

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086**  
**(For candidates admitted during the academic year 2011-12& thereafter)**  
**SUBJECT CODE: 11HS/ME/CS53**

**B. A. DEGREE EXAMINATION, NOVEMBER 2014**  
**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. Define APIS
2. What is Cargo jet?
3. List out types of passport
4. Define MCO
5. Define UMNR
6. Write about ECNR
7. Who is CIP?
8. What is the meaning of “Disembarkation”?
9. Define Transit point
10. Describe weight system.

**SECTION-B**

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

11. What are the special services provided to PRMs?
12. Describe the importance of Travel insurance
13. Write about Frequent flyer programme
14. Explain the procedure to handle overbooking
15. What are the custom limits for Indian travellers returning with goods purchased overseas?
16. Describe flight desk position in an aircraft
17. Describe ‘Central baggage tracing’
18. Explain various reason for delays of flight

**SECTION-C**

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

19. Explain Cargo handling.

OR

Explain departure and arrival formalities

20. Describe the facilities provided by the airline for the various categories of passengers

OR

Explain the procedures to handle irregularities in an airport

21. Describe travel documents require for international travel

OR

Write down the baggage handling procedure.

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