

**C-5458**

**Sub. Code**

**84411**

**DIPLOMA EXAMINATION, NOVEMBER 2021.**

**First Semester**

**Cabin Crew and Ground Operations**

**INTRODUCTION TO AVIATION INDUSTRY**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. IATA.
2. FAA.
3. Define terminology.
4. ASM.
5. Time zones.
6. Define passport.
7. Define visa.
8. Define tax.
9. What is allianes?
10. What is Air travel?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a short note on country codes in aviation industry.

Or

- (b) Explain about the role of ICAO.

12. (a) Short notes on  
(i) Bulk fare  
(ii) Executive fare

Or

- (b) Short notes on  
(i) Hub  
(ii) Layover

13. (a) Write about world travel geography.

Or

- (b) Explain about Elapsed Transportation Time.

14. (a) Explain about Travel insurance.

Or

- (b) Explain about the importance of Air transportation.

15. (a) Write a short notes on Regional Jets.

Or

- (b) Write a short notes on Heavy jets.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Brief notes on the history of Aviation industry.

Or

- (b) Brief notes on IATA.

17. (a) Explain about the types of visas and travel information manual in travel formalities of Airway.

Or

- (b) Explain about scheduled and alliances in airlines.

18. (a) Explain about

- (i) Freedom of air
- (ii) Bi-Lateral Agreement

Or

- (b) Explain about

- (i) Warsaw convention
- (ii) Private jet

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**C-4458**

**Sub. Code**

**84412**

**DIPLOMA EXAMINATION  
CABIN CREW AND GROUND OPERATIONS  
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. What is manual ticketing?
2. Mention the types of software used in ticketing.
3. Define CRS.
4. What is the purpose of computerized travel agency systems?
5. Write the different types of taxes.
6. Mention the types of trips.
7. What is meant by published fare?
8. Write the functions of IATA.
9. What is meant by special fares?

10. What is discount in fares?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the types of softwares in ticketing.

Or

(b) Explain about ticketing in different times.

12. (a) Brief about global distribution system.

Or

(b) Discuss about fare construction formula.

13. (a) Explain about calculation of taxes.

Or

(b) Brief about transit terms.

14. (a) Explain about the ticketing indicators.

Or

(b) Brief about currency codes in ticketing.

15. (a) Explain in detail about Billing settlement plan.

Or

(b) Explain about stock control.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about manual ticketing.

Or

(b) Discuss about computerized travel agency system.

17. (a) Elaborate the different types of taxes in detail.

Or

(b) Explain the types of trips and journey in detail.

18. (a) Explain about :

(i) Reservation

(ii) Modification

(iii) Cancellation.

Or

(b) Explain in detail about special fares in ticketing.

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C-4459

Sub. Code

84413

**DIPLOMA EXAMINATION**  
**CABIN CREW AND GROUND OPERATIONS**  
**NOVEMBER 2021 EXAMINATION**

**First Semester**

**CABIN CREW PROFESSION**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Write the benefits of cabin crew profession.
2. Define cabin crew.
3. What is meant by ethic mannerism?
4. Write the lifestyle of cabin crew.
5. Define risk.
6. What is meant by preflight preparations?
7. What are the roles of cabin crew?
8. What is meant by transit in travel?
9. How to greet the passengers?

10. Write the nature of job by cabin crew.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the history of crew profession.

Or

(b) Explain the historical milestone of cabin crew profession.

12. (a) Explain about makeup and cosmetics of cabin crew.

Or

(b) Write about personal hygiene of cabin crew.

13. (a) Write short notes on boarding process.

Or

(b) Explain the health risk linked with travel and flying.

14. (a) Explain the roles and responsibilities of cabin crew.

Or

(b) Write short notes on precautionary steps taken by cabin crew.

15. (a) Write the ticket checking procedures.

Or



- (b) Explain about servicing the food and beverages.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the benefits and challenges of cabin crew profession.

Or

- (b) Narrate about a day in the life of a crew member.

17. (a) Write about :

- (i) jewellery
- (ii) Eyewear
- (iii) Ethic mannerism of cabin crew.

Or

- (b) Explain in detail about preflight briefing.

18. (a) Explain in detail about handling a emergency situations.

Or

- (b) Brief about greeting the passenger.

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**C-4460**

**Sub. Code**

**84414**

**DIPLOMA EXAMINATION**  
**CABIN CREW AND GROUND OPERATIONS**  
**NOVEMBER 2021 EXAMINATION**

**First Semester**

**AVIATION SAFETY MANAGEMENT**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is the need of Aviation safety?
2. Define zero accident rate.
3. Write the contribution of risk takers in aviation.
4. What are the punishments for the risk takers?
5. What is an internal reporting system?
6. Write the function of aviation safety committees.
7. Define delayed discrepancy.
8. What is taxing?
9. What is an airport emergency plan?

10. What do you mean by heliport?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the aircraft accident.

Or

(b) Write about safety vs mission.

12. (a) Explain the production of safety.

Or

(b) Write short notes on training involving human factors.

13. (a) Brief about the information distribution systems.

Or

(b) Write the contribution of aviation safety committees towards aviation.

14. (a) Write short notes on aircraft discrepancies.

Or

(b) Explain about the maintenance test flights.

15. (a) Mention the importance of airport certification manual.

Or

(b) Write short notes on airports and heliport.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the accident waves

Or

(b) Describe the meaning need and economy of aviation safety.

17. (a) Detail about the behaviour of the risk takers.

Or

(b) Explain about the maintenance safety inspections.

18. (a) Discuss about the human performance factors.

Or

(b) Detail on the heliport safety inspections.

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**C-4461**

**Sub. Code**

**84415**

**DIPLOMA EXAMINATION  
CABIN CREW AND GROUND OPERATIONS  
NOVEMBER 2021 EXAMINATION**

**First Semester**

**AIRLINE CATERING AND FOOD SERVICE**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is the aim of cooking food?
2. Write the types of menus in continental food.
3. What are the kitchen equipments used in airline catering?
4. Brief the servicing of soups.
5. What is equipment familiarization?
6. How to carry pre flight galley check?
7. What are the types and codes for special meals?
8. What is a stock maintenance?
9. Write the duties of servicing.

10. What are the servicing methods in airline catering?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Brief about the airline catering and food service.

Or

(b) Explain the masalas and herbs used in airline catering.

12. (a) Explain the process of egg preparation.

Or

(b) Detail on the vegetables used in airline industry.

13. (a) How galleys are installed in aircraft?

Or

(b) Explain about the delivery of catering service.

14. (a) Classify the beverages used in airlines.

Or

(b) Explain the types and codes for special meals.

15. (a) Write about the nature of servicing in airline catering.

Or

(b) Explain about the servicing discipline followed in airline catering.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate on the characteristics of raw materials.

Or

(b) Explain about the security procedures carried out in galley.

17. (a) Explain in detail about the stock maintenance.

Or

(b) Detail on the non-alcoholic drinks.

18. (a) What is a galley? How the galley equipments will be familiarized?

Or

(b) Write short notes on :

(i) Kitchen equipments

(ii) Budgetary control.

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