

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086**  
**(For candidates admitted during the academic year 2023– 2024 & thereafter)**

**B. A. DEGREE EXAMINATION, APRIL 2026**  
**TOURISM AND TRAVEL MANAGEMENT**  
**FOURTH SEMESTER**

**COURSE : MAJOR ELECTIVE**

**PAPER : AIRPORT CUSTOMER RELATIONS**

**SUBJECT CODE : 23TT/ME/AR45**

**TIME : 3 HOURS**

**MAX. MARKS : 100**

Q. No.	SECTION A	CO	KL
	<b>Answer ALL questions in not more than 30 words each.</b> <b>(10 × 2 = 20)</b>		
1	Expand and explain CRS.	CO1	K1
2	What is Jet Lag?	CO1	K1
3	Discuss TIM and its significance.	CO1	K1
4	What is a stopover?	CO1	K1
5	What is Visa?	CO1	K1
6	What is an Airline Club?	CO1	K1
7	What is a Ticket?	CO1	K1
8	How do you complete online check-in?	CO1	K1
9	List out the types of passports.	CO1	K1
10	Define Unaccompanied Minor (UMNR).	CO1	K1
Q. No.	SECTION B	CO	KL
	<b>Answer any FOUR questions from the K2 level and any FOUR questions from the K3 level. Your answers should be in about 150 words each.</b> <b>(8× 5 = 40)</b>		
11	Discuss the different types of Aircraft.	CO2	K2
12	Describe the flight operations of crew members in detail.	CO2	K2
13	Explain the benefits enjoyed by VIPs and CIPs during air travel.	CO2	K2
14	Outline the procedure to handle difficult passenger situations in flight.	CO2	K2
15	Explain various meals available in airline services.	CO2	K2
16	Illustrate the inflight and ground catering services.	CO3	K3
17	Identify the need for embarkation, disembarkation and customs clearance.	CO3	K3
18	Analyze the frequent flyer programme and its benefits for the passenger and the airline.	CO3	K3
19	Sketch the procedure to handle overbooking.	CO3	K3
20	Identify the process of handling lost and found baggage.	CO3	K3
Q. No.	SECTION C	CO	KL
	<b>Answer any ONE question from the K4 level and any ONE question from the K5 level. Your answers should be in about 1000 words each.</b> <b>(2 × 20 = 40)</b>		
21	Explain the arrival and departure procedures.	CO4	K4
22	Analyze the important travel documents required in aviation.	CO4	K4
23	Evaluate the different categories of passengers in detail.	CO5	K5
24	Assess the different baggage handling procedures.	CO5	K5

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