

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86**  
**(For candidates admitted during the academic year 2010-2011)**

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

**B. A. DEGREE EXAMINATION APRIL 2013**  
**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. What is MCO?
2. Define Advanced Passenger information system.
3. List out special items.
4. Define 'Deported'?
5. Write about ECNR.
6. What is Expedite Baggage?
7. What is the meaning of 'Disembarkation'?
8. What is Carbotage?
9. Write about Boarding pass.
10. Mention free Baggage allowance.

**SECTION – B**

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

11. What are the special services provided to the passengers with physical disability?
12. Explain how an unaccompanied minor is handled from origin to destination.
13. Describe check in procedure at airport.
14. Write about various types of delays.
15. Explain MCO.
16. What are the custom limits for Indian travellers returning with goods purchased overseas?
17. Under what conditions can international ticket be revalidated?
18. What are the services provided to business travellers at airport?

**SECTION – C**

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

- 19.a. Explain the travel formalities required for international travel.  
or  
b. Explain various departure procedures.
- 20.a. Write down the various steps involved in arrival and transfer.  
or  
b. Explain various procedures to handle irregularities in an airport.
- 21.a. Write about various baggage irregularities and how the airport handles them.  
or  
b. Write down the procedures for custom clearance.

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