

**End Semester Examination – May, 2019**

**Program/course:** MBA(AVM) Sem-IV  
**Subject:** Airport Operation Management  
**Code :** TRAV-8008  
**No. of page/s:** 2

**Semester – IV**  
**Max. Marks : 100**  
**Duration : 3 Hrs**

**Section A (All Questions are Mandatory)**

1	Define/explain any 10 of the following as per Airport Operation Manual a) Arrival concourse b) Baggage sorting area c) Baggage storage area d) Bomb alert e) Bomb threat f) Check-in concourse g) Departure concourse h) Inadmissible person i) Interline baggage j) Mishandled baggage	[10x2]	CO 1 & CO2
<b>SECTION B (Attempt any Four Questions) Short Notes</b>			
2	Write/Explain in brief the following in the context of Airport Operation Management <div style="text-align: right;">5 X 4 = 20</div> a) Discuss in detail the Responsibilities of the airside operations manager. b) Discuss the various regular checks on the airside during the inspection done by the airport operation manager. c) What are the requirements for the aerodrome licenses? d) Discuss different types of runways. e) Discuss various declared distances at the runway.	[4x5=20]	CO 1 & CO2
<b>SECTION C</b>			

3	<p>Write/Discuss in detail for any of the two questions given below.</p> <p>(a) Discuss terminal contingency plans and Standard Operating Procedure (SOP) during emergency.</p> <p>(b) Discuss the ASQ survey and its role in improving the airport service quality in the terminals. How many parameters are in the ASQ survey? Also, discuss some of the quantitative measures used for Airport Service Quality management/Improvement.</p> <p>(c) Discuss about the emergency handling procedure at the airports.</p>	[2 X 15 = 30]	CO2 & CO3
	<b>SECTION D</b>		
4.	<p>Reply in detail all the three questions given below</p> <p>a) Discuss in detail the functions of Aircraft Rescue and Fire Fighting (ARFF).</p> <p>b) Discuss the requirement of Airside driving permit and discuss the various types of roads on the airside.</p> <p>c) Discuss the color-coding of the runway marking and taxiway marking.</p>	[3x10=30]	CO 4 (integration of CO1,2 & 3)

\*\*\*\*\*

**End Semester Examination – March, 2019**

**Program/course:** MBA(AVM) Sem-IV  
**Subject:** Airport Operation Management  
**Code :** TRAV-8008  
**No. of page/s:** 2

**Semester – IV**  
**Max. Marks : 100**  
**Duration : 3 Hrs**

**Section A (All Questions are Mandatory)**

1	Define/explain any 10 of the following as per Airport Operation Manual a) Peak b) Public authorities c) Passenger Area d) Permits e) Relief flights f) Security restricted area g) Transit passengers h) Unaccompanied baggage i) Unclaimed baggage j) Vulnerable point	[10x2]	CO 1 & CO2
<b>SECTION B (Attempt any Four Questions) Short Notes</b>			
2	Write/Explain in brief the following in the context of Airport Operation Management  a) Discuss bird and wildlife mitigation measures. b) What are the various dos and don'ts at the airside? c) Discuss the color-coding of the runway marking. d) Discuss about the taxiway and apron marking. e) What are the function of the terminal operation manager?	[4x5=20]	CO 1 & CO2
<b>SECTION C</b>			

3	<p>Write/Discuss in detail for any of the two questions given below.</p> <p>a) Discuss the role of aviation related organization ICAO, ACI, IATA, DGCA, BCAS, AERA, MOCA, and AAI.</p> <p>b) Discuss the passengers' information and facilitation role of the airport terminal manager.</p> <p>c) Discuss about the aircraft refueling safety measures.</p>	[2 X 15 = 30]	CO2 & CO3
	<b>SECTION D</b>		
4.	<p>Reply in detail all the three questions given below</p> <p>a) Discuss the role of the terminal manager for the VIP &amp; VVIP handling</p> <p>b) What are the requirements for the aerodrome licenses? And discuss various airside services.</p> <p>c) Discuss about the emergency handling procedure at the airports.</p>	[3x10=30]	CO 4  (integration of CO1,2 & 3)

\*\*\*\*\*