SUBJECT CODE: 19HS/ME/AS45

B. A. DEGREE EXAMINATION APRIL 2023
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. Explain Catering – In-flight.
2. Expand UNMR.
3. What is boarding pass.
4. Define frequent flyer programs.
5. List out prohibited Items.
6. Explain Cross connection flights.
7. Expand VIP and CIP
8. Write a short note on Embarkation and Disembarkation.
9. Explain the significance of Security screening.
10. What are the Health Documents needed for travel?

SECTION – B
**ANSWER ANY FIVE QUESTIONS. EACH ANSWER NOT TO EXCEED 300
WORDS:**   (5 X 8 = 40)

11. Elucidate the importance of passenger tickets.
12. What are the services provided to business travellers at airport?
13. Illustrate the significance of MCO.
14. Critically analyse the in – facilities services provided by the airline onboard.
15. Give a brief account of the facilities provided to the passengers with reduced mobility.
16. Discuss how an unaccompanied minor is handled from origin to destination.
17. Discuss about the check – in procedures for the passenger at the airport.
18. Explain the types of tickets in airline travel.

SECTION – C
ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 1000 WORDS:
(3 X 10 = 30)

19. (a). Describe the various types of Passports.
                    (OR)
    (b) Explain about the Flight Operations and Crew Administration.

20. (a) Write an essay on the various categories of passengers with examples.
                    (OR)
    (b) Elucidate in detail the travel document required for international travel.

21. (a) Explain various procedures to handle irregularities in an airport.
                    (OR)
    (b) Describe the importance of Central Baggage Tracing system while handing the lost
        baggage.

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