

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086
(For Candidates admitted during the academic year 2008-09 & thereafter)

SUBJECT CODE: HS/ME/CS34

B.A. DEGREE EXAMINATION NOVEMBER 2010
BRANCH I-HISTORY
THIRD SEMESTER

COURSE : MAJOR - ELECTIVE
PAPER : AIRPORT CUSTOMER SERVICES - I
TIME : 3 HOURS **MAX. MARKS: 100**

SECTION– A

ANSWER ALL QUESTIONS EACH ANSWER SHOULD NOT EXCEED 30
WORDS. (10 X 3 = 30)

1. Central Reservation Services
2. Low Cost carrier
3. Stop-Over Journey
4. Tourist Charters
5. IATO
6. Cargo
7. Entry Visa
8. Transit Traffic
9. Green Channel
10. Aircraft Crew

SECTION– B

ANSWER ANY EIGHT QUESTIONS EACH ANSWER SHOULD NOT EXCEED
250 WORDS. (8x5=40)

11. Point out the various departure and arrival formalities in the airport.
12. Explain the role of ICAO in the smooth working of civil aviation sector.
13. Bring out functions of the Airport Authority of India
14. Write about the various documents required in the airport to undertake International Travel.
15. Differentiate the first class, business class and economy class services in air travel.
16. Point out the various security measures in the international airport in Chennai.
17. Explain the rules relating to embarkation and disembarkation in airports.
18. Write about the importance of catering services in airport.
19. Point out the measures to be considered when families with infants, children and aged people travel by air.
20. Explain passport and visa and bring out the various type of visas issued.

SECTION- C

ANSWER ALL QUESTIONS. EACH ANSWER SHOULD NOT EXCEED 1000 WORDS. (3x10=30)

21. Analyse the role of IATA in international air traffic.
(OR)
Write an account of the in flight services to passengers.
22. Point out the different kinds of dangers faced in air travel. Suggest measures to overcome them.
(OR)
Write about the international flight service facilities available in the Chennai airport.
23. Examine the role of government agencies in the Chennai airport.
(OR)
Describe the way of handling various categories of air passengers.
