

**B. A. DEGREE EXAMINATION APRIL 2024**  
**BRANCH I A – HISTORY AND TOURISM**  
**FOURTH SEMESTER**

**COURSE : ELECTIVE**  
**PAPER : AIRPORT CUSTOMER SERVICES**  
**SUBJECT CODE : 19HS/ME/AS45**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**SECTION – A**

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

1. What is an Airport Terminal building?
2. Who are cabin crews?
3. What do you mean by cargo?
4. What is an in-flight catering?
5. Who is an unruly passenger?
6. Who is an unaccompanied minor?
7. What is a transit flight?
8. What do you mean by lost baggage?
9. What is ETA and ETE?
10. What are Dangerous goods?

**SECTION – B**

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

11. Describe the steps involved in accessing the aircraft by a passenger.
12. Briefly explain duties and responsibilities of flight attendants.
13. What are the different types of flight tickets? List the details available in an e ticket?
14. List the health documents required for an international travel?
15. List the various types of VISAs.
16. Briefly explain the different types of passports?
17. Who is a frequent flyer? What are the benefits given by an airline?
18. Describe the procedure to handle pet animals in a flight?

**SECTION – C**

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

19. a). Describe the documents required and steps involved in application for a fresh passport?

**(OR)**

- b). Describe strategies required to handle passengers in an Airport?

20. a). Discuss the different categories of passengers in an airplane and various ways to handle them?

**(OR)**

- b). Explain the basic steps involved in arrival and departure formalities in an airport?

21. a). Write a note on IATA.

**(OR)**

- b). Explain the process of central baggage tracing system? How it helps in finding the lost/ unclaimed baggage?