



Name:  
Enrolment No:

**UPES**

**End Semester Examination, December 2023**

**Course: Fundamentals of Airline Operations**  
**Program: MBA AVM**  
**Course Code: TRAV 7001**

**Semester: I**  
**Time : 03 hrs.**  
**Max. Marks: 100**

**Instructions:**

**SECTION A**  
**10Qx2M=20Marks**

S. No.	Answer all the questions.	Marks	CO
Q 1	What is a general aviation aircraft?	2	CO1
Q 2	What are the main factors that affect airline fares?	2	CO1
Q 3	Identify some of the key personnel involved in airside operations.	2	CO1
Q 4	How can airlines prepare for the future of IoT?	2	CO1
Q 5	What is a fare basis code?	2	CO1
Q 6	What is a Global Distribution System (GDS)?	2	CO1
Q 7	What are some of the tips for finding cheap airline fares?  a) Be flexible with your travel dates and times. b) Book your flights in advance. c) Consider flying on budget airlines or during off-peak seasons. d) Sign up for email alerts from airlines and travel websites.	2	CO1
Q 8	What are the different methods of making an airline reservation?	2	CO1
Q 9	What is the maximum weight allowed for checked baggage on most airlines?  a) 23 kg b) 32 kg c) 46 kg d) 50 kg	2	CO1

Q 10	How are airport slots typically allocated?  a) On a first-come, first-served basis b) Through a bidding process c) Based on an airline's historical use of the airport d) A combination of the above	2	CO1
<b>SECTION B</b> <b>4Qx5M= 20 Marks</b>			
	Answer all the questions.		CO
Q 11	Differentiate between primary radar and secondary surveillance radar (SSR).	5	CO2
Q 12	Examine the future of the Hub and Spoke system.	5	CO2
Q 13	Discuss the core principles that airlines should embrace to effectively manage crises and minimize their impact on operations and reputation.	5	CO2
Q 14	Examine the role of regulatory bodies in the development and implementation of blockchain technology in the airline industry.	5	CO2
<b>SECTION-C</b> <b>3Qx10M=30 Marks</b>			
	Answer all the questions		CO
Q 15	Identify innovative approaches that allow airlines to maximize ancillary revenue without compromising customer trust, loyalty, or brand reputation.	10	CO3
Q 16	Evaluate the effectiveness of airline fleet planning evaluation frameworks in achieving long-term fleet optimization goals.	10	CO3
Q 17	Evaluate the impact of digitization on airline innovation, data-driven decision-making, and efficiency optimization.  <b>OR</b> Analyze the DiGi Yatra Journey Concept initiated by the Ministry of Civil Aviation (MoCA).	10	CO3
<b>SECTION-D</b> <b>2Qx15M= 30 Marks</b>			
	Answer both questions. Please choose anyone from question 19.		CO
Q 18	Investigate the impact of crew management and scheduling decisions on airline costs, productivity, and employee satisfaction.	15	CO4

Q 19	Analyze the components of baggage handling systems at airports. <b>OR</b> Evaluate the challenges of implementing Lean management in the airline industry.	<b>15</b>	<b>CO4</b>
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