

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86
(For candidates admitted from the academic year 2019–20206 and thereafter)

SUBJECT CODE: 19HS/ME/AS45
BRANCH I A – HISTORY AND TOURISM
FOURTH SEMESTER

COURSE : ELECTIVE

PAPER : AIRPORT CUSTOMER SERVICES

TIME : 3 HOURS

MAX. MARKS: 100

SECTION – A

ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 30 WORDS:

(10 X 3 = 30)

1. Expand the following (i) ATC (ii) CRS (iii) ETE
2. DGCA
3. Check-in
4. Pilfered Property
5. Pets in cabin
6. Red Eye flight
7. Downgrade
8. Expedite Baggage
9. No show passenger
10. Baggage Carousal

SECTION – B

ANSWER ANY FIVE QUESTIONS. EACH ANSWER NOT TO EXCEED 300

WORDS:

(5 X 8 = 40)

11. Discuss the functions of an Airport Terminal building
12. Describe the role of a Flight attendant
13. Highlight the benefits enjoyed by passengers in FFP
14. Explain VISAs and its various types
15. Trace the importance of passports in international travel. Mention the types.
16. Write a note on MCO
17. Give a brief account of departure formalities in an airport.
18. Bring out the use of technology in aviation operations.

SECTION – C

ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 1000 WORDS:

(3 X 10 = 30)

19. a) Highlight the importance of Flight Catering. What are the prerequisites?
(OR)
b) Discuss the importance of Cargo administration.
20. a) Explain the various travel documents required during international travel.
(OR)
b) Trace the procedure for handling passengers with reduced mobility.
21. a) Point out the various risks involved in aviation industry in its operations
(OR)
b) Explain the roles and functions of IATA.
