

C-5459

Sub. Code

84421

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Cabin Crew and Ground Operations

CORPORATE COMMUNICATION SKILLS

(2019 onwards)

Duration: 3 Hours

Maximum: 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the scope of communication.
2. What is the frequency of communication?
3. Write the importance of effectiveness.
4. Name the process of communication?
5. State the role of union in communication.
6. What is the meaning of management communication?
7. What is a contract proposal?
8. Define business report.
9. What do you mean by listening?
10. Write the committees of oral communication.

Part B

(5 × 5 = 25)

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

11. (a) Explain the limitations of communication.

Or

- (b) Write short notes on the communication effectiveness.

12. (a) Explain the process of communication.

Or

- (b) Brief about the elements of communication.

13. (a) What is the importance of management communication?

Or

- (b) Explain the types of communication.

14. (a) Explain about the written communication.

Or

- (b) Explain about the sales report.

15. (a) Write the contribution of listening to oral communication.

Or

- (b) What are the problems in listening?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the scope and principles of communication.

Or

- (b) Detail about the main forms of organizational communication.

17. (a) Explain on the importance of effectiveness in communication process.

Or

- (b) Detail about the role of union in communication.

18. (a) Detail on the guidelines for effective learning.

Or

- (b) Write about the committees and meetings in oral communication.
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C-5460

Sub. Code

84422

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Cabin Crew and Ground Operations

AVIATION LAW

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is bilateral agreement?
2. What is meant by freedom of air?
3. Expand IATA.
4. What is convention?
5. What is uncontrolled airport?
6. Define airspace.
7. Define ADIZ.
8. What do you mean by control zones?
9. What is national law?
10. What is flight information regions?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Brief about multi lateral agreement.

Or

- (b) Explain about open sky policy in detail.

12. (a) Discuss about the conventions of Tokyo.

Or

- (b) Explain the functions of ICAO.

13. (a) Explain the objectives of ATS.

Or

- (b) Explain in detail about airspace.

14. (a) Explain about control area.

Or

- (b) Brief about separation minima.

15. (a) Explain about Indian Aircraft Rules 2003.

Or

- (b) Narrate the major accidents in the history of aviation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail freedom of air.

Or

- (b) Briefly explain about DGCA organisation and structure.

17. (a) Explain about controlled airspace structure.

Or

(b) Discuss about the specification for flight information region.

18. (a) Explain in detail about flight information regions.

Or

(b) Discuss about convention made in Chicago and Montreal.

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Sub. Code

84423

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Cabin Crew and Ground Operations

COMPUTER APPLICATION

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by the term 'directory' write its type?
2. Write down the steps to delete a file.
3. What are the applications of mail merge?
4. Write any two uses of MS Word.
5. What is meant by cell and how it is referred?
6. How do you use rows in excel?
7. What is 5 by 5 rule in powerpoint?
8. What are the basics of powerpoint?
9. How does Access works as a database management system?
10. What are the advantages of using MS Access?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List out the applications of computers in various fields.

Or

- (b) How do you create a new directory? Explain with steps.

12. (a) What is the use of spell checking in MS word? Explain with an example.

Or

- (b) How do you enhance your document in MS Word? Explain with an example.

13. (a) Write down the steps to print a worksheet in excel.

Or

- (b) Discuss briefly about the steps involved in inserting and deleting a column.

14. (a) List out the steps to add a new slide to a presentation.

Or

- (b) How do you add animation effects in a powerpoint? Explain.

15. (a) Write down the steps to create a table in MS Access.

Or

- (b) What are the various ways to edit and delete records in MS Access?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the following with an example, (i) copying files (ii) options in printing a file.

Or

- (b) What are the various ways of formatting text? Explain the steps in detail.

17. (a) How do you create a table in MS Word? Explain with an example.

Or

- (b) Explain in detail the steps to create a chart in Excel with an example.

18. (a) Discuss in detail about the steps to add special effects to a presentation with examples.

Or

- (b) How would you retrieve information by running a query? Explain with an example.

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84424

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Cabin Crew, Ground Operations

PERSONALITY DEVELOPMENT

(2019 onwards)

Duration: 3 Hours

Maximum: 75 Marks

Part A

(10 × 2 =20)

Answer **all** questions.

1. Define personality.
2. What are determinants of personality?
3. What is attitude?
4. Write the consequences of negative attitude.
5. Difference between motivation and inspiration.
6. What is internal motivation?
7. What are the qualities to make a successful person?
8. What are interpersonal skills?
9. What is meant by body language?
10. How do handle stress?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail the elements of personality.

Or

- (b) Brief about SWOT analysis and how it is helpful in one's personality development.

12. (a) Explain about the concepts self esteem.

Or

- (b) Write the advantages of high self-esteem.

13. (a) Write short notes on the ways motivation in personality development.

Or

- (b) Explain about external and internal motivation.

14. (a) Write short notes on real obstacles to success.

Or

- (b) Explain about the reasons for failure.

15. (a) Write short notes on positive body language.

Or

- (b) Write about the causes of stress.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss in detail about the determinants of personality.

Or

- (b) Explain the steps to build positive self esteem in personality enrichment.

17. (a) Explain the factors determining our attitude.

Or

- (b) Explain in detail about motivation.

18. (a) Explain the ways of dealing with seniors, colleague's juniors and customers.

Or

- (b) Explain in detail about understanding body language.
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C-5463

Sub. Code

84425

DIPLOMA EXAMINATION, APRIL 2022

Second Semester

Cabin Crew and Ground Operations

AIR CARGO MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define cargo rating.
2. What do you mean by logistics?
3. What is air cargo freight rate?
4. What is meant by perishable cargo?
5. Mention few documents in air cargo.
6. How do label packages in air cargo?
7. Write the contents of airway bill.
8. What is cargo handling?
9. What is dock receipt?
10. Brief on export documentation.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the air suitability for different cargo.

Or

- (b) Explain about the rules of cargo.

12. (a) Explain the restrictions in acceptance of cargo.

Or

- (b) Brief about the identification of cargo.

13. (a) Write short notes on commercial invoice.

Or

- (b) Brief about marking of packages.

14. (a) Detail on the air cargo loading limitations

Or

- (b) Brief about the trimming and loading distribution.

15. (a) Write short notes on cargo capacity.

Or

- (b) Explain about the cargo liability.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the currencies and rounding off procedures in logistics.

Or

- (b) Explain on the cargo rating and familiarization of cargo tariff.

17. (a) Detail on the commercial invoice.

Or

- (b) What are the types of airway bills? Explain in detail.

18. (a) Detail about the export and import documentation.

Or

- (b) Explain the cargo needing special attention.
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