

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2022– 2023)
B. A. DEGREE EXAMINATION, APRIL 2024
TOURISM AND TRAVEL MANAGEMENT
FOURTH SEMESTER

COURSE : MAJOR ELECTIVE
PAPER : AIRPORT CUSTOMER RELATIONS
SUBJECT CODE : 22TT/ME/AR45
TIME : 3 HOURS **MAX.MARKS : 100**

SECTION – A

I. ANSWER ALL THE QUESTIONS IN 30 WORDS EACH. (10X3=30)

1. Write a note on baggage tickets.
2. Discuss about the administration of cabin crew.
3. Mention the documentation procedures for VISA while departing airport.
4. What are the dangerous goods to be avoided during flight travel?
5. Explain the facilities provided for passengers with reduced mobility.
6. Elaborate the importance of health documents for air travel.
7. Discuss about ground catering with regard to airport management.
8. What are the formalities to be adopted for unaccompanied minors?
9. Discuss about the handling of baggage's in flights.
10. Write about passengers' ticket.

SECTION – B

II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH. (5X8=40)

11. Elaborate the procedures allowed for taking up flight travel for families with infants.
12. Write a short note on departure procedures.
13. Write about the technical terms for aircraft access.
14. Differentiate between very important and commercially important passengers.
15. Write a note on cargo administration.
16. Illustrate the formalities for baggage check-out.
17. List out the procedure during arrival to be followed in the airport.
18. Write a note on security screening during arrival.

SECTION – C

III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH. (3X10=30)

19. a) Write a detailed note on flight operations.
(OR)
b) Explain the importance of travel documents during flight travel.
20. a) Explain the techniques for handling situations with troublesome passengers at the airport.
(OR)
b) Elaborate the new norms of IATA for baggage handling.
21. a) Distinguish between Embarkation and Disembarkation.
(OR)
b) Discuss about the process of handling various baggage's and its types.