

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Term Examination, January 2021**

**Course: Fundamental of Airlines Operations**

**Semester: I**

**Program: MBA AVM**

**Time: 03 Hours**

**Course code: TRAV 7001**

**Max. Marks: 100**

**SECTION A( 30 Marks)**

**1. Each Question carries 5 Marks**

**2. Instruction: Complete the statement / Select the correct answer(s) / Answer the question**

		<b>CO</b>
Q 1	I. What is nesting?  II. Upon arrival in Sydney from Tokyo the first arrival formality a passenger experiences is _____ a. Customs b. Baggage claim c. Immigration and passport control d. Check-in	<b>CO 1</b>
Q 2	I. Define Interline passenger.  II. Which of the following is considered an in-flight optional amenity? a. Priority boarding b. Internet access on board c. Charges for lost tickets d. Booking fees for telephone reservations	<b>CO 1</b>
Q 3	I. The basic requirement of all airlines are _____, _____, and _____.  II. Which does not influence the baggage allowance entitlement for a journey? a. Fare class travelled b. Golf equipment c. Wheelchair d. Baggage size and weight	<b>CO 2</b>
Q 4	I. Define “No-show”. II. <b>Select the correct answer(s)</b> a) The cabin of a wide-body aircraft is configured with one aisle	<b>CO 2</b>

	<ul style="list-style-type: none"> <li>b) Lufthansa manufactures its own commercial aircrafts</li> <li>c) A commuter flight is a short flight operated on a regional jet</li> <li>d) Embraer manufactures wide-body aircrafts for long-haul flights</li> </ul>	
Q 5	<ul style="list-style-type: none"> <li>I. Define Baggage claim area.</li> <li>II. Define Stopover.</li> </ul>	<b>CO 1</b>
Q 6	<p><b>I.</b> All taxes relating to air travel are collected at airports</p> <ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul> <p><b>II. Select the correct answer(s)</b></p> <p>Which travel document must be issued by an immigration office?</p> <ul style="list-style-type: none"> <li>a. Passport</li> <li>b. Visa</li> <li>c. Vaccination Certificate</li> <li>d. Electronic Travel Authorization</li> </ul>	<b>CO 2</b>
<b>SECTION B ( 50 Marks)</b>		
<p><b>1. Each question carries 10 marks</b></p> <p><b>2. Instruction: Write short / brief notes</b></p>		
Q7	Explain the role of airline backup office at airports terminals with relevant examples.	<b>CO1</b>
Q8	IATA's mission is to represent, lead, and serve the airline industry. Elaborate.	<b>CO2</b>
Q9	<p>In the airline case, for example, one of the tactical decisions is to determine the number of seats to make available to each fare class from a shared inventory and how many requests from each class to accept, in order to maximize total expected revenues, taking into account the probabilistic nature of future demand for a flight.</p> <p>Analyze airline price discrimination with relevant examples.</p>	<b>CO3</b>
Q10	<p>For airports, ensuring passengers enjoy a smooth transit through the airport is vital: Spend increases by 2.5% for every minute a customer is in a retail area and not stuck in a queue.</p> <p>Examine how airports earn revenue by making every minute count.</p>	<b>CO4</b>
Q11	<p>The flight schedule is the central element of an airline's planning process, aimed at optimizing the deployment of the airline's resources in order to meet demands and maximize profits.</p> <p>Analyze the significance of flight scheduling in airline operations.</p>	<b>CO3</b>

**Section C ( 20 Marks)**

**1. Answer any One question. Each Question carries 20 Marks.**

**2. Instruction: Write long answer.**

Q 12	<p><b>AirAsia Berhad</b> is a Malaysian low-cost airline headquartered near Kuala Lumpur, Malaysia. It is the largest airline in Malaysia by fleet size and destinations. AirAsia Group operates scheduled domestic and international flights to more than 165 destinations spanning 25 countries</p> <p><b>Evaluate how market liberalization led to the rise of AirAsia as a leading LCC in South-East Asia.</b></p> <p style="text-align: center;"><b>OR</b></p> <p>In less than ten years, airport baggage handling systems have changed almost beyond recognition. Since September 2001, manual sorting machines and equipment have gradually been replaced by fully automatic systems equipped with the latest computer-guided and -managed technologies. This turning point came about for at least two reasons. The first is the extra security measures that have resulted in passenger/ baggage reconciliation during their entire stay in the terminal, and also in 100% of hold luggage having to be checked not only for explosives but also for radioactive material. This new approach to baggage handling is also linked to the development of hub airports with a number of terminals that are interconnected by several underground conveyor belts in order to form unique systems capable of handling several thousand pieces of luggage per hour</p> <p><b>Evaluate the baggage handling system to facilitate passenger flow at airports.</b></p>	<b>CO4</b>
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