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V Semester B.B.A. Degree Examination, February/March - 2024

AVIATION MANAGEMENT

Passenger Service Management

(NEP Scheme 2023-24)

Paper : 5.3

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

Answers to be written in English only.

SECTION - A

(Conceptual Questions)

Answer any **Five** of the following questions. Each sub-question carries 2 marks. (5×2=10)

1. a. Define Go-show passenger.
- b. What is the difference between DEPU and DEPA?
- c. Expand :
 - i. LMC.
 - ii. ESTA.
- d. List any Four types of gate announcements.
- e. Who is a business air traveller?
- f. Write the types of Indian passports.
- g. What is ECR and ECNR in a passport?



SECTION - B

(Application Questions)

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

2. Explain the types of wheelchairs.
3. Enumerate and discuss any ten types of baggage tags.
4. Explain the types of check - in.
5. Discuss the types of VISA.
6. Explain class 1 - Explosives of Dangerous Goods.

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SECTION - C

(Analysis and Understanding Questions)

Answer any **Two** of the following questions. Each question carries **12** marks. **(2×12=24)**

7. Write a note on Grooming and its importance in aviation industry.
8. Write a detailed note on Air Travel Documents.
9. Explain in detail about Class 2,3,4 and 5 of Dangerous Goods.

SECTION - D

(Skill Development Questions)

Answer any **One** of the following questions. This carries **6** marks.

(1×6=6)

10. Write a note on Bomb Threat.
 11. Enumerate the Telephone Etiquette.
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