MBSC-3.3E

Sl. No.

III Semester M.B.A. Degree Examination, May/June - 2026
MANAGEMENT
Hospitality Management (Elective - E)
(CBCS Scheme)

Time : 3 Hours **Maximum Marks : 80**

SECTION-A

Answer any Five questions. Each question carries 5 marks. **(5×5=25)**

1. What are the objectives of hospital management?
2. State the features of hotel.
3. Mention the role of front officer in hotel management.
4. Write a note on kitchen operations.
5. Explain the role of CRM in hospital management.
6. State the competencies of housekeeping.
7. What is the importance of menu card in restaurant?

SECTION-B

Answer any Four questions. Each question carries 10 marks. **(4×10=40)**

8. Discuss the nature and scope of hospital management.
9. Explain the duties and responsibilities of hotel manager.
10. Critically evaluate the growth and classification of hotels.
11. Discuss the types of rooms in a Hotel.
12. Explain the two successful hotel industry in India.
13. Explain the structure and job description of F and B department in Star category Hotel.

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SECTION-C

14. Case (Compulsory) **(1×15=15)**

An individual that shows problem - solving skills has the ability to solve issues creativity. Working in a hotel for the first time I had no idea how much problem.-solving skills were needed. Especially when you yourself would be alone in the hotel and you are the only one the guests can turn to in order to solve their issues, and if you don't have a solution that looks bad on you, your hotel, and your management. Now your management should prepare you to take over the hotel for eight hours and if they don't properly train you something will go awry.

Here is an example of what I am talking about. One weekend it was a special event weekend, meaning there were limitations to booking and refunds after booking. The job is to check people in, make sure they know the hotel's amenities, and to make sure the guests have a relaxing experience accommodating to their needs, within reason. The "within reason" part was always tested. On a special event weekend, our guests have already paid for their rooms in advance, so the check-in process was halfway finished, easy right?

Eventually, by the end of my eight-hour shift, it is now 10:45 pm and I check in the next guest and they were not happy with the room type that they had purchased. They had purchased what was essentially a studio apartment - this meant that the bedroom and living room area was one room - they had wanted a one-bedroom suite with a wall and door between the bedroom and living room. Now that it is late in the evening, there wasn't anywhere else I could've switched him with because our whole hotel was sold out of rooms due to the special event in town. This man became furious and began to scream that he was a member with our property and it was appalling that we could not accommodate him. In my head, I saw this as "what am I supposed to do here"? There weren't any rooms left to move him to and he is making a scene for something I cannot change, and trust me I wished I could've given him whatever he needed so that he would just leave the desk. His screaming and complaints did not cease for the next thirty minutes, his wife is crying in our lobby, I then went into the back office to find some kind of help from a co-worker, or honestly just hide from this man. I couldn't speak my mind with him and I was afraid I would lose my composure. I explained what was going on to my co-worker and he took a moment to think and noticed we had a folding wicker wall in our office.

Questions:

a) If this situation happened to you, how would you have dealt with it?

b) Do you feel It is important to have creative problem-solving skills in the hospitality industry? Why?

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