



**Success
stories**



**Kamal Rob, Ambrish Joiode
and Mofazzul Hussain**

Khau Galli
Royton OL26AB

AJ — Came from a business family background and who are into business from last 80 years in India. He has clear ethos in life when it comes to business. He has always been passionate about food, being born and bred in Mumbai where street food has been the backbone of people coming from all walks of life.

KR — Came from a marketing background. He's been a very successful entrepreneur with a clear vision for success. A Bangladeshi and the youngest of the family, he grew up watching his brother work in the hospitality industry. He has always been fascinated by cooking. In the past, his family owned several restaurants and eateries, where he gained much knowledge over the years.

MH — Came from the wedding management industry. He has always been keen on opening a restaurant since realizing at the age of 16 that without food there would be no wedding. He has worked part-time in restaurants and loved every minute of it. When his friend Kamal approached him about investing in Khau Galli, he didn't hesitate knowing it was a great idea from the start.

They opened their restaurant Khau Galli in 2019 just before pandemic — 1st restaurant business for all partners. The favourite part of their business is to see a satisfied smile on their customers after they relish Khau Galli's food. They and their motivated staff live for that moment. The traditional recipes sourced from AJ's mother in Mumbai are as authentic as it can get with an adaptation of our local customer's palate. The idea is to make the customer feel closest to the street food available on the streets of Mumbai. Green Lamb Chops is an ideal example as their signature dish, thanks to AJ's mother in India who is the inventor of this dish.

"Work environment has to be a happy always," says Kamal Rob. "We provide fair salary with shared tips for all staff. We have star waiter/waitress for the front of house and star worker in the kitchen monthly with performance bonuses also a yearly star performer with a big performance bonus. They rely on technologies to run my restaurant efficiently and effectively. Everything is well structured with the right technology in place to save time and money while having peace of mind.

Cloud-based phone helps them collect data, control

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their phone system from their mobile and makes their business look professional with waiting music and giving information while customers are waiting on the line, such as opening hours and special announcements. They have done a lot of research when it came to finding the right EPoS and Online Ordering solutions.

They have a device (Waiter paging system) in their main reception and smartwatches on their waiting staff which signals when a customer presses a button on their table notifying the customer needs their attention. This simple piece of tech saves me time, money and more importantly, service improves a lot.

The combination of a smart alarm system, cameras and password-controlled access to the restaurant makes their life so much simpler and easier as their staff can access the restaurant without them. Kamal and his team make use of any tech that automates and makes the business self-sustaining and self-running. They have their own server installed in their restaurant that controls most of the tech they used and this is part of the plan to expand their business and manage all their future sites too. Well-structured business plan with scalability is the key here.