

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86**  
**(For candidates admitted during the academic year 2008-2009 & thereafter)**

**SUBJECT CODE: HS/ME/CS64**

**B. A. DEGREE EXAMINATION APRIL 2012**  
**BRANCH I - HISTORY**  
**SIXTH SEMESTER**

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

**SECTION – A**

**ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 30 WORDS:**  
**(10 x 3=30)**

1. Itinerary
2. Baggage Unaccompanied
3. Cargo Transfer
4. Manual Ticketing
5. Piece method
6. AME
7. Galley
8. Embarkation Card
9. Cabin Baggage
10. Open Ticket

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS. EACH ANSWER NOT TO EXCEED 300 WORDS:**  
**(5 x 8=40)**

11. What are the travel services included in MCO?
12. Distinguish between Manual ticketing and E-ticketing
13. Explain the Categories of Airport
14. What are the reasons for the denial of Visa?
15. Write a note on Pre-arrival activities
16. What are the types of Check-in? Explain
17. Describe the Airlines signs and symbols
18. Write a note on “Fixing the price of Air Seats”

**SECTION – C**

**ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 1000 WORDS:**  
**(3 x 10=30)**

19. Examine the customer services rendered by the aviation department.  
OR  
List the Travel documents required for Air Travels
20. Examine the difference between the piece method and weight method of checked baggage  
OR  
Analyse the factors involved in baggage claim
21. Discuss the cancellation rules for Air Ticketing of Indian and Foreign Nationals  
OR  
Analyse the Baggage Rules under the Baggage (Amendment) Rules of 2006

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