

THIS REPORT CONTAINS ASSESSMENTS OF COMMODITY AND TRADE ISSUES MADE BY
USDA STAFF AND NOT NECESSARILY STATEMENTS OF OFFICIAL U.S. GOVERNMENT
POLICY

Required Report - public distribution

Date: 9/15/2011

GAIN Report Number: IN1186

India

Food Service - Hotel Restaurant Institutional

2011

Approved By:

David Williams

Prepared By:

Shubhi Mishra

Report Highlights:

India's hotel, restaurant and institutional (HRI) sector continues to expand and modernize as domestic and international tourism and business travel increases and Indian consumers increase the frequency with which they consume food outside the home. While traditional hotels and restaurants dominate the market, four and five-star hotels and modern restaurants are benefiting from India's growing economy, a willingness among consumers to try new foods and cuisines and increasing urbanization. Imported foods must compete with improving locally produced and processed foods in terms of both quality and price. High tariffs and ongoing market access issues also limit opportunities for imported food products. Nevertheless, niche opportunities for products that are not readily available in India are improving. Identifying a reputable local importer with a strong distribution network continues to be the best way to supply the Indian HRI sector.

Post:

New Delhi

Author Defined:**SECTION I: MARKET SUMMARY**

With a population of almost 1.2 billion people, the Republic of India is the largest democracy, and is the second-most populous country in the world with a 2010 per-capita GDP of approximately \$3,400 in terms of purchasing power parity. Structural reforms and stabilization programs during the 1990s have contributed to India's sustained economic growth, which has been relatively strong, averaging over 6 percent a year over the past two decades. Despite the global financial crisis and economic slowdown, India's GDP registered 8 percent growth in Indian fiscal year 2009/10 (April/March) and is expected to increase 9 percent in IFY 2011/12.

Agricultural growth, largely dependent on favorable monsoon rains, is currently estimated at 5.4 percent (Source: Economic Survey 2010/11). Food inflation continues to be relatively high at 9-11 percent. Agriculture continues to be an important sector of the Indian economy providing employment, directly or indirectly, to over 500 million citizens, accounting for nearly 15 percent of the GDP and more than 10 percent of total exports (which reached \$179 billion in 2010).

Status of HRI Service Sector

India's hotel, restaurant and institutional sectors are benefiting from India's strong economic growth, foreign investment, rising incomes, a young population and changing consumer consumption patterns. While opportunities for foreign food exporters in the sector are improving, the market for imported food products continues to be relatively small, due in large part to ongoing import restrictions and strong competition from domestic foods.

India has a vast hotel sector, but only a small percentage of hotels are considered three stars and above. The overwhelming majority of hotels are small traditional outlets that provide inexpensive accommodations for travelers and source all of their food locally. Of the estimated 300,000 hotels in India, only 2,050 are in what is considered the modern or "organized" hotel sector. Nevertheless, as foreign and domestic travel has increased in recent years, the number of modern hotels that carry at least small amounts of imported foods on their menus is on the rise. Hotels are able to obtain a special license that enables them to purchase food items (and other items such as equipment and furniture) duty-free subject to their foreign exchange earnings. Hotels tend to use the duty-free licenses to purchase the items with the highest import tariffs and may not use the licenses to purchase food.

Traditionally, Indians have tended to eat at home and eat Indian food. Those who ate outside the home often ate street foods from the enormous number of street stalls and informal eateries that are common across India. Eating out in a restaurant was reserved for special occasions.

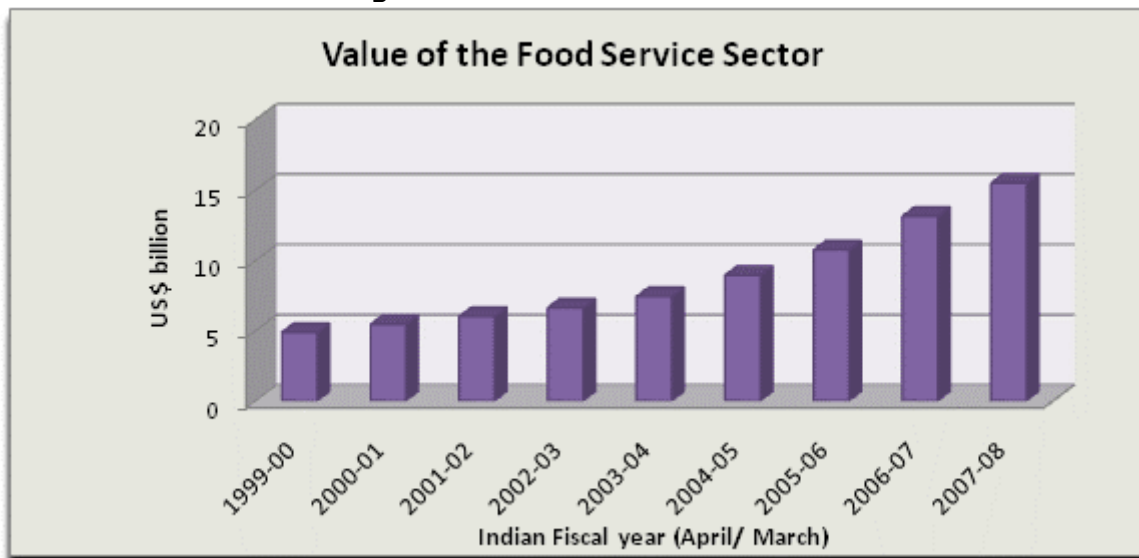
However, India appears to be in the early stages of a significant transformation in the restaurant sector. Indian consumers are eating out more frequently and younger Indians are shedding the biases of their elders against international franchises and foreign foods. With only an estimated 100,000 modern restaurants (20 or more seats, wait staff, menus) in India, there is plenty of room for growth in the industry. It is estimated that Indians spend 7 to 10 percent of their food expenditures outside the home in restaurants, cafeterias and other food establishments.

After struggling with supply chain issues for many years, major franchises have developed a handful of suppliers in India who can meet quality requirements, placing existing restaurants in a better position to expand and easing the way for new restaurants seeking to enter the market. While the number of casual dining, fast food restaurants and coffee shops is growing, high tariffs and other trade restrictions tend to limit the use of imported food products on restaurant menus. Imports are typically limited to specialty ingredients that are not available in India. However, if food inflation in India remains strong, restaurants could start to increase the use of imported foods.

The institutional sector is geared in large part to serving public sector institutions such as the Indian railways and public offices. Corporate catering is a relatively new concept, but some large companies are providing meals to their employees. Catering for parties and special events is a common and longstanding practice in India, but is dominated by traditional caterers providing local foods and cuisines. Cost is a major factor in the institutional sector and the high cost of imported food products after tariffs and other fees are applied limits opportunities for exporters in this sector.

India's fragmented and multi-layered food supply chain system continues to slow the growth of the modern food sector. However, investment in supply chain infrastructure and logistics presents a significant opportunity as the retail and HRI sectors modernize, creating greater demand for safe and efficient product delivery from port or farm to fork. Despite the shortcomings of the supply chain, the value of the food service sector continues to increase. See Figure 1 below.

Figure 1: Value of the Food Service Sector



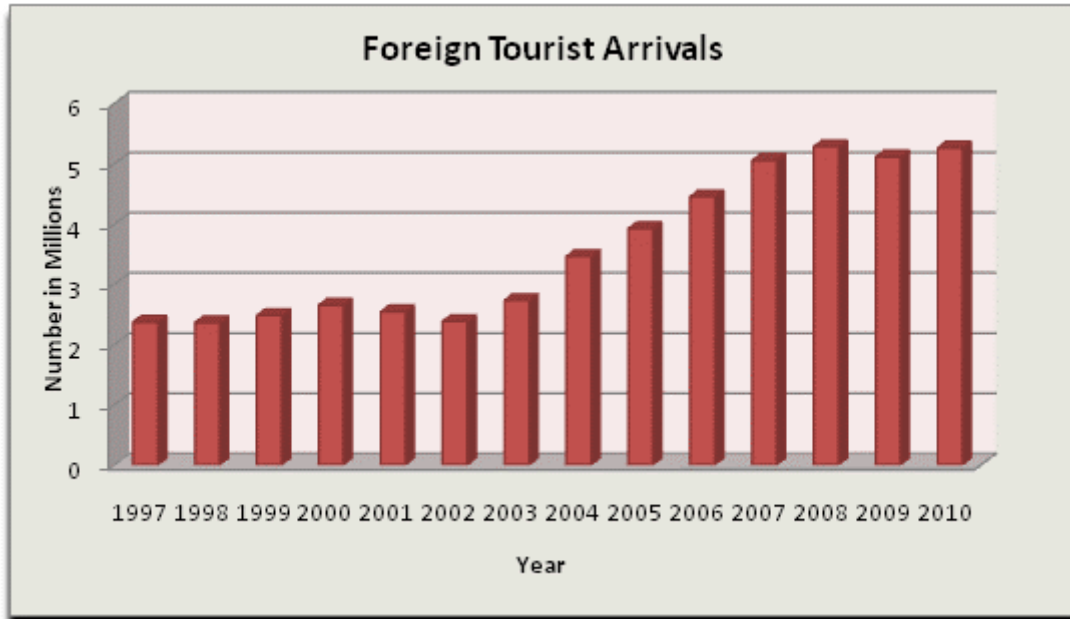
Source: Reserve Bank of India

Tourism on the Rise

Foreign tourist arrivals increased significantly from 2002 to 2008, more than doubling to over 5.0 million. The rapid growth of domestic air travel and improvement in the quality and number of hotels has helped to fuel the rise and increase the number of higher income travelers (India has traditionally been a backpacker destination). However, the Mumbai terror attacks of November 2008 caused a dip in arrivals in 2009, followed by only a slight improvement in 2010. The industry is hopeful that significant growth in foreign tourist arrivals will resume with the success of the

"Incredible India" promotion campaign (www.incredibleindia.org) and the "Atithi Devo Bhav" (Sanskrit for "the Guest is God") program, which is designed to sensitize Indian stakeholders to the value of tourists and tourism. See Figure 2 below.

Figure 2: Foreign Tourist Arrivals



Source: Ministry of Tourism India

Perhaps even more notable than the rise in foreign travelers has been the increase in domestic tourism. The number of Indians traveling in India has increased dramatically since 1997, rising from less than 200 million to over 600 million. The rise reflects a variety of factors such as increased car ownership, improved and less expensive domestic air travel, rising disposable incomes, improved accommodations, a strong rail network and exposure to travel and tourism abroad. See Figure 3 below. A survey of Indian hotels determined that nearly 75 percent of hotel rooms are occupied by domestic guests, with foreign travelers accounting for the balance. Among foreign travelers, the top countries of origin were the United States and the United Kingdom at slightly more and slightly less than 15 percent respectively.

Figure 3: Number of Domestic Tourist Visits to all States in India



Source: Ministry of Tourism India

Factors Affecting the HRI Sector:

Strong economic growth, rising disposable incomes, increased travel, and greater acceptance of foreign brands and foods all bode well for future growth of the HRI sector. The following list outlines some of the positive factors that are expected to facilitate the growth of the sector.

- Growth in domestic and foreign business and tourism travel.
- Chefs working in the HRI sector are keen to introduce new cuisines and culinary practices.
- The modern segment of the HRI sector is striving to match high standards of quality and service.
- International hotel chains are expanding their operations in India.
- Low-fare domestic airlines are providing greatly improved travel service.
- Rising numbers of working women, increased urbanization and a very young population are all expected to lead to significant changes in eating patterns and practices.
- Strong growth in the casual dining and fast food sectors from both domestic and foreign chains are introducing new dining options and foods.

Import Market

India opened its market to imported food products a decade ago. The market for imported foods grew slowly at first, but developments over the past few years such as a growing number of professional brand-oriented importers and an increase in the number of modern retail outlets and hotels all point to stronger growth prospects, albeit from a small base. Unique labeling

requirements, ongoing non-tariff trade restrictions, complex state and local taxes and a slow-to-develop distribution infrastructure continue to complicate the import process.

Among modern hotels and restaurants, opportunities are typically for foods or ingredients that are not readily available in India. Even luxury hotels are very cost conscious and often seek to minimize food costs by using local ingredients. Among four and five-star hotels, imported products include wine, other alcoholic beverages, dairy products, meat, seafood, fruits, frozen French fries, sauces, seasonings and condiments, drink mixes and ingredients for foreign cuisines such as Thai, Japanese, Chinese, Mexican, Spanish and Italian.

Within the restaurant sector, imported food and ingredients are typically limited to products that cannot be sourced in India. Among the growing number of Indian and foreign chain restaurants, high tariffs and other trade restrictions generally lead restaurants to look for local suppliers who can meet their needs. Some specialty items and ingredients that cannot be sourced in India are imported. There are a few high-end restaurants that are not affiliated with hotels in major cities that serve imported food products.

Regional trading hubs such as Dubai and Singapore continue to be important suppliers to the Indian market. However, as the food import community shifts its focus from simply trading to professional brand management, distribution and marketing, importers are increasingly looking to source directly from supplying countries. Key importers are located in cities such as Delhi, Mumbai, Chennai, Kolkata, Cochin and Goa, but tend to be concentrated in Mumbai and Delhi.

The import process continues to be complex and relatively costly. Consequently, hotels and restaurants typically source their products from local importer/distributors who have the expertise in clearing, storing and transporting products. Most hotel chains purchase through centralized procurement offices on annual contracts with local importers, ordering small quantities of food products as needed and minimizing food storage at hotels. Restaurants also rely on local distributors for their needs and some require importers to become an approved supplier.

Trade Policy

While India lifted its effective ban on food import a decade ago, tariffs on consumer-ready food imports remain high. Wine and spirits attract significantly higher tariffs and excise taxes. Additionally, there are a number of non-tariff access issues for U.S. products. Imports of U.S. dairy products classified in chapter four of the Harmonized Tariff Schedule, poultry meat, beef, pork, pet food, seafood and foods derived from biotech crops (except soybean oil) do not currently have access to the Indian market. Exporters should also ensure that their products comply with India's food labeling and inspection requirements.

In May 2003, the Government of India allowed hotels and restaurants duty-free imports of liquor and wine up to five percent of their foreign exchange earnings over the preceding three years (see GAIN IN3062). The entitlement to duty-free imports offers a significant cost savings for foreign exchange earning hotels and restaurants. Hotels also have the option of applying their duty-free benefits to food products, but typically utilize this program for expensive items such as equipment and high-tariff items such as alcohol. Annex 1 provides a listing of high value food and beverage product imports for Indian Fiscal Year 2009/10. The list reflects total Indian imports of these products.

Advantages and Challenges of Exporting to the Indian HRI Sector

Advantage	Challenges
-----------	------------

Higher purchasing power and a growing tourism sector.	High tariffs and non-tariff restrictions.
Increasing urbanization and a growing number of working women.	Specific labeling and clearance requirements and procedures.
Expanding young population and increasing growth of fast food chains and casual dining restaurants.	Developing food distribution infrastructure and a long and fragmented supply chain.
Growing popularity of American culture and foods. Many U.S. fast food franchises are present in the market.	Strong competition from local suppliers including multinational food companies.
Eating out culture is growing among upper and middle class Indians along with a greater willingness to try new cuisines.	Competition from countries with closer geographic proximity.
U.S. products generally have a good quality image among consumers.	U.S. exporters' unwillingness to work with small volumes, consolidated shipments and special labeling requirements.
Strengthening economic ties between India and the United States.	Consumers' preference for traditional Indian foods.

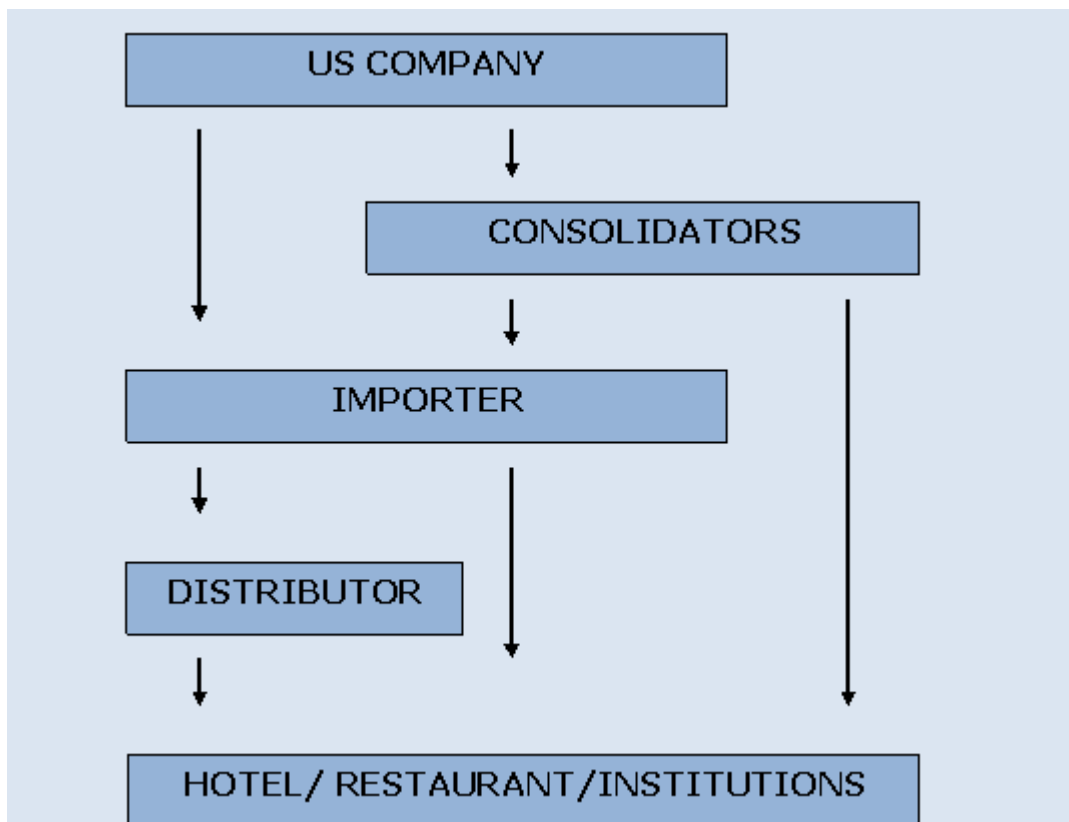
SECTION II: ROAD MAP FOR MARKET ENTRY

A: Entry Strategy

- Survey existing and potential opportunities by reviewing FAS policy and market reports and consider engaging a market research firm to assist in analyzing market opportunities and challenges.
- Determine if your product has market access in India.
- Establish a relationship with an Indian importer/distributor who services the HRI sector and consider the following:
 - Examine all prospective candidates, and thoroughly research the more promising ones. Check the potential agent's reputation through potential clients and bankers.
 - Recognize that agents with fewer principals and a smaller set-up may be more adaptable and committed.
 - Avoid conflicts of interest where a potential agent handles similar product lines from competing suppliers.
 - Consider whether participating in an Indian trade show would be an effective means of identifying a distributor.
- For products with a potentially longer shelf life and/or larger order volumes (e.g., from large hotel chains), U.S. exporters may identify and explore supplying through consolidators based in Dubai, Singapore and Europe.
- Make sure you understand India's varied food laws, particularly those pertaining to use of additives, labeling requirements, shelf life, and sanitary and phytosanitary regulations.

B: Market Structure

The following chart gives an overview of the distribution network for imported food for hotel and restaurant sector buyers.



Source: Industry sources

Hotels and restaurants, depending on their procurement systems, buy imported food and beverage products from alternate distribution chains based on the type of products.

- Imported fresh produce is generally bought from wholesalers and distributors.
- Imported meats, fish, seafood, and dairy products are obtained from dedicated importers and their exclusive distributors who have the cold chain infrastructure to handle such products.
- Most establishments procure non-perishable items through distributors or, in a few cases, from importers.
- A few larger hotel and restaurant chains import specialty items through consolidators based in Dubai, Singapore or Europe.
- Wines and liquors are generally procured through importers, mainly private bonded warehouse operators, as most hotels and restaurants import liquor duty-free against their foreign exchange earning license.

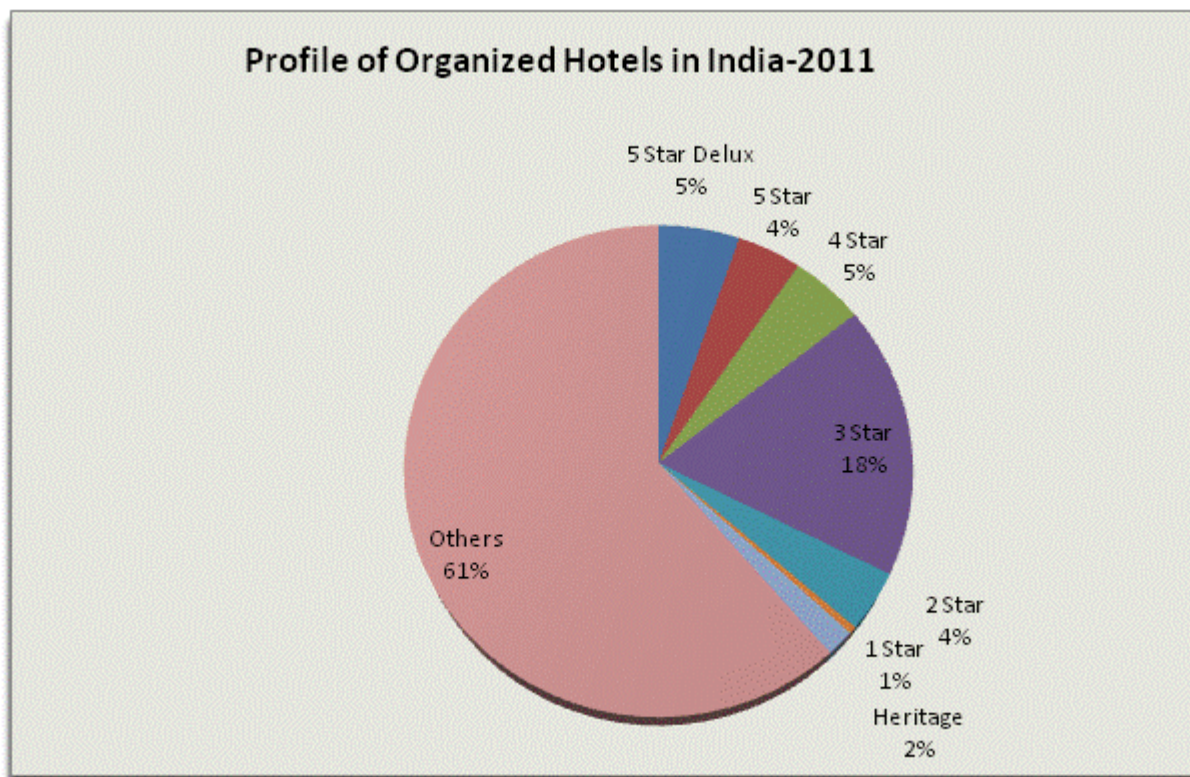
C: Sub-sector Profiles

Hotels

Of the estimated 300,000 hotels and resorts in India, just 2,050 hotels constitute the “organized”

or modern sector accounting for about 150,000 rooms. Most of these hotels are in the larger cities and major tourist or business destinations. India has several world class domestic hotel chains (see Annex 2) and several international chains (see Annex 3) have also established a presence through franchising or partnerships with Indian firms. These branded hotels are mostly in the premium segment (5 star and above) and mid-range segments (3-4 star), which cater to business and leisure travelers. With the rise in tourism and business travel, several international brands are exploring the possibility of entering or expanding in India.

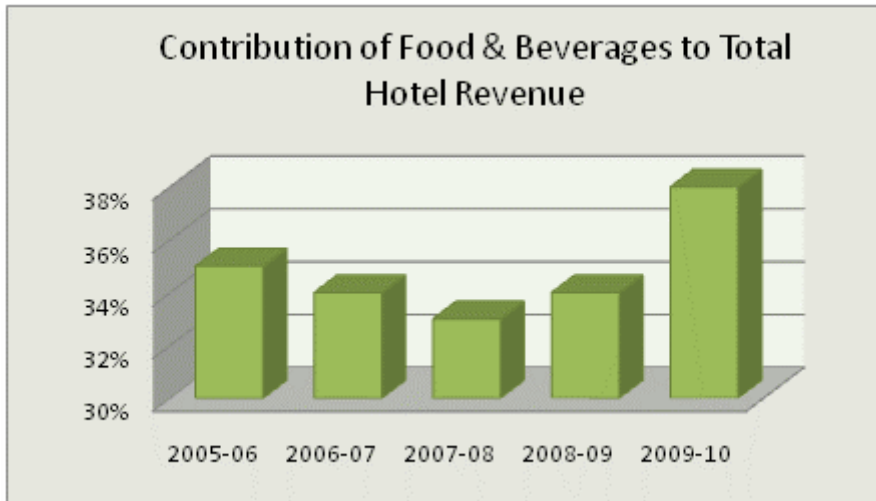
Figure 5: Profile of Organized Hotels in India- 2011



Source: Federation of Hotels and Restaurants in India (FHARI)

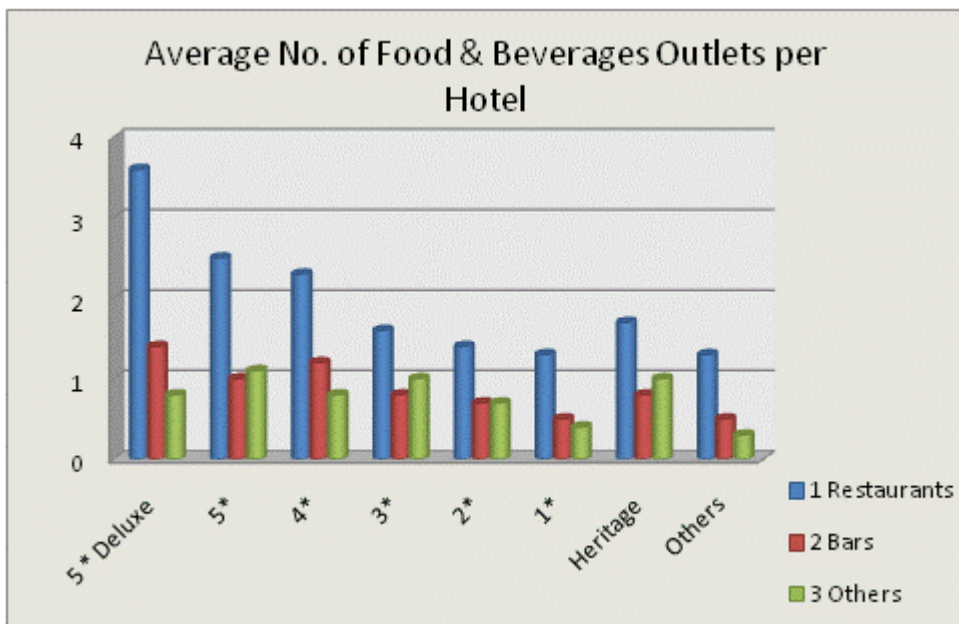
Food and beverage sales account for about a third of the revenue generated by hotels and five-star hotels typically have three to four restaurants per hotel. See Figures 6 and 7 below.

Figure 6: Percentage Contribution of Food & Beverages towards the total revenue generated by hotel industry



Source: Indian Hotel Industry Survey, 2009-2010

Figure 7: Average Number of Food and beverages Outlets per Hotel



Source: FHARI, India

Imported food and alcoholic beverage products destined for the hotel sector are primarily sold to the luxury hotel segment (three star and above). The share of imported food products can vary from 5-20 percent of a hotel's total food budget while imported alcoholic beverages account for an estimated 40-60 percent of the total liquor budget of any individual luxury hotel. Most hotels purchase imported food and beverages from Indian firms that import and distribute food products. However, some of the larger chains procure via consolidators based in Dubai, Singapore, Europe and Bangkok. Indian importers typically import mixed containers and offer a range of products. Hotels typically deal with multiple importers in order to get the desired range of imported foods. Exporters seeking to access the Indian hotel market should identify an importer that specializes in distributing to hotels and be prepared to offer small quantities or products or mixed containers.

Indian importers typically service both the retail and hotel sectors.

Restaurants

It is difficult to assess the number of restaurants in India as the sector is largely in what is referred to as the “unorganized” sector where small restaurants and street side stalls are common. There are approximately 100,000 restaurants in the “organized” or modern sector, which is defined as restaurants with more than twenty seats and a restaurant menu. Indians have traditionally preferred multi-cuisine restaurants where a family or group can order a range of different cuisines. A typical multi-cuisine restaurant might serve Chinese, various regional Indian dishes and European style foods. That trend is changing as restaurants serving a single cuisine are becoming increasingly popular. Growth in the “organized” or modern sector is expected to grow at 8-10 percent annually for next few years because of increasing urbanization and increasing disposable incomes. International fast food and local multi-unit restaurant groups are driving the expansion in the restaurant industry. South India is emerging as a key region for growth of multi-unit chains that supply reasonably-priced ethnic food with a quick-service concept.

After a slow start, Western-style fast food restaurants have grown impressively at 15-17 percent annually in recent years. Most foreign and local chains are doing well in major cities, and are expanding into mid-sized Indian cities referred to as tier-two and tier-three cities. Most of these fast food chains have developed a range of Indian-styled products to suit local preferences. Although these chains procure most of their products locally, several products such as French fries, specialty cheeses, some meats and seafood, flavors, condiments, and other ingredients are often imported. Over the past few years, the ‘coffee shop’ culture has spread via chains like Costa Coffee, Mocha, Barista and Café Coffee Day in major cities, and seems poised for further growth. These chains are currently sourcing syrups, nuts and some bakery ingredients from foreign origins.

Institutional

The institutional food service sector includes catering services for the armed services, railways, ships, airlines, hospitals, schools, government meal schemes, prisons, and government and corporate offices. The leading hotel chains and few corporate caterers provide catering services to the airlines and for higher-end corporate and private events. Cost is a major consideration and catering companies procure most of their food and beverage requirements from domestic sources. To the extent that caterers utilize imported foods, they commonly source from local firms that import and distribute foreign foods.

SECTION III: COMPETITION

The biggest competition for U.S. food and beverage products in India’s HRI market is from the local food industry. India’s diverse agro-industrial base offers many products at competitive prices. Leading multinational food companies and global brands have food processing operations in India, which offer a range of western-style products at reasonable prices. Most local products are priced lower than comparable imported ones due to high import duties and marketing costs. While many high-end hotel and restaurant buyers are aware of quality differences and insist on world class standards, most are also very price conscious.

There are no reliable data on imports of food and beverage products for the HRI sector in India. Based on a qualitative assessment of the market and information obtained from market sources, products from Australia, New Zealand, the European Union, the Middle East, and other Asian countries directly compete with items from the United States. In addition to the freight cost advantages, suppliers from these regions are often willing to supply mixed consignments of a

wider range of smaller individual product lots, and willing to modify product specifications to meet Indian food laws.

SECTION IV: BEST PRODUCT PROSPECTS FOR HRI SERVICE SECTOR

A: Products Present in the Market That Have Good Sales Potential/1

Product Category	HS Code	Basic Tariff (Advalorem)	Key Constraints	Market Factors
Alcoholic beverages	2203, 2204, 2205, 2206, 2208	150 percent (Duty-free scheme for hotels and restaurants; see Trade Policy section)	High state excise taxes and competition from other suppliers	Indian consumers are willing to try U.S. wines and other U.S. spirits.
Fresh fruits & vegetables	0702, 0709, 0805, 0806, 0808, 0809, 0810	25 to 50 percent	Growing competition from Australia, China, New Zealand, South Africa and Thailand	Growing demand for fruits in domestic offseason and increasing interest in high quality fruits and exotic vegetables
Sauces, spreads, salad dressings, condiments, soups, broths	2103, 2104	30 percent	Competition from domestic suppliers, costly distribution systems, special labeling requirements	Growing fast food sector, increasing popularity of imported brands
Frozen French fries, vegetables	200410, 2005	30 percent	Competition from the domestic market and competing origins	Rapidly growing western style fast food sector

B: Products Not Present in Significant Quantities But Have Good Sales Potential/1

Product Category	HS code	Basic tariff (Advalorem)	Key Constraint	Market Factors
-------------------------	----------------	-------------------------------------	-----------------------	-----------------------

Fish and marine products	0302, 0303, 0304, 0305, 0307, 1605	30 percent	Competition from domestic suppliers and South Asia	Increasing tourist inflows create demand for fish and marine products.
Chocolates, chocolate syrups & other cocoa products	1806	30 percent	Competition from domestic and regional suppliers	Increasing popularity of imported brands and shortage of quality domestic products
Jams, jellies, fruit juices, etc	2007, 2008, 2009	30-35 percent	Competition from domestic suppliers	Increasing popularity of imported brands, and shortage of quality domestic products
Pasta	1902	30 percent	Competition from domestic suppliers and the European Union	Growing fast food sector, shortage of quality domestic products, Italian food increasing in popularity
Preserved, dried vegetables	0710, 0711, 0712	30 percent	Competition from domestic suppliers	Growing fast food sector and shortage of quality domestic products.

C: Products Not Present Because They Face Significant Barriers

U.S. exports to India of dairy products, pet food, pork and pork products (cooked and uncooked), poultry and poultry products (cooked and uncooked), and seafood are effectively prohibited because of sanitary protocol requirements. Imports of beef are prohibited for religious reasons. Except for soybean oil, imports of products containing ingredients derived from biotech crop are also prohibited.

V. POST CONTACTS AND FURTHER INFORMATION

If you have any additional queries regarding this report or need assistance exporting to India, please contact the Office of Agricultural Affairs, New Delhi, at the following address:

**Agricultural Counselor
Foreign Agricultural Service
Embassy of the United States of America
Chanakyapuri, New Delhi - 110 021
Ph: (91-11) 2419-8000, Fax: (91-11) 2419-8530
E-Mail: agnewdelhi@usda.gov**

The following reports may be of interest to US exporters. These, and related reports prepared by this office, can be accessed via the FAS Home Page, (www.fas.usda.gov) by clicking on "Attaché Reports," and typing the report number.

Report No.	Title
IN1111	Exporters Guide Annual
IN1104	FSSAI-Towards Implementing Food Safety Standards in India
IN1106	Export Certificate FAIRS Report
IN1005	Retail Food Sector Report

For information on the Indian hotel and restaurant industry, you may refer to various reports by the Federation of Hotels and Restaurants in India (FHRAI). These reports can be accessed from their website at www.fhrai.com

Annex 1: India's Imports of Food and Beverage Products Indian Fiscal Year 2009/10 (April/March).

Item Description	HTS Codes	Total Value (Mil U.S. \$)	Major Suppliers
Meat & Products	02	1.1	Netherlands, Spain
Fish & Crustaceans	03	42.4	Bangladesh, Yemen
Cheese	0406	5.3	Denmark, Netherland, Italy
Natural Honey	0409	1.6	China, Malaysia
Vegetables(Fresh & Semi processed)	07	2,254.5	Myanmar, China, USA, Canada
Fresh Fruits (Nuts & edible fruits)	08	1,247.3	U.S.A., China, Afghanistan
Olive Oil	1509	12.6	Spain, Italy, Turkey
Processed Meat, Fish or Crustacean	16	3.9	Sri Lanka, China
Sugar Confectionary	1704	10.7	China, Malaysia, Thailand
Chocolate & Products	1806	26.1	Malaysia, Italy, Netherlands
Pasta	1902	10.7	Italy, Nepal
Bread/Bakerwares	1905	12.3	Malaysia, Korea
Mushrooms/Truffles	2003	0.2	China, Italy
Other Processed Vegetables	2005	2.8	China, Spain, U.S.A
Jam/Jellies/etc	2007	1.3	U.S.A., France, China
Other Processed Fruit Products	2008	8.3	France, UK, U.S.A.
Fruit Juices	2009	22.9	China, U.S.A.
Sauces/Soups etc	2103, 2104	10.5	China, U.S.A, U.K.
Beer	2203	1.9	Singapore, Mexico
Vinegar	2209	3.6	France, Netherlands
Wine	2204	9.4	France, Italy, Australia, U.S.A
Liquor & Spirits	2208	74.6	U.K., Netherlands

Source: Ministry of Commerce and Industries, India

Note:

1. The figures above represent total imports. It is not possible to determine the percentage of these imports that were used in the HRI sector.
2. Import data can be accessed from the Ministry of Commerce website <http://commerce.nic.in/> by (i) selecting the icon 'Export Import Data Bank' in the Trade Statistics Section; (ii) selecting the icon 'Commodity-wise all Countries' in the Import Section; (iii) typing in the ITC HS Code in the 'Commodity' Menu option; and then (iv) clicking the 'Submit' icon.

Annex 2: Profile of Major Domestic Hotel Chains active in India

Name of the Chain	No. of Units	Owner	Purchasing Agent
Taj Hotels, Resorts and Palaces www.tajhotels.com	84 [1]	The Indian Hotel Company	Consolidators, Importers and Distributors
ITC-Welcomgroup www.welcomgroup.com	100+ [2]	The ITC Hotels Limited (Ltd)	Importers and Distributors
The Oberoi Group www.oberoihotels.com	29 [3]	East India Hotel Ltd.	Consolidators, Importers and

			Distributors
The Grand Hotels, Palaces & Resorts www.thegrandhotels.net	15	Bharat Hotels Ltd.	Importers and Distributors
The Leela Palaces & Resorts www.theleela.com	11 [4]	Hotel Leelaventures Ltd.	Consolidators, Importers and Distributors
The Ashok Group Hotels www.theashokgroup.com	15	Indian Tourism Development Corporation	Consolidators and Distributors
The Park Hotels www.theparkhotels.com	10	Apeejay Surrendra Park Hotels Ltd.	Importers and Distributors
The Pride Hotels www.pridehotel.com/	10	The Pride Group	Importers and Distributors
Tulip Star Hotels http://www.tulipstarhotel.com/tulip/	8	The Tulip Star Hotel Limited	Importers and Distributors
Clarks Hotels www.hotelclarks.com	4	Clarks Group of Hotels	Importers and Distributors

Annex 3: Profile of International Hotel Chains in India

Name of the Chain	No. of Units	Purchasing Agent
Comfort Inn	9	Importers and Distributors
Quality Inn	6	Importers and Distributors
Holiday Inn	6	Importers and Distributors
Radisson	10	Importers and Distributors
Country Inn [5]	14	Importers and Distributors
Best Western	6	Importers and Distributors
Marriot	6	Direct Import, Importers & Distributors
Hyatt	5	Importers and Distributors
Ramada	10	Importers and Distributors
Days Inn	1	Importers and Distributors
Nikko	3	Direct Import, Importers & Distributors
See: http://www.fhrai.com		

Annex 4: Profile of Restaurant Chains (including Coffee Shops) in India

Name of the Chain	Current No. of Units	Type	Ownership Type	Purchasing Agent for Imported Products
McDonalds www.mcdonaldsindia.com	210	Fast food	Two regional franchisees	Direct Imports and Importers
Pizza Hut www.pizzahut.co.in	158	Fast food	A master franchisee operating outlets through sub-franchisees	Consolidators and Importers

Pizza Corner www.pizzacorner.com	43	Fast food	Indian company operating through sub-franchisees	Importers and Distributors
Dominos Pizza http://www.dominos.co.in/	173	Fast food	A master franchisee operating outlets through sub-franchisees	Information not available
Subway www.subway.com	190	Fast food	Franchisee operating outlets through sub-franchisees	Importers and Distributors
KFC www.kfc.com	72	Fast food	Franchisee operating outlets through sub-franchisees	Consolidators and Importers
Ruby Tuesday http://www.rubytuesday.com/	10	Casual Dining	Franchisee	Importers and Distributors
TGI Friday's www.tgifindia.com	8	Casual Dining	Franchisee	Consolidators and Importers
Nirulas www.nirula.com	75	Fast food/Casual Dining	Indian company with few franchisees	Importers and Distributors
Barista Coffee www.barista.co.in	190	Coffee Shop (serves baked goods and sandwiches, too)	Indian company owned	Importers and Distributors
Café Coffee Day www.cafecoffeeday.com	1,000	Coffee Shop	Indian company owned	Importers and Distributors
Kwality Restaurants [6] http://www.kwalitygroup.com/Default.aspx	37	Quick service/casual Dining	Family owned	Mostly Distributors
Mocha http://www.mocha.co.in	20	Coffee Shop	Indian company owned	Importers and Distributors

Costa Coffee http://www.costa.co.uk/	40	Coffee Shop	Franchisee	Importers and Distributors
Segafredo http://www.segafredo-cafes.com/	2	Coffee Shop	Franchisee	Importers and Distributors

OTHER RELEVANT REPORTS:

IN3062 - India Allows Partial Duty-Free Imports of Liquor

IN1184- Livestock and Products, Annual

IN1111- Exporter Guide, Annual

IN1108- FAIRS Country Report, Annual

IN1112- Dairy and Products, Annual

IN1005 - Retail Food Sector Report

IN8030 - Food Processing

¹ Out of total 88 properties 68 hotels are in India.

² Hotels owned by the ITC group are under different names: Luxury hotels; Sheraton; Welcome hotels; Fortune hotels and Heritage hotels.

³ Oberoi group of hotels owns 9 trident and 20 Oberoi properties in India.

⁴ Four hotels will be operational by 2012.

⁵ Nine Country Inn properties are by Carlson group.

⁶ Have units under different names like The Village; Gaylord; Breads & Molds etc.