

C-6815

Sub. Code

84312

DIPLOMA EXAMINATION, APRIL 2022.

First Semester

Airline and Airport Management

AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List out any four responsibilities of airport management
2. What is global management?
3. What is the purpose of navigation aids?
4. List out any four challenges faced by aviation industries in India.
5. Define privatisation.
6. What are the roles of metrological services in aviation?
7. List out any four-marketing potential of aviation industry.
8. What are the responsibilities of emergency service?
9. What is meant by aviation security?
10. Differentiate the global and Indian scenario of airport management.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the terminal planning design and operation.

Or

- (b) Explain the basis of global management.

12. (a) Short note on roles of airport securities.

Or

- (b) Describe airport functions.

13. (a) Describe environmental regulations.

Or

- (b) Describe the effect of privatisation in aviation industry.

14. (a) Describe the operations of airport authorities.

Or

- (b) Describe about aviation security.

15. (a) Write a short note on airport planning.

Or

- (b) Write a short note on about economic regulations of aviation industry.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about social and ethical environment in airline organisation.

Or

- (b) Explain the current challenges in airline industry.

17. (a) Describe about the global and Indian scenario of airport management.

Or

(b) Elaborate organization structure of airline sectors.

18. (a) Explain the scope of Airport management.

Or

(b) Explain about private participation aviation industry.

C-6814

Sub. Code

84311

DIPLOMA EXAMINATION, APRIL 2022.

First Semester

Air Transport Management

AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the objectives of CAA?
2. What are the advantages of Air transportation?
3. What is an IATA certification?
4. What is importance of Chicago Convention in civil aviation?
5. Define Elapsed transportation time.
6. What is an airport tax?
7. What is billing and settlement plan?
8. Define Air traffic.
9. What is the advantage of travel insurance?
10. Who can travel in air bubbles?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain Billing and Settlement Plan (BSP).
Or
(b) Explain Bi- lateral Agreement and Warsaw
12. (a) Explain about Travel Information Manual Automatic?
Or
(b) Explain the working method of FAA.
13. (a) Explain about air transportation liberation and its impact.
Or
(b) What is an itinerary for a flight?
14. (a) Explain the role of AAI.
Or
(b) Explain General insurance principles.
15. (a) What are the problems of air transportation?
Or
(b) What IATA and its functions.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Role of D.G.C.A in India towards compliance of ICAO standards and practices.
Or
(b) Explain the basic requirement for travel and tourism operation.

17. (a) Explain open sky policies.

Or

(b) Explain Existing / Emerging threats to aviation?

18. (a) Explain Global Distribution system.

Or

(b) What is the role of civil aviation authority?

C-6816

Sub. Code

84313

DIPLOMA EXAMINATION, APRIL 2022.

First Semester

Airline and Airport Management

AIR TICKETING AND RESERVATION

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is the function of IATA?
2. What are the types of software in Ticketing?
3. Define global distribution system.
4. What is Computerized reservation system.
5. What are the various types of taxes?
6. What is difference between MPM and TPM?
7. Define transit terms.
8. What is currency codes?
9. Distinguish between Reservation and Modification of tickets.
10. What is special fares?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a short note on Letter codes.

Or

- (b) Explain about manual ticketing.

12. (a) Explain about Backhaul check rule.

Or

- (b) Write a short note on Mileage system.

13. (a) Briefly describe about the calculations of taxes.

Or

- (b) Write short notes on types of trips and journeys.

14. (a) Explain about the PNR status checking.

Or

- (b) Explain about Seasonal fares.

15. (a) Explain the Discounts and refunds of tickets.

Or

- (b) Write note on stock control.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Billing settlement plan in detail.

Or

- (b) Write short notes on Different types of taxes and types of trips and journey

17. (a) Explain the function of computerized travel agency system.

Or

(b) Discuss the following

(i) Ticketing of published fares

(ii) Seasonal fares

18. (a) Describe the Reservation, modification and cancellation of air tickets.

Or

(b) Explain the ODS and CRS in detail.

C-6817

Sub. Code

84314

DIPLOMA EXAMINATION, APRIL 2022.

First Semester

Airline and Airport Management

AIR CATERING AND FOOD SERVICE

(2019 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the objectives of cooking food?
2. What is the function of Airline Catering?
3. List few kitchen equipments.
4. What is budgetary control?
5. What is galley?
6. What is meant by equipment familiarization?
7. What is stock maintenance?
8. What does codes for special meals refer to?
9. List a few duties servicing.
10. What are the servicing methods?

Part B

(5 × 5 = 25)

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

11. (a) Explain about characteristics of raw materials.

Or

- (b) Write a short note on different types of menus.

12. (a) Explain about Servicing of stock and soups.

Or

- (b) Write a short note on Budgetary control.

13. (a) Explain about Pre Flight galley check.

Or

- (b) Briefly describe about the Equipment familiarization.

14. (a) Explain about the Type and codes for special meals?

Or

- (b) Explain about spices and herbs

15. (a) Write note on Aerated water and mineral water.

Or

- (b) Explain the Aim and objective of cooking food.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain classification of beverages in detail.

Or

- (b) Explain the galley and equipment familiarization.

17. (a) Explain the security procedure in galley.

Or

(b) Discuss Servicing methods and discipline.

18. (a) Describe the Delivery and loading of catering services.

Or

(b) Write short notes on :

(i) Flavorings

(ii) Seasonings.

C-6818

Sub. Code

84315

DIPLOMA EXAMINATION, APRIL 2022.

First Semester

Airline And Airport Management

COMPUTER APPLICATIONS

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the terms hardware and software.
2. What is an operating system?
3. Differentiate between save and save as operations.
4. What is header and footer in a document?
5. What is a cell in MS Excel?
6. What is the job of IF function in Excel?
7. Write the advantages of powerpoint.
8. What is slide master?
9. Define the term database.
10. What is meant by queries in MS Access?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the applications of computers.
Or
(b) What are the types of DOS commands? Explain.
12. (a) Describe the steps to find and replace a text in word document.
Or
(b) How can you change the text alignment and list out its steps?
13. (a) Write the features of MS Excel.
Or
(b) Explain the use of AUTOSUM feature in MS Excel with suitable example.
14. (a) Write and explain the options in slide presentation.
Or
(b) How bulleted list can be used in MS Excel? Explain the steps.
15. (a) Discuss on various data types in MS Access.
Or
(b) Write steps to create a report in MS Access.

Part C

(3 × 10 = 30)

Answer any **all** questions.

16. (a) Explain the characteristics and generations of computers.
Or
(b) What is mail merger? Explain the steps to create it.

17. (a) Describe the steps for creating charts in MS Excel.

Or

(b) What are the different views in Powerpoint? Explain.

18. (a) Explain how you can create a Form in MS Access.

Or

(b) Explain different by types of Queries that can be created in MS – Access.

C-6819

Sub. Code

84316

DIPLOMA EXAMINATION, APRIL 2022

First Semester

Personality Development

AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is mean by personality
2. What are advantages of SWOT analysis
3. Define attitude in personality
4. Mention few advantages of being positive thinker
5. What is Internal motivation?
6. What is the need for motivation?
7. What is success?
8. Mention few obstacles for attaining success.
9. What is body language?
10. Mention few positive body languages.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the elements of personality?

Or

- (b) Explain SWOT analysis with example.

12. (a) What are the effects of having a negative attitude?

Or

- (b) Explain the types of corrosion and treatments to avoid it.

13. (a) Differentiate Motivation and Inspiration.

Or

- (b) Explain the Internal and External motivation

14. (a) Explain few reasons for failures.

Or

- (b) Explain the obstacles encountered through the journey of success.

15. (a) Explain how the stress becomes a vital factor in business.

Or

- (b) How to understand other's body language? State some examples.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the determinants of personality and how an individual will be benefited through personality development.

Or

- (b) Mention an example situation and explain how positive attitude will help

17. (a) Mention an inspirational personality and explain his qualities.

Or

- (b) Explain how to have a healthy relationship with colleagues and customers.

18. (a) Explain the need for stress management for an individual.

Or

- (b) Explain few qualities of a personal to become successful.

C-5448

Sub. Code

84321

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

CUSTOMER RELATIONSHIP DEVELOPMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Who is the customer?
2. Define marketing
3. What do you mean by bonding?
4. What is meant by market share?
5. What do you mean by B2B market?
6. Define marketing automation.
7. What do you mean by data mining?
8. State the meaning of data warehouse.
9. What is meant by database marketing?
10. What is customer retention?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List out the benefits of CRM.
Or
(b) Describe the techniques of building customer relationships.
12. (a) Describe the process of CRM.
Or
(b) Why should a company focus on customer defection?
13. (a) Define 'CRM' and explain its customer service.
Or
(b) Describe the marketing automation process.
14. (a) What do you mean by database marketing? Explain its features.
Or
(b) What is data warehousing in CRM?
15. (a) List out the strategies adopted to retain customers.
Or
(b) Explain the strategies adopted to acquire a customer.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the role of information technology in CRM.
Or
(b) What is the CRM definition and how has CRM evolved?

17. (a) Explain the framework of customer relationship management.

Or

(b) What is the product market? Explain the five steps in the CRM process?

18. (a) What is a contact centre? Explain its role in CRM.

Or

(b) Explain in detail about CRM implementation road map.

C-5449

Sub. Code

84322

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

AIR TRAVEL TERMINOLOGY

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the types of Transportation?
2. Differentiate ICAO and IATA.
3. Define Travel Insurance.
4. Define Passport and Visa.
5. What are the dangerous goods?
6. Define free baggage charges.
7. What is the purpose of travel guide?
8. Define Travel Geography.
9. Mention any four major facilities required in the Airport.
10. Define Aircraft services.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe Warsaw Convention in detail.

Or

- (b) What is ICAO? What are the functions of ICAO?

12. (a) Explain the uses of Travel Information Manual.

Or

- (b) What are the customs procedure to be followed in Airlines?

13. (a) What are the rules and procedures for customers with baggage in Airlines?

Or

- (b) Explain Excess Value Charges.

14. (a) What is the importance of Travel Geography in Airlines?

Or

- (b) What are the differences faced by passengers between National and International Travel?

15. (a) Explain in detail about Airline Abbreviations and Codes.

Or

- (b) What are the services provided to special passengers in Airports?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about Tourism Organizations and Travel Destinations.

Or

- (b) Elaborately write down the requirement of passport, visa and other formalities for International Travel of Passengers.
17. (a) How baggage are classified? How dangerous goods are handled in cargo sections?

Or

- (b) How Itinerary Planning is important for local journey and International Journey?
18. (a) Explain the rules and regulations followed in Airport Terminal related to facilities.

Or

- (b) Explain the procedure in customs and currency conversion in Airport.
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C-5450

Sub. Code

84323

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

AIRLINE OPERATION AND SCHEDULING

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Passenger Mix Model.
2. Define Time Space Networks in scheduling of Airplanes.
3. What is the meaning of FLEET in airlines?
4. Define Sub Network based Fleet.
5. What is called Aircraft Routing?
6. Define Integrated Crew Pairing.
7. What is Operation Control Centre in airports?
8. State any two reasons for Flight Postponement.
9. What is the purpose of Scheduling of Airplanes?
10. Mention any two challenges in routing airplanes.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about Aircraft Scheduling.
Or
(b) Explain Constrained Shortest Path in Scheduling.
12. (a) Define Assignment Model and Solution Approach.
Or
(b) Mention any two case studies related to Fleet Assessment Problems.
13. (a) What are the problems in Crew Pairing?
Or
(b) Explain Rostering in Crew Scheduling.
14. (a) What is the Role of Simulation in Airline Operations?
Or
(b) Explain the causes and effects of Passenger Delays in Aircraft.
15. (a) Explain Robust Aircraft Routing.
Or
(b) Describe Degradable Schedule Design.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe Column and Row Generation Techniques in Airplane Scheduling in detail.
Or
(b) Explain Fleet Assignment Model Extensions.

17. (a) Explain in detail about the Rostering of Crew in Airlines.

Or

(b) What are the problems, solutions and approaches in Aircraft Routing?

18. (a) Give a detailed overview about Operational Control Centre.

Or

(b) What are the challenges in Modern Airline Operation Recovery? Give few examples?

C-5451

Sub. Code

84324

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Airlines and Airport Management

AIRLINE ECONOMICS

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Give the meaning of Infrastructure Economics
2. What is an Airline Slot?
3. What are Mergers? Mention its types
4. Define Acquisition.
5. List the major Airline Cost Area.
6. What are the regulations laid by the Government for Airline Entry?
7. What are Delay and its types?
8. Mention a few Reputed Travel Agencies.
9. What are cargos?
10. Construct a chart on your own in cargo rates.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Enumerate the principles of Airport Management.

Or

- (b) State the importance of economics in Aviation Studies.

12. (a) Discuss the Consumer Behaviour Model.

Or

- (b) Describe the functions of Airport System.

13. (a) Examine the factors impeding Airport Capacity.

Or

- (b) Brief out the cost determination in Airports.

14. (a) Explain the role of Airport agencies and upgradations in the Computer Reservation System.

Or

- (b) Write a short note on the rate fixation factors in Airline services.

15. (a) Narrate on Air Cargos.

Or

- (b) What are the different types of aircraft? How do they impact on cargo?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Narrate on the Structure of the Airline Industry.

Or

(b) Discuss in detail the Airline Exit and Entry policies.

17. (a) Describe the various sources of Airport Revenue.

Or

(b) Analyse Airport charges and its types in detail.

18. (a) Account on the features of a good regulatory practice and the forms of Regulatory Mechanism.

Or

(b) “Air Freedom Rights” – Explain the term.

C-5452

Sub. Code

84325

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

TOURISM MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Globalisation?
2. Define Tourism.
3. What are barriers involved in travelling?
4. Write a note on the historical aspects in Tourism Development.
5. Mention the steps involved in peaceful Tourism Environment.
6. Which Culture attracts more tourists?
7. Comment on the Airline industry which does proper research in development of it Airline.
8. Expand GDS.
9. Name a few Competing Airline industries.
10. Construct a trend on your own in development of Airline sector.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How far Globalisation plays a major role in tourism?

Or

- (b) What are the Factors Affecting Global tourist movement?

12. (a) Explain the Development of Tourism Chains.

Or

- (b) Discuss the effectiveness of Investment in tourism business.

13. (a) How far cultural Diversification plays a major role in inviting tourist?

Or

- (b) Narrate on the Perspectives of Tourism development.

14. (a) Layout your own strategy in marketing an airline business.

Or

- (b) Briefly discuss the term GDS in detail.

15. (a) Describe the Growth and Trends on Tourism.

Or

- (b) Examine the Competitiveness of Airline industry.

Part C

(3 × 10 = 30)

Answer **all** questions

16. (a) Connect the concept of Globalisation in Tourism.

Or

- (b) Elucidate the History and Evolution in Tourism development.

17. (a) Comment in detail on the Role of Hotel industry and their contribution to Airline.

Or

- (b) Elaborate the criticality on the Travel Distribution System in detail.

18. (a) Imagine you as a Researcher and how do you research and build up new strategies in improving airline business? Conclude.

Or

- (b) Discuss in detail the Development of Tourism in various regions.

C-5453

Sub. Code

84326

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

TOURISM BUSINESS MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Differentiate between domestic and international tourists.
2. Mention few characteristics of tourism.
3. Define the growth of tourism.
4. Give a note on the development done by Tamilnadu in attracting tourist.
5. Construct a trend on national level tourism.
6. Who are the top spenders on tourism?
7. How do tourism activities impact destination areas?
8. What are the impacts of tourism?
9. Define Eco-tourism.
10. What is Atidhi Devo Bhavah?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the evolution of tourism.

Or

- (b) Discuss in detail the impact of tourism.

12. (a) Briefly explain the pattern of Growth in Domestic tourist in India.

Or

- (b) Examine the steps taken by the Government of India for promoting Tourism.

13. (a) Explain briefly on IATA.

Or

- (b) Write a short note on UFTAA.

14. (a) Give a brief account on the negative and positive political impact on tourism.

Or

- (b) Analyse the Environmental impact of tourism.

15. (a) View on the feature of Adventure Tourism.

Or

- (b) Give a note on the History and Evolution of Adventure Tourism.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elucidate how different Industries are related to tourism in India.

Or

- (b) Account on the significant Indian contribution for the growth and development of domestic tourism.

17. (a) Enumerate the recent trends and constituents on tourist industry in India.

Or

- (b) Give a Detailed view on Eco-tourism in India.

18. (a) Examine the concept of Indian Tourism.

Or

- (b) Analyse in detail the various Tourist points in India.