

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2018

Course: Airport Functions of Airlines CC: TRAV 2001

semester: iii

Programme: BBA AVO

Max. Marks: 100

Time: 03 hrs.

SECTION A

S. No.		Marks	CO
Q 1	Multiple choice Questions	(30 marks)	CO
a)	Dead head crew is i) Crew after their DTL ii) Crew if reports sick iii) Crew operating from origin to final destination iv) Highly qualified crew		CO1C
b)	SLPC stands for: i) Security ladder point check ii) Senior licensed pilot check iii) Secondary ladder point check iv) None of the above		CO1
c)	what do the stripes mean on the pilots uniform? i) Level of the flight experience ii) Responsibilities in an aircraft iii) Level of expertise iv) All of the above		CO4C
d)	Acids and Alkalis are examples of: i) Biohazardous substances ii) Organic peroxide iii) Corrosive iv) Gasoline		CO3

e)	<p>A written notification issued to pilots before a flight, advising them of circumstances relating to the state of flying is known as:</p> <p>i) MET</p> <p>ii) flight plan</p> <p>iii) flight release</p> <p>vi)NOTAM</p>		CO3
f)	<p>The MCT for I to D is</p> <p>i) 50 minutes</p> <p>ii) 45 minutes</p> <p>iii) 60 minutes</p> <p>iv) 75 minutes</p>		CO4C
g)	<p>The open sky policy was first introduced in year:</p> <p>i) 1991</p> <p>ii)1919</p> <p>iii) 1921</p> <p>iv) none of the above</p>		CO1
h)	<p>Act of leaving a resident country or place of residence with the intent to settle elsewhere is termed:</p> <p>i) emigration</p> <p>ii) immigration</p> <p>iii) both i) and ii)</p> <p>iv) none of these</p>		CO3
i)	<p>IXL is the three letter code of:</p> <p>i) Chandigarh</p>		CO4

	ii) Leh iii) Jammu iv) Aurangabad		
j)	Terminal 3 IGI Airport, New Delhi comes under which terminal type: i) pier finger ii) curvilinear terminal iii) remote terminal iv) both i)&ii) v) none of these		CO4

SECTION B

Q.2	Act according to the scenario mentioned:		CO3
i)	A web check-in passenger travelling to Indore has reported late, after the check-in counters are closed. He have a bag around 20 kg to check in at the counters.	(10 marks)	
ii)	A passenger has left his cabin bag on the arriving flight BOM-DEL seat no. 29D (arrived at 1700 hrs.). He has reported you for help on the boarding gates as he will be travelling onward DEL-PNQ (1930 hrs.) same day.	(10 marks)	
Q.3	In a full flight. A passenger has a boarding card with the seat of his choice SN17F printed on it. At the time of boarding the BGR beeps notifying a change in seat to SN14E on the systems.	(5 marks)	CO4
Q.4	What do you mean by SNY? What is the check-in and seat criteria for SNY?	(5 marks)	CO2

SECTION-C

	<u>Long Answer Questions:</u>		
Q.5	what would you do to handle impatient passengers, if a flight is being delayed due to bad weather giving the tentative timings to the passengers now and then at the boarding gates	(10 marks)	CO3
Q.6	Explain the Airside operations (minimum 5 operations), mentioning its importance to Airlines.	(10 marks)	CO2

SECTION-D

Q.7	Justify the tagline of the following Airlines. (any 2)	(20 marks)	CO1
	Air India — <i>Your Palace in the Sky</i>		
	Kingfisher airlines- <i>Fly the good times</i>		
	Cathay Pacific— <i>People: They make an airline</i>		
	Delta Airlines— <i>Keep Climbing</i>		
	Go Air- <i>Fly Smart</i>		

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SECTION A

Q.1	One word Answer	30 marks	CO
1.	Give the full form of HIAL-		CO1
2.	A document issued by an airline as a substitute ticket coupon when the passenger's original travel is disrupted-		CO2
3.	An aviation business arrangement where two or more airlines share the same flight. Each airline publishes and markets the flight under its own airline designator and flight number as part of its published timetable or schedule-		CO1
4.	'Type S' passport is known as-		CO1
5.	Air India blocks seat for female passenger till the last hour of flight departure. Specify the seat/row-		CO1
6.	If no female passenger is travelling on a flight except for the female cabin crew, UNM will be seated next to the male passenger- true/ false?		CO4
7.	Give the first international flight route to and from India-		CO1
8.	First airport construction in India was started in 1924 in (mention any 1 place)-		CO1
9.	Due to their chemical and/or physiological characteristics, these products have short lifespans, they are more susceptible to severe and irreparable damage		CO4
10.	Boarding is not commenced until and unless clearance is given by-		CO4

SECTION B

	SHORT ANSWER QUESTION		
Q.2	What do you understand by open sky policy? Elaborate.	5 marks	CO2
Q.3	Explain narrow body and wide body Aircrafts.	5 marks	CO1
Q.4	What are the procedures followed, if aircraft is grounded after the passengers have already boarded the Aircraft	5 marks	CO4
Q.5	Compare low cost airlines with high cost airlines. Giving their pros and cons.	5 marks	CO3

SECTION C			
	LONG ANSWER QUESTIONS (any 2)	15*2=30 marks	
Q.6	Explain any 5 Airside operations in 50 words each.		CO2
Q.7	What are the procedures followed by airline personals, when a flight is cancelled for any reason.		CO2
Q.8	What are the different types of Apron.name at least 5 and briefly explain each of them.		CO4
SECTION D			
Q.9	Justify the tagline of the following Airlines. (any 2)	10*2=20 marks	CO1
1.	Air India — <i>Your Palace in the Sky</i>		
2.	Kingfisher airlines- <i>Fly the good times</i>		
3.	Cathay Pacific— <i>People: They make an airline</i>		
4.	Delta Airlines— <i>Keep Climbing</i>		
5.	Go Air- <i>Fly Smart</i>		