

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086

(For candidates admitted during the academic year 2011-12)

SUBJECT CODE: 11HS/ME/CS53

B. A. DEGREE EXAMINATION, NOVEMBER 2013

BRANCH I A – HISTORY AND TOURISM

FIFTH SEMESTER

COURSE : MAJOR – ELECTIVE

PAPER : TOURISM AND AIRPORT CUSTOMER SERVICES

TIME : 3 HOURS

MAX.MARKS:100

SECTION-A

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

1. What does access to aircraft mean ?
2. Who are frequent flyers, how are they benefited?
3. What do you mean by expedite baggage?
4. Define checked baggage?
5. When is a boarding pass issued?
6. Mention the dangerous goods that are strictly prohibited in airlines?
7. What does transit mean?
8. When does over booking takes place in airlines?
9. Define – miscellaneous charge order.
10. Explain custom clearance?

SECTION-B

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

11. Explain the importance and types of VISA?
12. Define transport document ?
13. Discuss in detail the facilities available for passengers with reduced mobility in airline industry?
14. What are the criteria for transporting animals in hold and in cabin?
15. How does airlines handles lost and unclaimed baggage?
16. Explain the importance of health document and its necessity while traveling abroad?
17. Comment on the services available for VIP passengers upon their arrival in airport?
18. Enumerate the importance of catering in airlines industry ?

SECTION-C

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

19. Explain in detail about the importance and advantages of travel insurance?

OR

Discuss in detail about embarkation and disembarkation?

20. What are the characteristics of a passport and mention its types?

OR

Discuss in detail about passenger irregularities at boarding?

21. Handling difficult passengers is the most important attribute of cabin crew do you agree?

OR

Explain in detail about the responsibility of members involved in flight operations?
