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Sub. Code

84311

DIPLOMA EXAMINATION
AIRLINE AND AIRPORT MANAGEMENT
NOVEMBER 2021 EXAMINATION

First Semester

AIR TRANSPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is an itinerary?
2. What is elapsed transportation time?
3. Define Aviation.
4. What is Travel Insurance?
5. Define TIM.
6. What is Domestic Air Traffic?
7. What is Open Sky Policy?
8. Who is a special passenger?
9. What are the different modes of Transportation?

10. What is a time zone?

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) What are the advantages and limitations of air transport?

Or

(b) What are basic steps in planning itineraries?

12. (a) Write short notes on IATA.

Or

(b) Write short notes on DGCA.

13. (a) Explain Time Zones and Elapsed transportation time.

Or

(b) Explain the different modes of Transportation.

14. (a) Write short notes on Modern Airline Trends.

Or

(b) Write short notes on Liberalization of Air Transport.

15. (a) Explain – Cancellation of reservation.

Or

- (b) What are the duties of Travel Agent?

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) Briefly explain about the computerized travel agency systems.

Or

- (b) Explain the scope and role of Transportation.

17. (a) Narrate the History of Civil Aviation Industry.

Or

- (b) Briefly explain the scope of Aviation.

18. (a) Explain the freedom of Air.

Or

- (b) Briefly explain the airport facilities.

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**DIPLOMA EXAMINATION
NOVEMBER 2021 EXAMINATION**

First Semester

AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is global environment?
2. Define social environment in aviation organization.
3. Define airport planning.
4. What is terminal design and operation?
5. Write short note on functions of airports
6. Write short note on operations of airport.
7. Define airport authorities.
8. Write short note on private participation.
9. Write short note on safety regulation.
10. Write short note on economic regulations.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the completion in airline industry.
Or
(b) Explain about the current challenges in airline industry.
12. (a) Explain about the functions of airport.
Or
(b) Explain about the private participation.
13. (a) Explain about the airspace and navigational aids.
Or
(b) Explain about emerging Indian scenario.
14. (a) Explain about aviation security.
Or
(b) Explain about coordination.
15. (a) Explain about global, & Indian scenario of airport management.
Or
(b) Explain the meteorological service in aviation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the Global, Social and Ethical environmental.
Or
(b) Narrate about response to emergencies and airport securities.
17. (a) Explain about the terminal planning, design and operation.

Or

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(b) Explain about market potential on Indian Airline Industry.

18. (a) Explain Safety regulation and Economic regulation.

Or

(b) Explain about private participation in Indian Airports.

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DIPLOMA EXAMINATION
AIRLINE AND AIRPORT MANAGEMENT
NOVEMBER 2021 EXAMINATION
First Semester
AIR TICKETING AND RESERVATION

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Modification.
2. Who is a Tourist?
3. What is seasonal fare?
4. What are the major GDS systems?
5. Define tourism.
6. What are the types of Trips?
7. Identify the Airport code : DEL, SYD, YYZ, KUL.
8. Define Discounts.
9. What is PNR?

10. What is stock control?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Write short notes on mileage system.

Or

(b) Explain the terms of Taxes in ticketing.

12. (a) Explain – PNR status checking process.

Or

(b) Explain the types of software in ticketing.

13. (a) Write short notes on computerized reservation system.

Or

(b) Write short notes on global distribution system.

14. (a) Explain the different types of taxes.

Or

(b) Explain the types of trips and journeys.

15. (a) Write short notes on calculation of taxes.

Or

(b) Write short notes on Discounts.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Explain the computerized travel agency system.

Or

(b) Explain the arrangements of the Tariff manual.

17. (a) Briefly explain the Ticketing of published fares.

Or

(b) Explain the objectives and functions of IATA.

18. (a) Briefly explain the Billing and Settlement plan.

Or

(b) Explain the role of Travel agency in Aviation.

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**DIPLOMA EXAMINATION
AIRLINE AND AIRPORT MANAGEMENT
NOVEMBER 2021 EXAMINATION**

First Semester

AIR CATERING AND FOOD SERVICE

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define masalas.
2. What is spices?
3. What are the types of continental menu?
4. Define vegetables.
5. What is coffee?
6. Define aerated water.
7. Define trolley.
8. Define caterers.
9. Define mineral water.

10. What is nourishing drinks?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the aim and objectives of cooking food.

Or

(b) Explain about egg preparation.

12. (a) Narrate characteristics of raw materials.

Or

(b) Explain about galley and equipment familiarization.

13. (a) Explain the servicing of stock and soups.

Or

(b) Explain the security procedure in galley.

14. (a) Define aerated water and mineral water.

Or

(b) Narrate about nature of servicing.

15. (a) Explain non-alcoholic and alcoholic beverages.

Or

(b) Explain preflight galley check.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about introduction to airline catering and food service.

Or

(b) Explain about trolley.

17. (a) Explain about stock maintenance.

Or

(b) Explain about kitchen equipments and budgetary control.

18. (a) Illustrate the role and duties of servicing.

Or

(b) Illustrate servicing methods and discipline.

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84315

DIPLOMA EXAMINATION
AIRLINE AND AIRPORT MANAGEMENT
NOVEMBER 2021 EXAMINATION

First Semester

COMPUTER APPLICATIONS

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Explain the default icons found in the Desktop.
2. What is task bar? Explain its uses.
3. Explain how you would edit the text.
4. Discuss the find and replace feature in MS Word.
5. Describe the three components of Excel.
6. What is a chart? How do we create a chart? How can you modify a chart?
7. What are the different ways of creating a table? Bring out their differences.
8. What are the different types of reports available? Explain.
9. Describe the various views in PowerPoint.

10. Describe field, and how to Rename a field.

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Explain the basic components of a computer with a neat diagram.

Or

(b) Explain any two input and output devices.

12. (a) What is Power Point presentation? Explain some real world use cases of presentations.

Or

(b) (i) Explain how to create and delete slides in Power point presentation with proper diagrams.

(ii) Explain how to import images from the outside world.

13. (a) Explain use of AUTOSUM feature in MS-EXCEL, with suitable example.

Or

(b) How BULLETED LISTS can be used, in Power Point?

14. (a) What steps should be performed, to create a distribution list in Outlook? Also, explain how to add a picture to a contact?

Or

(b) Explain how Form Wizard is helpful in using MS-Access?

15. (a) Write the important functions of an operating system.

Or

(b) Explain the different techniques to insert tables in a writer.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Distinguish various cell alignment properties available with Excel with examples.

Or

(b) (i) Explain the operations referencing, Moving and Copying performed on cells in Excel.

(ii) What are the different types of charts available in Excel? Explain each with neat diagram.

17. (a) (i) With neat diagram explain how to draw Graph in MS Word?

(ii) Explain the concept of mail merge with proper screen shots.

Or

(b) (i) How to create a Template? Explain the types of Templates?

(ii) Explain in detail the role of Header and Footer in Word?

18. (a) Explain in detail about different generations of computers.

Or

(b) Explain in detail about the features of MS ACCESS.

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84316

DIPLOMA EXAMINATION
AIRLINE AND AIRPORT MANAGEMENT
NOVEMBER 2021 EXAMINATION
Second Semester
PERSONALITY DEVELOPMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define personality.
2. What is SWOT analysis?
3. What is self esteem?
4. Define attitude.
5. Define motivation.
6. What is inspiration?
7. What is interpersonal skills?
8. Define stress.
9. What is body language?

10. What is extrinsic motivation?

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) What are the advantages of SWOT analysis?

Or

(b) What are the elements of personality?

12. (a) Explain the advantages of high self esteem.

Or

(b) Explain the consequences of negative attitude.

13. (a) What are external motivation factors? Explain briefly.

Or

(b) Explain the factors that determine our attitude.

14. (a) What are the qualities that makes a person successful?

Or

(b) Explain the interpersonal skills that are required while dealing with the seniors.

15. (a) Explain the different types of body language.

Or

- (b) How can you manage stress? Explain.

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) Explain the determinants of personality.

Or

- (b) What are the steps required to build a positive self esteem?

17. (a) Explain the difference between motivation and inspiration.

Or

- (b) What is stress? Explain its causes.

18. (a) Explain various positive body language techniques that can help you succeed in life.

Or

- (b) Explain the benefits of positive attitude in life.

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