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Reg. No.

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V Semester B.B.A. Degree Examination, December/January - 2025/26
AVIATION MANAGEMENT
Passenger Service Management
(NEP Scheme Regular)

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

To be written in English only.

SECTION - A

Answer any Five questions. Each question carries 2 marks.

(5×2=10)

1. a. Define GO SHOW Passenger.
- b. Expand:
 - i) INAD and
 - ii) LMC.
- c. What is VISA?
- d. Write two benefits of TIMATIC.
- e. What are Non Revenue Passenger?
- f. What is BTRF/Card?
- g. What is LAG's Regulating?

**SECTION - B**

Answer any Four questions. Each question carries 5 marks.

(4×5=20)

2. Explain the types of wheel chairs.
3. Write a note on Transit Passenger Handling.

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4. Write a note on Indian Passport and its types.
5. What are the IATA Guidelines on Dangerous Goods?
6. Define Boarding and Types of Boarding.

SECTION - C

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

7. Write the duties and responsibilities of Check in - Staff.
8. Discuss the importance of grooming and soft skills in Aviation Industry.
9. Write the classification of Dangerous Goods.

SECTION - D

Answer any One question, carries 6 marks. (1×6=6)

10. Evaluate the reasons for Flight Delays.
 11. Discuss the types of Handling Special Passenger.
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