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Q. P. Code: 11DAM04

(For candidates admitted from 2011 onwards)

B.B.A. Degree Examinations, May - 2013

Part : III Branch: Airlines and Airport Management

Second Year

AVIATION

Time: 3 hours

Maximum: 100 marks

Answer any FIVE questions (5 x 20 =100)  
All question carries equal marks

Each question carries equal marks

1. Elucidate the issues and challenges of aviation industry
2. Write a detailed note on the aircraft manufacturers across the globe
3. Discus in detail on passengers and cargo terminals
4. Explain the role and function of IATA and national and state Governments in aviation sector
5. Give a detailed note on the steps to be followed in handling of stretcher passengers and human remains
6. Explicate the management of reservation and ticketing centers
7. Expound customs and immigration formalities
8. Illustrate the standard operating procedure to be followed in an airport in case of a bomb threat

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**Q.P.CODE: 11DAM05**

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B.B.A. Degree Examinations, May – 2013

Part : III            Branch: Airlines and Airport Management

Second Year

ANCILLARY SERVICES

Time: 3 Hours

Maximum: 100 Marks.

Answer any **Five** Questions. (5X20 = 100 Marks)

All Question carries equal Marks.

1. Explain in detail about the role and responsibilities of ground handlers.
2. Write an essay on passenger handling during departure.
3. Mention in detail about handling of VVIPS and VIPs.
4. State and explain the procedures to be followed at Cargo aircraft handling.
5. Discuss in detail about cargo services at export shed.
6. Describe elaborately about airport management.
7. Evaluate the steps to be followed in Inflight safety and security.
8. Explain about access control and alarm Monitoring Mechanisms.

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**Q.P.CODE: 11DAM06**

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B.B.A. Degree Examinations, May - 2013

Part : III            Branch: Airlines and Airport Management

Second Year

**AIRLINE AND AIRPORT ORGANISATION**

Time: 3 Hours

Maximum: 100 Marks.

Answer any **Five** Questions. (5X20 = 100 Marks)  
All Question carries equal Marks.

1. Explain the development of air transportation in India.
2. Analyse the current challenges in Airline Industry.
3. Write about handling of passengers and baggages.
4. Discuss about aircraft fleet and its maintenance.
5. Write an essay on passengers terminal Management.
6. Examine the elements of ground and flight safety.
7. Critically analyse the challenges in handling of unaccompanied minors and disabled passengers.
8. Describe the organization structure of airline and airport sectors.

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**Q.P.CODE: 11DAM07**

(For candidates admitted from 2011 onwards)

B.B.A. Degree Examinations, May - 2013

Part : III Branch: Airlines and Airport Management

Second Year

**AIRLINE AND TRAVEL MANAGEMENT**

Time: 3 Hours

Maximum: 100 Marks.

Answer any **Five** Questions. (5X20 = 100 Marks)  
All Question carries equal Marks.

1. Explain the PEST Analysis for Singapore Airlines.
2. Identify the role of marker segmentation in developing a marketing strategy.
3. Explain the customer service and controlling produce Quality.
4. Explain the effect of the Internet on produce Quality in the Airline Industry.
5. Discuss the various types of Aircrafts and codes.
6. Explain the Major development plans in Indian Airport.
7. Frequent Flyer programme. – Explain.
8. Write about the Anatomy of Sale and Planning.

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**Q.P.CODE: 11DAM08**

(For candidates admitted from 2011 onwards)

B.B.A. Degree Examinations, May - 2013

Part : III            Branch: Airlines and Airport Management

Second Year

**RESOURCE AND LOGISTICS MANAGEMENT AT AIRPORTS**

Time: 3 Hours

Maximum: 100 Marks.

Answer any **Five** Questions. (5X20 = 100 Marks)

All Question carries equal Marks.

1. Discuss in detail the challenges and solutions in baggage management.
2. Discuss the role of Human Resources in dealing with superiors, peers and subordinates.
3. Explain Manpower Planning Process at Airports.
4. Discuss the significance and types of training personnel.
5. Explain elaborately about the importance of materials resource management.
6. Define quality. Discuss the need for Total Quality Management at airports.
7. Discuss in detail about space allocation in terminals and airside.
8. What is air Cargo? What are the types of air Cargo?

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