

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86**  
**(For candidates admitted from the academic year 2015–2016 and thereafter)**  
**SUBJECT CODE: 15HS/ME/CS55**

**B. A. DEGREE EXAMINATION APRIL 2019**  
**BRANCH I A– HISTORY AND TOURISM**  
**FIFTH SEMESTER**

**COURSE : MAJOR - ELECTIVE**  
**PAPER : AIRPORT CUSTOMER SERVICES**  
**TIME : 3 HOURS.**

**MAX. MARKS: 100**

**SECTION – A**

**ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 30 WORDS:**

**(10 X 3 = 30)**

1. Crew
2. In-flight services
3. MCO
4. VISA
5. Frequent flyers
6. Unaccompanied Minor
7. Transit flights
8. Overbooking
9. Checked Baggage
10. Pilfered property

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS. EACH ANSWER NOT TO EXCEED 30 WORDS:**

**(5 X 8 = 40)**

11. Write a note on cargo administration.
12. Give a brief note on travel insurance.
13. Highlight the process of security screening.
14. State the services offered to Passengers with Reduced Mobility.
15. Write a short note on airport operations.
16. Discuss reasons for delay, diversion and cancellation of flights.
17. Pen down the different types of tickets in air transport.
18. List out the process of handling animals in-cabin and in-hold.

**SECTION – C**

**ANSWER ALL QUESTIONS. EACH ANSWER NOT TO EXCEED 1000 WORDS:**

**(3 X 10 = 30)**

19. (a) Explain the process of in-flight catering.

**(OR)**

(b) Write an essay on the arrival and departure procedures.

20. (a) Assess the importance of international travel documents.

**(OR)**

(b) Discuss the types of VISAs.

21. (a) Discuss the process of handling difficult passenger situations at Airport and in-flight.

**(OR)**

(b) Evaluate the role of Central Baggage Tracing Systems.

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