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V Semester B.B.A.M. Degree Examination, March/April - 2023

**AVIATION MANAGEMENT**

**Cabin Crew Management**

*(CBCS Scheme Freshers & Repeaters 2019-20)*

**Paper : 5.5**

**Time : 3 Hours**

**Maximum Marks : 70**

**Instructions to Candidates:**

Answers to be written in English only

**SECTION - A**

**Answer any FIVE questions. Each question carries 2 Marks.**

**(5×2=10)**

1. a) Define CRM.
- b) How are interpersonal skills important for the crew?
- c) List a few objectives of CRM training.
- d) What are the Behavioural markers?
- e) Mention some requirements of Instructors.
- f) What is crew leadership?
- g) Define Fatigue.



**SECTION - B**

**Answer any THREE questions. Each question carries 6 marks.**

**(3×6=18)**

2. Describe the factors that affect individual performance and how it can be managed.
3. Write a note on CRM standards.
4. Briefly explain Error management.
5. What are the pre-requisites for CRM of cock-pit crew?

**[P.T.O.]**



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**SECTION - C**

**Answer any THREE questions. Each question carries 14 marks.**

**(3×14= 42)**

6. Explain the CRM training methods in detail.
  7. Elaborate on Revalidation criteria.
  8. Explain the skills underlying effective flight operations.
  9. Discuss the benefits of Crew Performance Assessment in detail.
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