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Reg. No.

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V Semester B.B.A.M 2 Degree Examination, April - 2022

AVIATION MANAGEMENT

Cabin Crew Management

Time : 3 Hours

Maximum Marks : 70

Instructions to Candidates:

Answers to be written in English only.

SECTION - A

Answer any Five.

(5×2=10)

1. a) Define CRM?
- b) Who are called as flight deck crew?
- c) Expand JAA?
- d) Define Error?
- e) Explain Facilitation skills?
- f) Explain types of communication?
- g) What is Fatigue?



SECTION - B

Answer any Three questions.

(3×6=18)

2. What are the factors affecting individual performance?
3. Explain CRM upgrade training and Joint CRM Training.
4. Explain CRM. Instructor Requirements.
5. Explain CRM Revalidation criteria and Record keeping.

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SECTION - C

Answer any three questions.

(3×14=42)

6. Explain cognitive skills and interpersonal skills?
 7. Explain crew Co-ordination and crew communication?
 8. Explain the importance of CRM in Aviation Industry with relevant example.
 9. Explain Error management and unic case study?
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