



DCAM – 103

**I Semester B.B.A. (Aviation Management) Examination, May/June 2022
(NEP)**

Paper – 1.3 : PRINCIPLES OF AIRLINE AND AIRPORT OPERATION

Time : 2½ Hours

Max. Marks : 60

Instruction : Answers should be written in **English only**.

SECTION – A

1. Answer **any five** questions. **Each** question carries **two** marks : **(5×2=10)**
- What is boarding pass ?
 - What is flight information centre ?
 - What is IATA ?
 - What is PICAQ ?
 - Define the term terminal.
 - What do you mean by terminal management ?
 - Mention 4 players in airline industry.

SECTION – B

Answer **any three** questions. **Each** question carries **five** marks : **(3×5=15)**

- What are the VMO of ICAO ?
- Write a short note on DGCA.
- What is organisational structure of an airline company ?
- Write a short note on terminal planning.
- What are the functions of IATA ?

P.T.O.



SECTION – C

Answer **any 3** questions. **Each** question carries **eight** marks : **(3×8=24)**

7. How did air transport develop in India ?
8. Write a short note on security clearance/boarding gate.
9. How are the human remains that need to be transported by air be handled by airlines ?
10. Write a short note on IATA.
11. What are the functions of ACI and AAI ?

SECTION – D

Answer **any one** question. **Each** question carries **eleven** marks : **(1×11=11)**

12. Mr. A is travelling to USA from KIA, Bengaluru for the first time. He is nervous as he does not know the procedure for boarding the aircraft. Explain to him, the activities that need to be carried out to board the aircraft.
13. Ms. B is working in an airline company and has been tasked to cater to the needs of VIPs. At the same time, there is a passenger who is traveling with a stretcher only. How does Ms. B handle both the customers ?