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V Semester B.B.A. Degree Examination, January/February - 2025**AVIATION MANAGEMENT****Passenger Service Management****(NEP Scheme F&R)****Time : 2½ Hours****Maximum Marks : 60****Instruction to Candidates:****Answer to be written Completely in English only.****SECTION-A****Answer any Five of the following questions. Each sub-question carries Two marks.****(5×2=10)**

1. a) Who issues the passport?
- b) Mention any two Importance of Grooming at Airport.
- c) What are LAG's ? Give example.
- d) Write the Abbreviation for TIM, APIS.
- e) Name any four labels and Tags used at Airport.
- f) Who are Go-Show passengers?
- g) Define Time management.

SECTION-B**Answer any Four of the following questions. Each question carries Five marks.****(4×5=20)**

2. Listout the security questions asked at cheek-in counters.
3. Explain different types of passports.

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4. Explain the Importance of Teamwork at Airport.
5. Explain Travel Information Manual. and its sections.
6. Write the difference between INAD Pax and Deporter Pax.

SECTION-C

Answer any Two of the following questions. Each questions carries Twelve marks.

(2×12=24)

7. Explain the classification of CAT-9 Dangerous goods.
8. Enumerate what is VISA, Types of visa's and checks done for Different visa's.
9. Explain the Importance of Grooming and softskills at aviation Industry.

SECTION-D

Answer any One of the following questions which carries Six marks. (1×6=6)

10. Write a note on :
 - a) ECR and ECNR (3)
 - b) Frequent flyer program (FFP) (3)
 11. List out the qualities of a great leader.
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