



Indian Chamber of Commerce

Press Release

Interactive Session with Mr. Anjan Chatterjee & Ms. Lovey Kapur

Kolkata, 25th April 2018: "Life is all about facing challenges and difficulties and one has to absorb these shocks to succeed" – Mr. Anjan Chatterjee, Founder, Speciality Restaurants Ltd.

"Learn from your failure and believe in what you do" - Ms. Lovey Kapur, Founder, Kookie Jar

At an Interactive Session, organized by the **Young Leaders Forum of Indian Chamber of Commerce** in Kolkata today, **Mr. Anjan Chatterjee**, Chairman & Managing Director, Speciality Restaurants Ltd. remarked that people should not be afraid of failure and that life is full of challenges and difficulties. He believes that spirit of entrepreneurship is about not giving up and also mentioned that business decision should be rational and not emotional. During the discussion he recounted about how his business evolved and some of the challenges he had to encounter. Over the years, he mentioned, the way people eat out have changed with changing socio-economic statures and retaining loyal patrons are now more important than ever before. He also stressed that every business entity needs to provide differentiated experience to its customer which will distinguish it from its competitors and in food business its relevance is much more. Innovation, according to him, in today's business is crucial as disruptive models can emerge from anywhere and can completely destroy a successful stable business. Diversification of business should be done, as he thinks, any business reaches saturation level at one point of time. Crisis management is important, he pointed out, and can be done best by being

humble and rooted. Having passion for doing something with a desire to succeed, he believes, will help reach one's goal. Finally he mentioned that maintaining financial discipline is fundamental towards sustaining any business enterprise.

During the discussions **Ms. Lovey Kapur**, Founder, Kookie Jar narrated how she turned her hobby into a business proposition. She also shared some of the barriers she had to come across in order to succeed. Happy customers, for her, are more important than monetary benefits as she believes people come to her to celebrate their own happiness. She considers innovation is important for staying in the business so that customers can be served something different. Learning from mistakes, she believed, is important and that people should not be making similar mistakes. She also stressed that one should believe in what he/she does.

Mr. Keshav Bhajanka, Chairman, Young Leaders Forum, Indian Chamber of Commerce, Executive Director Century Ply in his welcome remark highlighted the achievement made by the Guest Speakers. **Ms. Abhilasha Sethia**, Co-Initiator, India Story and Former President, Ladies Study Group, moderated the discussion and **Mr. Anurag Gupta**, Managing Director LGW Ltd., offered the formal Vote of Thanks.

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