



MBA 036

**III Semester M.B.A. in Aviation Examination, October 2011
PASSENGER MANAGEMENT
(January 2010 Batch) and Re-sit (July 2009 Batch)**

Time : 3 Hours

Max. Marks : 80

Instructions :

*Section – 1 : Answer **any 10** questions out of 15.*

*Max. Marks in this Section are **30** (3 marks for **each right** answer).*

*Section – 2 : Answer **all 10** questions.*

*Max. Marks in this Section are **20** (2 marks for **each right** answer).*

*Section – 3 : Attempt **any 2** out of 3 questions.*

*Max. Marks in this Section are **30** (15 marks for **each right** answer).*

SECTION – 1

Answer **any 10** out of 15.

(10×3=30)

1. How can airport security be increased ?
2. Write a short note on Depeaking.
3. What are the factors on which the effectiveness of Baggage handling system depends ?
4. Write brief note on Conveyors.
5. What are the different facilities offered by land side area of airport ?
6. Explain different types of check-in methods.
7. Explain the concept of flight entertainment.
8. Describe the concept of duty free shopping.

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9. Explain various categories of Inadmissible passenger.
10. Explain functions of IATA/CAWG.
11. Write a note on split flap display.
12. Describe the concept of airport security and safety.
13. Write a short note on Biometric passport.
14. Explain different types of boarding methods.
15. What are the advantages and disadvantages of e-ticketing ?

SECTION – 2

Answer **all** the questions.

(10×2=20)

Select the correct alternative :

1. On international travel through business cards, a service tax of over _____ is charged on ticket Fare.
a) 12% b) 22% c) 32%
2. Destination coded vehicles operates on principle of
a) Optical scanning
b) Electromagnetic induction
c) Radio Waves
3. _____ area provides sitting capacity of 400 people.
a) Baggage claim b) Security hold c) Custom
4. _____ is the heart of airport security in U.K.
a) Department of transport b) MATRA c) CISF
5. The _____ process ends when passenger boards the aircraft through aerobridge or step ladder at a remote bay.
a) Arrival b) Departure c) Transit



Answer the following in **2-3** lines :

6. Define congestion.
7. What is runway occupancy time ?
8. Give two methods to prevent delay/lost baggage.
9. Give two types of FIDS.
10. Enlist flight details on e-ticket.

SECTION – 3

Answer any **2** out of 3 questions :

(15×2=30)

1. Explain deplaning process at airport.
 2. Describe the accessibility rules for various airport premises.
 3. What are the measures that can be taken to reduce delay ?
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