

**B. A. DEGREE EXAMINATION, NOVEMBER 2015**  
**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. TajSATS
2. Baggage Tag
3. UMNR
4. No Show
5. ECNR
6. Jet Bridge
7. Customs
8. PBCM
9. Detained Baggage
10. CITES

**SECTION-B**

**II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH. (5x8=40)**

11. Brief the different Channels of Clearance at the Airport.
12. Expand FFP and explain how the passengers are benefited from FFP?
13. Discuss the airport catering market and its players in India.
14. Describe the types of travel insurance available to airline passengers.
15. Explain the rules and regulations for the import of unaccompanied baggage.
16. Write a note on the prohibited and restricted goods during airline travel.
17. Discuss the handling of passengers with Reduced Mobility.
18. List out the categories of passengers.

**SECTION-C**

**III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH.**

**(3x10=30)**

19. (a) Expand TIM. Explain passport, types of passport and the procedures for obtaining an Indian passport.

(OR)

(b) Describe the various types of VISA issued by the Government of India and the regulations for extending the same.

20. (a) Explain the following terms:

1. Boarding Pass    2. Charter Flights    3. Baggage Allowance    4. Direct Flight  
5. MCT    6. Downgrade    7. PNR    8. Transit    9. ETA    10. Passenger

(OR)

(b) Discuss the handling of pets and animals in cabin and in hold.

21. (a) Who are those VVIPs who are exempted from the pre-embarkation security check at the civilian airports in India? What is the basis for extending such exemptions?

(OR)

(b) Explain the arrival and departure formalities at an Airport.

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