

September 8th ,25

DR. PAUL TAGORE – GROUP ADVISORY DIRECTOR OF BB GROUP OF COMPANIES



On 8th September 2025, MCC Boyd Tandon School of Business had the privilege of hosting Dr. Paul Tagore, a passionate scriptwriter, dramatist, and expert in human resources and strategic management. He currently serves as the Group Advisory Director at BB Group of Companies.

Dr. Tagore began the session by expressing his enthusiasm for interacting with young minds in management colleges, particularly through group discussions where students share fresh perspectives. To illustrate his approach, he introduced a case study method in which only limited data is provided, encouraging students to analyze, infer, and arrive at solutions. He posed the thought-provoking question, *“Why did hotels come into existence?”* Students responded with varied answers, and the discussion led to deeper insights into how industries evolve. He connected this to the rise of online food delivery, the impact of disruptive technologies, and the shift from traditional food services. Dr. Tagore used Swiggy as an example to talk about the franchise model and global standardization. He talked about Swiggy's strategies, like food aggregation, guerrilla marketing through flyers, and its many ways to make money, like delivery fees, discounts, coupons, and subscriptions. He also talked about ways to improve service quality, how to look at profits and losses, and how to look at financial results every three months. Dr. Tagore stressed that employee welfare, such as job security and health insurance, is very important for lowering turnover and making sure the company is successful. The session ended with an interesting Q&A, which taught students important lessons about strategy, innovation, and the value of putting people first in business.