

Roll No. ....

Total No. of Questions : 13]

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**J-3309[S-1165]**

**[2037]**

**PGDATHM (Semester - 1<sup>st</sup>)**

**AIRLINES MANAGEMENT (PGDATHM-105)**

**Time : 03 Hours**

**Maximum Marks : 75**

**Instruction to Candidates:**

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

**Section - A**

**Q1)**

**(15 x 2 = 30)**

- a) Write a short note on DGCA.
- b) Define the following
  - (i) Cancellation charges.
  - (ii) Valuation charges.
- c) Mention 2 Letter Codes of following airlines:-
  - (i) Go air
  - (ii) Indigo
  - (iii) Delta airlines.
- d) What do you understand by the terms excess baggage and baggage tag?
- e) Mention Airport code of the following
  - (i) Frankfurt International., Germany
  - (ii) Beijing International., China
  - (iii) Raja Sansi International Airport
- f) Write full form of :-
  - (i) ICAO
  - (ii) DGCA
- g) What are OSI and SSR? Mention its functions.
- h) What is ATC and its role in an airport?

**P.T.O.**

- i) What do you understand by the term Flight Plan?
- j) Name at least three responsibilities of Cabin crew.
- k) Write a short note on baggage agents.
- l) What is the role of flight dispatcher in an airport?
- m) What do you understand by the term bulk loaded?
- n) Where is the head office of IATA and ICAO located?
- o) What is the impact of flight on human health?

**Section - B**

**(9 x 5 = 45)**

- Q2)** Describe the various systems for checking baggage at airports.
- Q3)** Write a note on ground staff duties and responsibilities.
- Q4)** Write a note on air traffic control procedures.
- Q5)** Write a note on CRS systems.
- Q6)** What is the role of cabin crew in the image building of an airline? Explain.
- Q7)** Describe the baggage handling system.
- Q8)** Write a note on DGCA.
- Q9)** In which year jet, air Deccan, Sahara, indigo, go air started its operations.
- Q10)** Describe the impact of air transport on human psychology.
- Q11)** Write a note on guidelines for carriage of elderly and disabled passengers.
- Q12)** What are the arrival procedures of international flight?
- Q13)** What are the main objectives of Airport Security?

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