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**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBA IHM)**

Term-End Examination

June, 2018

MHY-002 : INTRODUCTION TO HOSPITALITY

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions, each carries 20 marks.

1. Define hospitality industry. Illustrate the need and significance of hospitality industry.
2. What is classification of accommodation in India ? Discuss various types of hotels available in India.
3. What is a control system ? Discuss its main characteristics and importance.
4. Write notes on :
 - (a) Planning and
 - (b) Selection
5. Define organisation structure. What is the significance of organisational structure in hotel industry ?
6. Give organisation structure of a 4 star hotel located in India. Also describe the main functional departments of that hotel.

7. What are the various types of leadership styles ? Which style of leadership, according to you, is the most suited for successful operation of a multinational hotel chain in India.
 8. Write a note on :
 - (a) Motivation and
 - (b) Team management in Indian hospitality sector.
 9. Discuss the need and significance of laws in hospitality industry.
 10. Write a note on :
 - (a) Brand competition and
 - (b) Hotel franchise.
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