

C-7944

Sub. Code

84311

DIPLOMA EXAMINATION, NOVEMBER 2022.

First Semester

Airline and Airport Management

AIR TRANSPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the objectives of ICAO?
2. What is IATA and its functions?
3. What is an IATA certification?
4. What is the role of civil aviation authority?
5. Define Elapsed transportation time.
6. Define GDS.
7. What is billing and settlement plan?
8. Define Air traffic.
9. What is the advantage of travel Insurance?
10. What is primary function of AAI?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the importance of Warsaw convention.
Or
(b) Explain Global Distribution system.
12. (a) Explain open sky policies.
Or
(b) Explain the working method of FAA.
13. (a) How do you read flight itinerary?
Or
(b) What is an itinerary for a flight?
14. (a) Explain the role of DGCA.
Or
(b) What is the importance of travel insurance for an international travel?
15. (a) What are the problems of air transportation?
Or
(b) Explain about airport facilities for special passengers.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) How Billing and Settlement Plan (BSP) works?
Or
(b) Explain about the importance of Passport and Visa during travel.

17. (a) Explain about Travel Information Manual Automatic.

Or

(b) Describe the notable contribution in the history of civil aviation industry.

18. (a) Explain the scope of Air transport management.

Or

(b) Describe about air transportation liberation and its impact.

C-7945

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84312

DIPLOMA EXAMINATION, NOVEMBER 2022.

First Semester

AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List out various external environment effect aviation industries.
2. What is global management?
3. State any two purpose of planning.
4. What are the responsibilities of airport authorities?
5. Define privatisation.
6. What are the roles of metrological services in aviation?
7. List out any 4-marketing potential of aviation industry.
8. What are the responsibilities of emergency service?
9. What is meant by aviation security?
10. Define Management.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the current challenges in airline industry.

Or

- (b) Explain the basis of global management.

12. (a) Describe airport functions.

Or

- (b) Elaborate organization structure of airline sectors.

13. (a) Describe environmental regulations.

Or

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

14. (a) Explain about private participation in aviation industry.

Or

- (b) Describe about aviation security.

15. (a) Describe about economic regulations of aviation industry.

Or

- (b) Write a short note on airport planning.

Part C

(3 × 10 = 30)

Answer **all** questions.

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

Or

- (b) Explain the terminal planning design and operation.

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

Or

- (b) Explain roles of airport securities.

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

Or

- (b) Describe the operations of airport authorities.
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C-7946

Sub. Code

84313

DIPLOMA EXAMINATION, NOVEMBER 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 are the types of software in Ticketing?
2. Define IATA.
3. Define global distribution system.
4. What is Computerized reservation system?
5. What are the different types of taxes?
6. What is difference between MPM and TPM?
7. What is transit terms?
8. What is currency codes?
9. Distinguish between Reservation and Cancellation.
10. What is special fares?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about manual ticketing.
Or
(b) Write a short note on 2 Letter codes and 3 Letter codes.
12. (a) Explain about Backhaul check rule.
Or
(b) Write about note on Mileage system.
13. (a) Explain about types of trips and journeys.
Or
(b) Briefly describe about the calculations of taxes.
14. (a) Explain about the PNR status checking.
Or
(b) Explain about Seasonal fares.
15. (a) Write note on stock control.
Or
(b) Explain the Discounts and refunds of tickets.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the function of computerized travel agency system.
Or
(b) Explain the GDS and CRS in detail.

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

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) Write short notes on

(i) Different types of taxes

(ii) Types of trips and journey.

C-7947

Sub. Code

84314

DIPLOMA EXAMINATION, NOVEMBER 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.

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 objectives 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-7948

Sub. Code

84315

DIPLOMA EXAMINATION, NOVEMBER 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 term computer.
2. Write the applications of computer.
3. What is meant by undo and redo operations?
4. What are the commands for SAVING A DOCUMENT in MS-WORD of MS-OFFICE.
5. How can you fill Number series in MS Excel?
6. What is sorting? Write the steps for sorting.
7. Write steps to save and close a slide presentation in powerpoint.
8. Name any two view options available in powerpoint.
9. What is a table?
10. Write any four data types or field types in MS Access.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the characteristics of computer.

Or

- (b) Write short notes on input devices.

12. (a) Write the steps for creating Header and Footer in MS Word.

Or

- (b) Explain the steps for creating a table using Design view.

13. (a) List and explain any four functions in Excel.

Or

- (b) How would you format a cell? What are the options?

14. (a) Give a brief account on custom animation and slide transition.

Or

- (b) Discuss on design templates.

15. (a) How to create a simple query in MS Access?

Or

- (b) Describe about Reports in MS Access.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the different types of computer.

Or

- (b) What is mail merge? Give the steps in creating mail merge.

17. (a) Discuss on various charting methods in MS Excel with examples.

Or

(b) Explain the steps for creating a powerpoint presentation.

18. (a) Explain how Form Wizard is helpful in MS Access.

Or

(b) Describe various objects that can be added to MS Access.

C-7949

Sub. Code

84316

DIPLOMA EXAMINATION, NOVEMBER 2022

First Semester

Airline and Airport Management

PERSONALITY DEVELOPMENT

(2019 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is SWOT analysis.
2. Mention few importance of identifying personality.
3. What is a self-esteemed person?
4. Define attitude in personality.
5. What is external motivation?
6. What is Inspiration?
7. What are interpersonal skills?
8. Is it important to having healthy relationship with senior? Why?
9. Mention few reasons of stress in a person.
10. What is body language?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Mention few methods to identify the personality.
Or
(b) What are the elements of personality?
12. (a) What are the effects of having a negative attitude?
Or
(b) Mention the advantages of High self-esteem person.
13. (a) Explain few motivational techniques.
Or
(b) Differentiate motivation and Inspiration.
14. (a) Explain the obstacles encountered through the journey of success.
Or
(b) What are the importance of Interpersonal skills?
15. (a) How to understand other's body language? State some examples.
Or
(b) Explain few cause of stress in a work environment.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Do a detailed SWOT analysis with example personality.
Or
(b) Explain the steps to build a positive attitude in personality with examples.

17. (a) Mention an example situation and explain how positive attitude will be advantageous.

Or

(b) Explain the External and Internal motivation.

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

Or

(b) Explain the need for stress management for an individual.

C-7950

Sub. Code

84321

DIPLOMA EXAMINATION, NOVEMBER 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. What is CRM?
2. Expand E-CRM.
3. State a few point to build CRM.
4. What is the difference between Market share and Share of Customer?
5. Give out the concept of Target Marketing.
6. Expand B2B.
7. Define Data Warehousing.
8. Distinguish between Data Warehousing and Data Mining.
9. List the Strategies involved in implementing CRM strategies.
10. What is the process involved in Customer Retention Plan?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How CRM in marketing and IT are related to each other?

Or

- (b) Who are the Enablers of the Growth of CRM? Discuss.

12. (a) Examine the Process involved in CRM.

Or

- (b) Construct a framework of CRM on your own.

13. (a) Explain the concept of Product Marketing. What is its usefulness?

Or

- (b) Discuss in detail how Target marketing is useful in CRM services.

14. (a) Evaluate the Technical Solution involved in the development of CRM.

Or

- (b) Describe how Data Warehousing is related to CRM.

15. (a) Place yourself as a CRM and construct your own strategies to retain your customers.

Or

- (b) Briefly state the process taking place in creation of a good CRM.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Narrate on the dimension of CRM.

Or

(b) Building Customer Relationship is very important thus, discuss in detail the ways to have a proper CRM.

17. (a) Comment on the different CRM services in detail.

Or

(b) Explain in detail the components of E-CRM.

18. (a) Examine the difficulties in implementation of CRM strategies.

Or

(b) Discuss in detail the History and Evolution of CRM.

C-7951

Sub. Code

84322

DIPLOMA EXAMINATION, NOVEMBER 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 is the function of ICAO?
2. What is IATA?
3. What is immigration check?
4. What is use of travel insurance?
5. Differentiate between Cabin baggage and checked in baggage.
6. What is meant by Excess value charges?
7. What is Economic geography?
8. What does physical geography means?
9. List codes for any few airports.
10. What is the function of International Civil aviation organization?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about Transportation types.

Or

(b) Write a short note on Tourism organization

12. (a) Explain about Travel insurance.

Or

(b) Write a short note on customs.

13. (a) Explain about Dangerous goods.

Or

(b) Briefly describe about the Baggage charges.

14. (a) Explain about the Travel geography.

Or

(b) Explain about Travel guide.

15. (a) Write note on Special passenger.

Or

(b) Explain about the Airport facilities.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain bilateral agreement in detail.

Or

(b) Explain the Economical and physical geography.

17. (a) Explain travel insurance manual.

Or

(b) Discuss travel baggage in detail.

18. (a) Describe the planning itineraries by Air.

Or

(b) Discuss in detail about International regulations.

C-7952

Sub. Code

84323

DIPLOMA EXAMINATION, NOVEMBER 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. Write a short note on crew pairing.
2. What do you mean by fleet assignment?
3. What is a simulator?
4. What is Passenger mix model?
5. Write a short note on crew pairing.
6. Define destination node.
7. Define hub and spoke.
8. What is a bid period for airline pilots?
9. What do you mean by fleet assignment?
10. What is the difference between a schedule operator and non-schedule operator?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the technical activities of airlines for handling the flight?

Or

- (b) What is the Significance of flight Scheduling?

12. (a) What are the main problems faced in the aircraft routing?

Or

- (b) Explain fleet assignment model extension.

13. (a) Explain aircraft Passenger delays.

Or

- (b) Describe the 'Point to Point' concept in flight schedules.

14. (a) What is the role of simulation?

Or

- (b) What is meant by bid line generation?

15. (a) Write a short note on robust aircraft routing.

Or

- (b) What is degradable Scheduled design?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write a short note on fleet diversity.

Or

- (b) What is the Purpose of fleet assignment?

17. (a) Write a short note on Load factor turn around and Passenger spill.

Or

- (b) Explain briefly about the scope of scheduling and routing.

18. (a) Describe the importance of “optimization” in the airline operations.

Or

- (b) How do you formulate the fleet assignment problem?

C-7953

Sub. Code

84324

DIPLOMA EXAMINATION, NOVEMBER 2022

Second Semester

Airline and Airport Management

AIRLINE ECONOMICS

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write down any four non aeronautical revenues.
2. What is regulation?
3. What is landing charges?
4. What are the basic rates making factors in airline service?
5. Define airport economics.
6. What is single-till approach?
7. What is Economic oversight?
8. What is cargo mix model?
9. List out four duties of Airport management.
10. What government regulatory bodies affect the airline industry?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe about the features of airport regulatory practices.

Or

- (b) What is bilateral agreement? Explain.

12. (a) Explain airline entry and exit policies.

Or

- (b) Explain the structure of airline industry.

13. (a) Draw the flowchart of a typical terminal building passenger flows.

Or

- (b) How are Airport performance measured? State important measuring standards for airport services with their advantages.

14. (a) Briefly explain about international Air Cargo standards.

Or

- (b) Explain about Cargo charges, Security charges.

15. (a) Explain the functions of a Airport System.

Or

- (b) Explain the typical airport business plan and budget.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Narrate about airport and its economic features.

Or

- (b) Explain Aeronautical and Non-Aeronautical revenue in airport.

17. (a) What are the objectives of airport pricing?

Or

- (b) Discuss current trends in international airline service.

18. (a) Describe the structure of airline industry.

Or

- (b) What is correlation between airport and economic development?

C-7954

Sub. Code

84325

DIPLOMA EXAMINATION, NOVEMBER 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 are the advantages of globalisation of tourism?
2. Which will define the demand for tourism in the country?
3. State the importance of tourism development in India.
4. State some of the barriers of tourism.
5. What is cultural diversity?
6. What is the necessity of improving the perception about the country?
7. What is tourism sales?
8. What is the need for international marketing?
9. Mention any two tourism developments in the country.
10. How do we measure global competition?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the factors affecting regional tourism?

Or

- (b) Discuss the demand and origin factors in tourism.

12. (a) Explain the need for development of Airline connectivity for promoting tourism in India.

Or

- (b) Explain about the tourism Investment a business.

13. (a) Explain the types of hotels.

Or

- (b) How cultural diversity can improve the tourism?

14. (a) Explain the need for Market research in tourism.

Or

- (b) Explain Travel distribution system.

15. (a) Explain the recent developments in tourism sectors.

Or

- (b) Explain global competition and where India stands in the world.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss in detail about the factors affecting global tourist movements.

Or

- (b) Explain the need and development of tourism chains.

17. (a) Explain local and global perspective of tourism environment.

Or

- (b) Explain the benefits of tourism in increasing the Economy of the country.

18. (a) Explain the growth of tourism in any state of India and mention few steps taken by the government.

Or

- (b) Explain the recent developments in promoting tourism in India.

C-7955

Sub. Code

84326

DIPLOMA EXAMINATION, NOVEMBER 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. What are the types of tours?
2. What are nature of tours?
3. State some of the reasons for increase in tourist in India.
4. State some of the major attractions for tour in Tamil Nadu.
5. What are the major visited place in India by foreigners?
6. What are the benefits of visiting India for a foreigner?
7. State some of the recent tourism developments in India.
8. State some of the advantages of development of Tourism.
9. What are the methods to improve the income through tourism?
10. Explain the need to promote Eco-Tourism.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the need for national tourism.

Or

- (b) What are the components of tourism?

12. (a) How the Economic growth through tourism is achieved?

Or

- (b) State some of the steps to promote tourism in India.

13. (a) Why the monitoring of recent trends is more important for tourism.

Or

- (b) How forming of organisation for national tourism will help?

14. (a) Explain the Impact of social development due to increase in tourism.

Or

- (b) Write the importance of adventure tourism.

15. (a) Explain the need for new type of tourism in India.

Or

- (b) What the advantages of promoting adventure tourism?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the history of tourism in India.

Or

(b) Explain the recent developments in promoting tourism in India.

17. (a) Discuss the need for developing tourism in India.

Or

(b) Explain with any case study to state the importance of having tourism as major income.

18. (a) Explain the benefits of tourism in increasing the Economy of the country.

Or

(b) Explain Adventure and Eco-tourism.
