

On Quality Street

HE loves travelling and that's what he is doing — going places, literally and figuratively. For the 40-year-old **Tarun Kapoor**, professor of hotel & restaurant operations at the California State Polytechnic University, jetsetting around the globe and conducting seminars for hotel industry professionals is the right mix of work and leisure.

Kapoor was in Delhi recently, conducting a total quality management (TQM) workshop for employees of the India Tourist Development Corp. And quality is something of a buzzword for him. As Kapoor says: "Quality is giving the customer what he wants, not to your level of satisfaction but according to his expectations."

He should know. Kapoor owns, leases-in and operates three critically-acclaimed catering businesses under the Kababi name. And when this expatriate epicure is not cooking up dinner *a deux* for close friends or serving the TQM mantra to hoteliers around the world, he can be found at the Hollywood Super Bowl — enraptured by live jazz concerts. All the makings of a top-quality evening.

■ Kapoor: Quality is the key

GURINDER OSAN

