

**STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086**  
**(For Candidates admitted during the academic year 2008-09)**

**SUBJECT CODE: HS/ME/CS34**

**B.A. DEGREE EXAMINATION NOVEMBER 2009**  
**BRANCH I-HISTORY**  
**THIRD SEMESTER**

**COURSE : MAJOR - ELECTIVE**  
**PAPER : AIRPORT CUSTOMER SERVICES - I**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**SECTION– A**

**ANSWER ALL TEN QUESTIONS EACH ANSWER SHOULD NOT EXCEED 30 WORDS.** **(10 X 3 = 30)**

1. Immigration clearance
2. Security check
3. Disembarkation Card,
4. Carousels
5. Steward
6. Continental cuisine
7. Frequent flyers
8. Oxygen masks
9. Cabin baggage
- 10 Animals in hold

**SECTION– B**

**ANSWER ANY FIVE QUESTIONS EACH ANSWER SHOULD NOT EXCEED 250 WORDS.** **(5x8=40)**

11. Write briefly on the private agencies at airport
12. Point out the departure formalities
13. Write a note on the role of air hostess
14. Point out the types of cargo
15. Discuss briefly the facilities extended to Very Important Passengers
16. Explain the rules on handling families with children
17. Discuss the handling of medical emergencies
18. Write a note on dangerous goods in baggage

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SECTION- C

**ANSWER ALL QUESTIONS. EACH ANSWER SHOULD NOT EXCEED 1000 WORDS. (3x10=30)**

19. a) Explain the role played by government organizations in the airport.

OR

b) Describe in detail the arrival formalities.

20. a) Detail the flight operations.

OR

b) Explain the role of different crew members.

21. a) Describe the special categories of passengers.

OR

b) Examine the rules and regulations with regard to baggage.

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