ii. Website order
 - iii. WhatsApp orders
 - iv. QR Code scanning for online order forms
 - v. Order on Chai Sutta Bar App
- The *three-shift restaurant menus*:

Besides full meal time menus, many restaurants will offer in-between meals menus, snack menus, all-day menus and maybe even late-night menus, in order to capture the online big market.
- Change in menu with offerings which can *stay fresh till its delivered*.
- *Payment terms* should be in installments according to the stage of dining, for example: order-preparation-out for delivery-delivered through online payment.

b. Preparation of Orders:

- The *kitchen in full public view*:

In order to build trust among customers, trust and safety videos of CSB staff can be shared on social platforms such as Instagram, Facebook, etc.
- *20 seconds* hand wash protocol:

It should be promoted as a regular practice at CSB outlets in order to ensure safety of kitchen staff and other related parties.

- *Masks* should be made compulsory.
- *Temperature screening* should be done regularly by the employees.
- CSB can also *promote its supply chain partners* in order to promote safety from the initial stage.

c. **Delivery:**

- ***Small green card:***

Home delivery meals can be sent with a small green card which contains following details:

- Temperature readings* of cook and delivery person
- Timing* when the delivered packet was last sanitized

- **No sharing**, single portions please:

It is not only about contact less delivery but also about *minimal contact* between those at the same table. Hence, quantities of offerings can be checked in menus.

Conclusion

The circumstances that Covid 19 have created is unforeseen and hence the consequences are also unpredictable. With the increasing number of cases, the lockdown seems to extend more and more.

The food and beverage industry have taken a hit because the major source of revenue i.e. through dine out have been nonexistent since the days of lockdown. The small and middle sized restaurants are depending on contactless home delivery to suffice the bare minimum.

Negative effects:

- This has resulted in closure of most restaurants as they are unable to meet the operational expenses.
- Salary cuts of employees up to 50% of their wages.
- Any development or expansion work has stopped entirely.

Positive effects:

- Introduction of contactless delivery system.
- Higher standards of health and sanitation.
- Introduction of cloud kitchen
- Aggregator business model (Yet to be developed)

Newer approaches to generate revenue during lockdown:

- Loyalty program
- Dine out coupons
- NRAI - Relief for restaurants
- Request for share in relief pie from state and central government

Approaches required to be taken post-Covid-19:

- Rapid recovery of revenue through startup-like mindset and short term goals and measures.
- Rebuilding operations to make it more efficient and digitalize the whole business.
- Rethinking about the organization and restructuring it with employees who would

be able to work with the newer business models that the company takes up.

- Accelerate digital adoption to enable imagination: Digital world would be the most important thing post-Covid 19. Data analytics to increase customer participation, reducing costs, and increasing efficiency would be the prime models of every company.

PART C: LEARNINGS

- Chai Sutta Bar provided me an opportunity to witness the real time of the corporate world. I got to know about the actual style of working in corporate.
- As intern at Chai Sutta Bar private limited, I got to know a lot about Restaurant industry and way of working of the hospitality sector.
- My first project was based on the research about finding out whether it is suitable or feasible for the company to open an outlet of Chai Sutta Bar in New Zealand. So, I got to know a lot about Economic conditions of New Zealand, their policies, business etiquettes, Treaties and Agreements signed between India and New Zealand. It was a very good opportunity for me to learn about policies, rules and regulations of different countries.
- Then, the next project was Competitor Analysis. The main learning was Keeping an eye on competitor's strategies and also on consumer preferences. Could also make a framework that could be used by CSB later to keep a focused check on competitors (For ex- Franchise cost, Number of outlets, Profit Margin, Other measurable competitive advantages). We also have to do SWOT analysis of our competitors.
- Then, the third and final project was Go Corona. It was really an interesting project where we have to made a report on Impact of Covid19 on Restaurant industry and new strategies which should be implemented by Chai Sutta Bar after the lockdown to keep the market share. It was a research based project. We have suggested some safety measures, precautions to be taken, and also some techniques that used to take orders and deliver with minimum contact.
- It was an enriching experience where I was given flexibility to be creative. Working at Chai Sutta Bar has helped me gain practical experience and hone organizational skills.

Certificate of Completion



CERTIFICATE

OF COMPLETION

This is to certify that

Ankit Mittal

has successfully completed **8 weeks** of internship from
24/04/2020 to 24/06/2020 at

Chai Sutta Bar as a Finance Summer Intern.

ANUBHAV DUBEY
(DIRECTOR)

ABHINAV DUBEY
(GENERAL MANAGER)

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- [Dominos actions in covid-19 crisis](#)

UNDERTAKING

To whom it may concern

I, Ankit Mittal hereby declare that this summer internship assignment is my original work and is not copied from anyone/anywhere. If found similar to other sources, I shall take complete responsibility for the action, taken thereof by, course faculty.

SECTION: B

Batch: MBA – FT (2019 – 2021)

Date: 05/07/2020

Company: Chai Sutta Bar Private Limited