

Crisis in the UK Curry Industry

Problem Solving & Decision Making

BMSK 4004

Submitted to

Richard Small

Professional Career Development
The University of Wales Trinity Saint David

Md Forhad Hossain

Student ID: 1706033

Professional Career Development

The University of Wales Trinity Saint David

6th January 2019

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1. Abstract

“The most important part of any business or invention is that it must solve a real need and a real problem. Observe the world around you – everything you do, and especially everything you don’t like to do – solve a real problem and the world is yours.” (Aaron Patzer, Founder, Mint.com, <https://www.bartleby.com/essay/Problem-Findings-and-Problem-Solving-F3D8BVPJCB7S>. [Accessed 06 Jan. 2019].

The entire setback process involves uncovering the factual cause of the obstacle, observing it from different angles, shaping it and then finding the right path to resolving it.

Any business works best once we have covered all possible the loopholes. Whether as an architect of a business when we cover all the loopholes everything starts flowing in positive direction and profits increase and after fixing all the customers problems money flows to us.

Problem finding means realising something that thwarts a business process or troubles us and our society as a whole. It obliges rational views and insight into to comprehend the exact absence and the core cause of the issue. Then breaking the problem into different segments, studying and looking into it from a completely diverse perspective to finding the right resolution of the problem.

The primary goal of this study is to increase my general and business decision-making knowledge and understand the real scenario of problem solving which would help in my work, personal and higher education. I appreciate the value of understanding how decision-making make a difference in business and I believe I am fortunate that I could take this course. The ‘*Problem Solving and Decision Making*’ skills are vital in education and also in real life giving us guidance in handling issues involving in our personal and in our professional life. I believe taking ‘*Decisions Making*’ course modules and being involved in the activates has brought me a positive impact in my education and in career.

There are various ways and methods in developing the skills of decision making. Taking the right decisions is rather natural to the confident people and we should, in the right decision-making skills, develop our knowledge which would make us confident in business scenario and that in turn will sharpen our detecting the problems and finding the right solution skills. People with lower confidence and less knowledge in the topic somehow can make decisions but implementing those decisions they are more critical that doesn’t bring a good result in the long run. Finding the right cause and solution of a problem brainstorming plays a key role in

pinpointing the root cause of an issue and eventually getting to the right solution. One of the main features of brainstorming is that it concentrates on a single issue for a brief period which makes it extremely powerful, quickest and most efficient with an assorted and motivational interaction that opens up many unseen areas, views of the problem.

Logical thinking includes the skills of exploring arguments, making inferences expending logical reasoning, judging or assessing, and taking the right assessments and eventually solving a problem. Critical thinking requires both mental skills and characters. These characteristics, can be considered as attitude or behaviour, open and fair-mindedness, flexibility in accepting out of the box ideas, an aspiration to be well-informed, and a respect for each other, willingness to content to diverse viewpoints.

As a student and a mid-level management employee the course groundwork is the key for my talents in problem-solving and decision-making in study, time management, communication skills, relationships, colleagues, mates and health. Time management, emotion and interpersonal skills are the areas where I am facing difficulties at the moment. I would define myself as an outgoing, gregarious person which I believe gives a huge boost in building my confidence while dealing with any difficult situation and making decision.

“In any moment of decision, the best thing you can do is the right thing, the next best thing is the wrong thing, and the worst thing you can do is nothing.”, (Theodore Roosevelt) Works Cited Feldman, R. S. https://www.brainyquote.com/quotes/theodore_roosevelt_403358. [Accessed 06 Jan. 2019].

2. Beginning of the Problem:

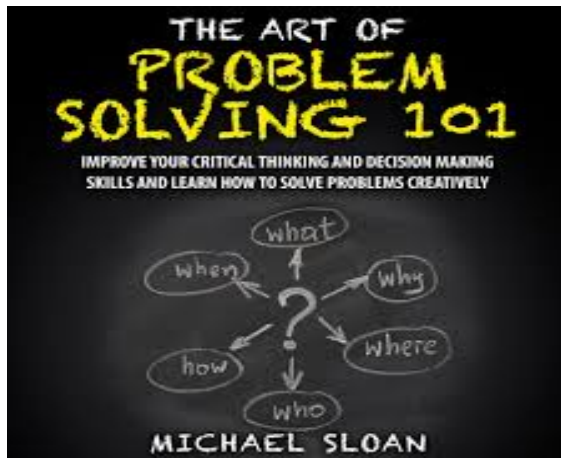


Figure 1: Michael Sloan, Problem Solving Cycle

Currently the Curry industry in the UK are in crisis: not because we don't love their food anymore but because the entire industry has been hit by a double blow which is threatening the 3.5bn industry.

One of the main reasons behind this is of recent UK government's short-term visa related restrictions. For this crack down restaurant owners cannot employ low-skilled chefs from Asian countries at the same time it is entirely impossible bringing a skilled chef from within the European countries.

On top of this dilemma the industry is hit by sudden hike the price of necessary ingredients, which the entire industry depends on, e.g. sudden price hike in the international rice and oil market.

"I've worked in the Asian restaurant trade for 30 years and I've never seen the industry in such difficulty," says Mr Ali, the chair of the Bangladeshi Guild of Restaurateurs and owns the Le Raj restaurant in Epsom. "Unless something is done to alleviate our staff shortages, don't be surprised to see restaurants going under, particularly those in rural areas that rely on local regulars." (Jerome Taylor, <https://www.independent.co.uk/life-style/food-and-drink/news/the-big-heat-crisis-in-the-uk-curry-industry-782022.html>). [Accessed 06 Jan. 2019].

"The industry risks being destroyed," Rajesh Suri, the owner of Tamarind in Mayfair, says, the first British Asian restaurant to be awarded the prestigious Michelin Star award. "No one is going to invest thousands of pounds in a restaurant if there's no guarantee they'll find chefs. I know of at least 15 restaurants in the past year that have had their openings delayed because they couldn't find the chefs. Top end restaurants like us are not going to have so much of a problem but the Government risks killing off the local curry house industry." (Jerome Taylor, <https://www.independent.co.uk/life-style/food-and-drink/news/the-big-heat-crisis-in-the-uk-curry-industry-782022.html>). [Accessed 06 Jan. 2019].

Imam Ahmed, owner of The Lodge restaurant in Sutton Coldfield, expressed his concerns on eventually passing the price increase to the customers. "The average grocery bill is up by 40 per cent over the past 12 months, whilst the price of vegetable oil has gone from £6.50 for 20 litres to £15," he said. "At the moment the restaurants are absorbing the price increase because you

simply cannot put your prices up by 40 per cent in one go." (Jerome Taylor, <https://www.independent.co.uk/life-style/food-and-drink/news/the-big-heat-crisis-in-the-uk-curry-industry-782022.html>). [Accessed 06 Jan. 2019].

Furthermore, to the curry industry complain against the government, Immigration Advisory Service has added their voice to this crisis, saying restriction on low skilled workers coming from Asian sub-continent countries will cause the permanent impairment to the UK curry industry.

Partially the reason behind this crisis is that in 2005 the government decided to increase the restrictions on short term low skilled workers from outside the European union. Before putting this restriction, restaurant owners could bring low skilled workers/chefs from Asian sub-continental countries. Government says that the influx of thousands of Eastern European labours in the UK hospitality industry means that this workforce is being utilised in the industry so bringing low skilled chefs from Asian sub-continental countries is no longer required.

By contrast according to the curry industry experts believing European employees knowing the Asian culinary is irrational and unrealistic and the industry experts think that the Home Office has completely failed the industry's concerns adding tougher restriction on the low skilled chefs on temporary visas.

"Front of house work we can teach easily," says Mr Suri, "but curry and tandoor chefs need a huge amount of training. I'm not in favour of any type of illegal immigration whatsoever, and, yes, chefs should learn English. But why not test them after a year?" (Jerome Taylor, <https://www.independent.co.uk/life-style/food-and-drink/news/the-big-heat-crisis-in-the-uk-curry-industry-782022.html>). [Accessed 06 Jan. 2019].

If the crisis was severe when Cameron made that promise, in its present state it is a gusted catastrophe. Almost 600 businesses had to closedown during the last 18 months, with the fear that another 4,000 are in the way to closedown.

"The shortage of chefs means they demand increasingly high wages. Dr Wali Uddin, who owns the Britannia Spice in Edinburgh, says a chef's pay packet has doubled in the last two years, and is now up to £700-800 a week. Usually I had seven chefs, but now just three," says Uddin. "There are not enough chefs, so we can't grow." (Anonymous, <https://www.theguardian.com/uk-news/2016/apr/22/curry-restaurants-crisisimmigrationruleschefs>). [Accessed 06 Jan. 2019].

3. Analysis of Implications:



Figure 2: Implications of Analysis

Imam Uddin, president of the Guild of Bangladeshi Restaurateurs in Staffordshire, said Indian restaurants were closing down at a rate of one or two a week in the West Midlands. “There are lots of restaurants up for sale, but nobody’s buying. It’s pretty bad. They can’t deliver the service they intend to, which ultimately leads to under-trading and, eventually, closure.”

4. Stakeholders

Concentrating on the seemingly most affected stakeholders, customers, the owners, treasury we are missing another very important point, the most important issue is the employability of almost 100,000 workers, concerned suppliers and the culinary perspective. This industry employs nearly 100,000 permanent workers, there are other people related in its network that supplies the grocery. Now in case anything really bad happens to this industry where would this 100,000 and another additional 100,000 (from its network) will go and what will happen to these families whose livelihood dependent on the wellbeing of this industry?

5. Possible Resolutions:

Until 2005 the curry industry could bring low skilled chefs under a sector based visa scheme which the home office said the industry abused and it was permanently shutdown and under the current terms a chef brought in the UK must have a minimum £29570 annual salary after accommodation and meals which the industry finds completely unrealistic.

Restaurateur should now force the Home Office to comfort its immigration laws by withdrawing some restrictions. People in the industry should propose to the Prime Minister, Home Secretary and other concerned government officials, advising them to introduce a short-term visa for low skilled workers, e.g. chefs, from Asian sub-continent countries, and also warn the Government of its consequences in the near future should their advice has not been implemented.

Alongside persuading the Home Office to reduce restriction on bringing low skilled workers into the UK the Curry industry should take some other steps to create skilled worker in the UK, e.g. creating positive ideas about this sectors among people, esp. the young people so they take interest in the sector and joins. The Restaurateur should also establish schools, training centres, take more apprentice and train them.

6. The Ideal Solution:

- a.** In the ideal scenario the Government relaxes its strict regulations on employing and bringing low skilled chefs from Asian countries alongside the restaurateur establish schools, training centres, employ more and more apprentice within few years the scarcity wouldn't be completely eliminated but the it would certainly be less and less gradually.
- b.** Restaurateur should also propose to the government to take necessary measures to stabilise the price hike in the grocery supply and in some cases to subsidise for the sake of this growth of the industry.
- c.** Government should also be proposed to stop increasing the yearly business rates, if possible in some places minimise, tax and other related charges for at least few years to give the industry a breathing space which would help stabilise this drowning industry.
- d.** To support its required chefs and skilled employees in other areas, like other chain restaurants in the UK, e.g. McDonalds, Restaurateur needs to establish zonal training centres where completely unskilled, semi-skilled employees are trained to support the sustainability of this industry.
- e.** Above all the recommendations above, the wages/salary should be increased and at least minimum wage for all types of employees. The biggest reasons why young generation is not interested in the sector is very low wages, low working environment standard. To attract more from the young generation *Restaurateur* should bring modern techniques, facilities not only in the front of the restaurants but also in the back so more people from within the country are attracted to this industry.

7. References:

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(Jerome Taylor, <https://www.independent.co.uk/life-style/food-and-drink/news/the-big-heat-crisis-in-the-uk-curry-industry-782022.html>). [Accessed 06 Jan. 2019].

(Anonymous, <https://www.theguardian.com/uk-news/2016/apr/22/curry-restaurants-crisis-immigration-rules-chefs>). [Accessed 06 Jan. 2019].