

B. A. DEGREE EXAMINATION, NOVEMBER 2016
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. Red eye flight.
2. Galley.
3. Travel Insurance.
4. MCO.
5. Unaccompanied Minors.
6. Unruly passengers.
7. Overbooked passenger.
8. Cancellation of Tickets.
9. Lost Baggage.
10. Animals in a cabin.

SECTION-B

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

11. Write a brief note on the Cabin Compartment.
12. Explain the procedure of check-in-formalities at the airport.
13. Define Passport. What are the types of Passport?
14. Explain the benefits provided to a frequent flyer in an aircraft.
15. Point out the difficulties faced by a cabin crew for handling difficult passenger situations.
16. Analyze the regulations for Central baggage tracing.
17. Explain the special assistance provided for the passenger with Reduced Mobility.
18. Access the importance for a Baggage check.

SECTION-C

III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH. (3x10=30)

19 a. Explain the steps involved in maintaining food hygiene in flight catering.

(OR)

b. Write an essay on the special treatment given to VIPs in an aircraft.

20 a. Explain the rules adopted in an Embarkation and Disembarkation services for an airline passenger.

(OR)

b. Explain the different types of passenger travel in an aircraft.

21 a. Trace the essential guidelines for passenger Irregularities at boarding an aircraft.

(OR)

b. Who are special passengers? Explain the different types of special passenger.
