

**C-7968**

**Sub. Code**

**84411**

**DIPLOMA EXAMINATION, NOVEMBER 2022**

**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. What is IATA.
2. What is the purpose of country codes?
3. What is a stop- over?
4. What is a triple treat ticket?
5. Define time zones.
6. Define physical geography.
7. Define VISA.
8. What is a travel information manual?
9. What are the types of charters?
10. What do you mean by corporate jet?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the functions of ICAO?

Or

- (b) Write short notes on freedom of air

12. (a) Explain about SSR codes.

Or

- (b) Write short notes on one was ticket.

13. (a) Brief about geography.

Or

- (b) Write short notes on elapsed transportation time.

14. (a) What are the general preventive measures during air travel?

Or

- (b) Explain about (i) customs (ii) currency.

15. (a) Brief about private jet.

Or

- (b) Write about scheduled airlines and alliances.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate on the airport codes.

Or

- (b) Explain in detail about bilateral agreement.

17. (a) Detail about the importance of geography in aviation industry with its types.

Or

(b) Write short notes on

(i) Passport

(ii) Visa

(iii) tax

18. (a) Describe the general preventive measures on travel formalities.

Or

(b) Write short notes on

(i) Customs of immigration

(ii) Airline regulatory.

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**C-7969**

**Sub. Code**

**84412**

**DIPLOMA EXAMINATION, NOVEMBER 2022**

**First Semester**

**Cabin Crew and Ground Operations**

**AIR TICKETING AND RESERVATION**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Write the types of software used in ticketing.
2. What is ticketing?
3. Define GDS.
4. Define fare.
5. What is meant by taxes in ticketing.?
6. What is transit?
7. Define ticketine.
8. What is currency code?
9. What is BSP?
10. What is meant by modification of fares?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Briefly explain about ticketing in airline industry.

Or

- (b) Explain in detail about manual ticketing.

12. (a) Brief about computerized reservation system.

Or

- (b) Explain in detail about computerised travel agency systems.

13. (a) Briefly explain types of trips and journey in detail.

Or

- (b) Explain the different types of taxes.

14. (a) Explain about published fares in ticketing.

Or

- (b) Brief about IATA terms and definitions in ticketing.

15. (a) Explain about special fares.

Or

- (b) Explain about discounts in fares.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Briefly explain about ticketing and its types.

Or

- (b) Discuss about tariff manuals in ticketing.

17. (a) Explain in detail about fare construction formula.

Or

(b) Explain about calculation of taxes in ticketing.

18. (a) Brief about ticketing indications.

Or

(b) Briefly explain about stock control.

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**C-7970**

**Sub. Code**

**84413**

**DIPLOMA EXAMINATION, NOVEMBER 2022**

**First Semester**

**Cabin Crew and Ground Operations**

**CABIN CREW PROFESSION**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define cabin crew.
2. Define Nutrition in cabin crew.
3. What is Ticket Checking?
4. Define Milestones.
5. What do you know about Indian Airline?
6. What is preflight briefing?
7. What are jewellery used in cabin crew?
8. What is Ethnic Mannerism?
9. What are the announcements used in Greeting?
10. What you mean by Risk.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the precautions in cabin crew?

Or

(b) Explain about Aircraft Evacuation.

12. (a) How will you greet the passengers?

Or

(b) Cabin crew professions – explain.

13. (a) Explain key Historical milestones.

Or

(b) What are the challenges in cabin crew profession.

14. (a) How will you service the foods and Beverages.

Or

(b) A day in life-explain.

15. (a) What are the health risks while travelling and flying?

Or

(b) Explain cabin crew life style.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the risks faced in a cabin crew?

Or

(b) What are the cabin crew living lifestyle?



17. (a) A day in the life of a crew member explain.

Or

(b) What are the Roles, Duties and responsibility of a cabin crew?

18. (a) What is the checkout procedure at the Airport?

Or

(b) Explain the History of origin of profession of cabin crew.

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**C-7971**

**Sub. Code**

**84414**

**DIPLOMA EXAMINATION, NOVEMBER 2022.**

**First Semester**

**Cabin Crew and Ground Operations**

**AVIATION SAFETY MANAGEMENT**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Aviation safety.
2. Define Zero accident Rate.
3. Define Aircraft accident.
4. Define Aircraft Mishap.
5. Define Aircraft Discrepancies.
6. Define Airport Certification Manual.
7. Define Cabin Safety.
8. State theory of Risks.
9. Define on the job Training.
10. State Airport Criteria.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the concepts behind Aviation safety.
- Or
- (b) Explain safety Vs Mission.
12. (a) Explain the theory of Risk.
- Or
- (b) Briefly explain about attitudes and discipline.
13. (a) Explain about Aviation safety and health programme.
- Or
- (b) Airport Emergency Plan – Evaluate.
14. (a) Explain Aircraft Maintenance safety.
- Or
- (b) Write Information Distribution systems.
15. (a) What are Human Performance Factors?
- Or
- (b) Write about Accident preparation and investigation.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain Airports / Heliports criteria and write about Heliport safety Inspections.
- Or
- (b) Explain Delayed and deferred discrepancies.

17. (a) Briefly explain flight operation safety inspection.

Or

(b) How will you build an Aviation safety program?

18. (a) Explain Human factors in Aviation safety.

Or

(b) How will you maintain engine runs and Taxing?

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**C-7972**

**Sub. Code**

**84415**

**DIPLOMA EXAMINATION, NOVEMBER 2022**

**First Semester**

**Cabin Crew and Ground Operations**

**AIRLINE CATERING AND FOOD SERVICE**

**(2019 onwards)**

Duration: 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Menu.
2. Define Airline catering.
3. What is budgetary control?
4. Define Dinner.
5. Define Soup.
6. Define stock water.
7. What is non alcoholic drink?
8. Cocktail.
9. Nourishing drinks.
10. Define tea.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about Aim and Objective of cooking.

Or

- (b) Explain about flavoring agents.

12. (a) How to serve the Veg-soup in air traveller?

Or

- (b) How to prepare vegetable sandwich?

13. (a) Explain about the mechanical equipments in kitchen.

Or

- (b) Draw the any ten small equipments in kitchen.

14. (a) Short notes on Trolley.

Or

- (b) Explain about Pre flight gallery check.

15. (a) Explain about classifications of beverages.

Or

- (b) Explain about stock maintenance.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about types of menu in Airline industry.

Or

- (b) Brief notes on budgetary control.

17. (a) Explain about types of eggs and egg preparations.

Or

- (b) Brief notes on security procedures in galley.

18. (a) Explain about servicing methods and discipline.

Or

- (b) Explain about the role and duties of servicing.

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**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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**C-5461**

**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.



**C-5462**

**Sub. Code**

**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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