MBSC-3.3E

Sl. No.

III Semester M.B.A. Degree Examination, October/November - 2025
MANAGEMENT
(Elective-E): Tourism
Hospitality Management
(CBCS SLM Scheme)

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

SECTION - A

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

1. Define hospitality and explain its origin.

2. Write a short note on the classification of hotels.

3. Explain the scope of the catering industry.

4. Assume you are the HR Manager of a 5-star hotel. Draft a short job description for a Restaurant Captain.

5. Describe the importance of professionalism in hotels.

6. Write a short note on the characteristics of a good menu.

7. As a restaurant supervisor, what would you brief your staff before the dinner service? Give three points.

SECTION - B

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

8. Discuss the organizational structure of a hotel with a neat diagram.

9. Explain different types of catering establishments with examples.

10. Describe the duties and responsibilities of restaurant personnel.

11. Explain the front office organization and functions of reservation and reception.

12. You are the Front Office Manager in a business hotel. A guest complains about poor Wi-Fi. Explain step-by-step how you would handle this situation.

13. Describe the layout and facilities of the housekeeping department.

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SECTION - C

14. Case (Compulsory). **(1×15=15)**

Taj Hotels, a luxury hospitality chain under Indian Hotels Company Limited (IHCL), has set benchmarks in service quality and guest satisfaction. Despite facing challenges such as global competition, high operating costs, and changing customer preferences, Taj has maintained strong brand loyalty through personalized guest experiences, innovation in food and beverage, and sustainable practices like eco-friendly initiatives.

Questions:

a. Analyze Taj Hotel's strategies in maintaining professionalism in hoteliering.

b. Identify two challenges they face in modern hospitality.

c. Suggest measures to improve guest satisfaction further.
