

C-8960

Sub. Code

84311

DIPLOMA EXAMINATION, APRIL 2023

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. Mention the scope of air transportation in India.
2. Mention the role of ICAO.
3. Write the limitations of Air Transport.
4. Define scope of aviation.
5. What is elapse flying time?
6. Define Airport tax.
7. What is GDS?
8. Describe Reservation.
9. Who is special passengers?
10. Mention the guidelines of domestic air travel.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is meant by Aviation Industry?

Or

(b) What is IATA? Mention its role Aviation Industry.

12. (a) Discuss in detail history of civil aviation.

Or

(b) State the impact of open sky policy on aviation sector.

13. (a) Does time zones affect flight time? Explain.

Or

(b) Differentiate the estimated elapsed time and actual elapsed time.

14. (a) Mention the cancellation of reservation policy.

Or

(b) Explain the process of billing and settlement plan.

15. (a) Explain about travel information manual.

Or

(b) Write a short note on liberalisation of air transport and passenger traffic.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the modes of Air transport.

Or

- (b) Explain in detail the role and responsibilities of FAA.

17. (a) Discuss in detail about flight itinerary planning and explain its rules.

Or

- (b) Explain briefly about general preventive measures in the Air travel.

18. (a) What is DGCA? Explain its rules and responsibilities.

Or

- (b) Explain domestic and international air traffic and how it is controlled.

C-8962

Sub. Code

84313

DIPLOMA EXAMINATION, APRIL 2023

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 software used in Air ticketing?
2. List some technology used for ticketing.
3. What is global distribution system?
4. Define milage suite.
5. Differentiate MPM and TPM.
6. Define tax.
7. What is cross border selling?
8. What is ZEP?
9. Discuss any two passenger checkin identification.
10. What is enhanced control in BSP?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How linear fare calculation is done?

Or

- (b) Write two agreements in airtraffs.

12. (a) What are the elements included in Base fare?

Or

- (b) Describe of role of IATA in ticketing.

13. (a) Describe the types of taxes in Air ticketing.

Or

- (b) Describe in detail about types of journey.

14. (a) Describe about IATA resolution 824.

Or

- (b) Draw context reservation flow chart.

15. (a) What are the stages in BSP?

Or

- (b) Why stock control number is important in the ticketing?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain how you will differentiate the automatic ticket to manual ticket.

Or

- (b) With an example, Discuss how ticket is verified for the passenger using the number manually.

17. (a) Explain the components in Air ticket fare.

Or

(b) Explain in detail about the global indicator with example.

18. (a) List the elements in PAT and explain about it.

Or

(b) With example discuss the ticket of class differential with higher intermediate point.

C-8964

Sub. Code

84315

DIPLOMA EXAMINATION, APRIL 2023

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. What are two main categories in computer?
2. Define operating system.
3. What is the purpose of word?
4. How graphs are inserted in MS word?
5. What are charts in MS Excel?
6. Can we make PowerPoint slides into PDF files in PowerPoint?
7. What are cells?
8. Mention some design template?
9. What is Microsoft access Database?
10. What is the way to link the explicit data into Access database?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) When you are doing some work in computer suddenly power cut happens, where your incomplete file saves ROM or RAM. Discuss your answer.

Or

- (b) Differentiate hardware and software in computer.

12. (a) Explain in detail about the program used in the check spell check.

Or

- (b) Why header and footer are not visible when we insert?

13. (a) What is the use of comment? How to add comments to a cell?

Or

- (b) Write short note on ribbon.

14. (a) How you can record a slide show in PowerPoint?

Or

- (b) How to use and Eyedropper Tool in PowerPoint 2013?

15. (a) How can you create a form in MS Access 2013?

Or

- (b) What is the use of Pivot table?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the generation of computer.

Or

- (b) With neat diagram explain the procedure to insert picture and table.

17. (a) List the order of sequence of operating mathematical operation in Excel? Explain with suitable example.

Or

- (b) Explain the procedure to convert the PPT to video.

18. (a) Write the procedures to edit the video in power point.

Or

- (b) How can you maintain a relationship between different databases in Access?
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Sub. Code

84321

DIPLOMA EXAMINATION, APRIL 2023

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. State few benefits of having good CRM.
2. Mention three strategy for CRM.
3. What is share of customer?
4. What are the requirements of Bonding with customer?
5. What are advantages of Market automation.
6. Mention few benefits of having a customer support.
7. Why technical support is required?
8. What is Data mining?
9. What are the different social issues in CRM.
10. Mention few difficulties in implementing CRM.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What do you understand by customer club?

Or

- (b) Explain the significance of CRM to the stake holders.

12. (a) Explain the process involved in Zero Customer Defection.

Or

- (b) Explain need for bonding with the customers.

13. (a) Discuss about marketing retrospective.

Or

- (b) Explain about the market automation.

14. (a) Explain about the need for Data ware housing in detail.

Or

- (b) Explain the role of technical solution for CRM.

15. (a) Explain about CRM implementation Road map.

Or

- (b) Explain with example of developing a relationship orientation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail enabler of the growth of CRM.

Or

- (b) Explain the CRM Framework in detail.

17. (a) Explain involvement of customer service in CRM.

Or

- (b) Discuss about the importance of Data mining for CRM.

18. (a) Explain the process of establishing CRM performance monitoring system.

Or

- (b) Explain the process of employee engagement in CRM project.
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Sub. Code

84322

DIPLOMA EXAMINATION, APRIL 2023

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. Define Bilateral Agreements.
2. Define Travel Information Manual.
3. What is the purpose of Tourism?
4. How taxes play role in travel and tourism?
5. Differentiate Cargo Baggage and Carryon Baggage.
6. Define Excess Value Charges.
7. Define Economic Geography of Air Transportation.
8. What is the importance of Physical Geography in Airlines?
9. Write the code for any two Airports as per ICAO and IATA.
10. Who are the special passengers in Airport?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the role of ICAO and IATA in Tourism and Air Travel.

Or

- (b) Explain the role of PATA and TAAI in Tourism and Air Travel.

12. (a) What is the requirement of Passport and Visa in Tourism?

Or

- (b) What is the customs procedure in Air Travel for any passengers?

13. (a) What are free baggage charges? How many variations are there in charges for passengers?

Or

- (b) Explain the procedure for Baggage in Regional and International Travels.

14. (a) How a travel guide will make a tour easy and comfortable?

Or

- (b) What is the importance of Travel Geography to passengers?

15. (a) What are the facilities required for a passenger in an airport?

Or

- (b) How rules and regulations vary between Regional and International Air Travel?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is the purpose and advantages of Warsaw Convention? Explain in detail.

Or

- (b) Explain how Travel Insurance is important and beneficiary to the passengers.

17. (a) Elaborate the functions of Tourism Organizations in Air Transportation.

Or

- (b) Explain the use of Travel Information Manual in Travel Organizations.

18. (a) What are the procedures to transport dangerous goods in Air Transportation?

Or

- (b) Explain the services given by crew members in aircraft to the passengers.
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Sub. Code

84323

DIPLOMA EXAMINATION, APRIL 2023

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 Branch and Bound in Airline Scheduling.
2. Define Multi Commodity Flow Models.
3. What is Assignment Model & Solution Approach?
4. What are the approaches available in fleet assessment?
5. What is called Rostering?
6. Mention any two problems in Crew Pairing.
7. State any two reasons for the Cancellation of Flight.
8. Define role of Simulation in Airlines.
9. Which is the highly densed airport based on Scheduling?
10. Define Aircraft Routing.

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) Discuss Branch and Price Cut in Aircraft Scheduling.

Or

- (b) Explain Time Space Networks.

12. (a) What are the extensions in Fleet Assignment Model?

Or

- (b) What is the purpose of Fleet Assessment in Airlines?

13. (a) Explain the details about the crew members being planned for scheduling.

Or

- (b) Explain Constrained Shortest Path in Airlines.

14. (a) What are the challenges in Airline Operations?

Or

- (b) Explain the working of Operational Control Centre.

15. (a) Explain the advantages of Aircraft Routing.

Or

- (b) How many types are there in Schedule Design? Explain any one in detail.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe Multi Commodity Flow Models in Airplane Scheduling in detail.

Or

- (b) Explain the Shortcomings in Itinerary based fleet assignment model.

17. (a) Explain in detail about the Brand on Follow on method in Crew Scheduling.

Or

- (b) What are the challenges in Crew Pairing and Aircraft Routing?

18. (a) How the Rules and Regulations are helpful in Airline Operations?

Or

- (b) Explain in detail about Degradable Scheduled Design with suitable examples.

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84324

DIPLOMA EXAMINATION, APRIL 2023

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 a note on working in the Airport.
2. What is the structure of the Airline Industry?
3. Mention a few points in Airport Exit policy.
4. Name a few recent mergers of the Airline Industry.
5. State the objectives of airport pricing.
6. Give your own examples of air charges provided by different airlines.
7. What are the steps involved in reservation of air tickets through online?
8. List the different passenger options in taking up airline service.

9. Which Airline industry charges high rates on consumers? Why?
10. What are the procedures involved in entering a Airport Terminus?

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) Discuss the functions of a “Airport System”.
- Or
- (b) Brief out the Airport Organization Structure.
12. (a) Enumerate the principles of Airport Management.
- Or
- (b) Construct a flowchart of a typical terminal building passenger flows.
13. (a) Examine the “Hub and Spoke Principles” of Airport Strategies.
- Or
- (b) Give a detail on the airport competitive factors.
14. (a) Describe the principles of airport pricing and the factors determining pricing.
- Or
- (b) Write a note on detail in the typical airport business plan and budget.
15. (a) State the objectives behind airport privatization.
- Or
- (b) Explain the features of airport regulatory practices.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elucidate the history and development of airports.
Or
(b) Elaborate about the airport and its economic features.
17. (a) Narrate the causes of Airport Congestion and delay and factors affecting delay and explain how they can be eliminated?
Or
(b) Discuss Aeronautical and Non-Aeronautical revenue.
18. (a) How are Airport performance measured? State important measuring standards for airport services with their advantages.
Or
(b) Briefly draw a note on the first private international airport in India.
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Sub. Code

84325

DIPLOMA EXAMINATION, APRIL 2023.

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 tourism?
2. What is tourism management?
3. List the hindrance involved in development of tourism.
4. How tourist investments are attracted?
5. Mention few hotel industries linked to support airline.
6. Will attractive environment generate more revenue?
How?
7. Why sales are linked with tourism?
8. Give out a successful market research which developed tourism.
9. What are future prospects in developing tourism?
10. Which are the countries focused in the upliftment of tourism?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Examine the contribution of tourism in today's economy.

Or

- (b) Trace the latest trend in movement of tourist in India.

12. (a) How can a government remove the hidden hindrance in development of tourism? Explain.

Or

- (b) Narrate how airline connections are created? What are the steps involved?

13. (a) Bring out world-wide hotel services supporting tourism.

Or

- (b) Explain the regional perspectives in tourism development.

14. (a) Which type marketing research is suitable for India in bringing more tourists? Examine.

Or

- (b) Analyse how far tourism marketing is successful in multiplying more tourism business?

15. (a) Give out a growth trend of tourism revenue generated in Tamil Nadu.

Or

- (b) Explain which state in India is more competitive in bringing up more tourist to its state.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the contribution of tourism to our GDP.

Or

- (b) Elucidate the growth and development of tourism with respect to India.

17. (a) Explain how a country ensures safety and security for its tourist in order to bring up tourism sector.

Or

- (b) Explain the role of GDS in tourism.

18. (a) Analyse how marketing has increased awareness of new destinations.

Or

- (b) Describe in detail the impact of globalisation on tourism.

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84326

DIPLOMA EXAMINATION, APRIL 2023.

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. Define Tourism.
2. What are the different types of tourism?
3. List out the factors affecting Tourism.
4. Which state in India ensure maximum tourist?
5. Write a few words on the present trend in tourism.
6. According to the source of UNWTO what are the recent trend in tourism.
7. State a few positive economic impact of tourism.
8. Give any three negative economic impact of tourism.
9. What do you mean by Adventure Tourism?
10. Mention the types in Adventure Tourism?

Part B

(5 × 5 = 25)

Answer **all** question.

11. (a) Discuss the nature of tourism.

Or

(b) State briefly the need and importance of tourism.

12. (a) Write a short note on the different tourist attraction in India.

Or

(b) Explain the emerging dimension on growth and development of tourism with respect to India.

13. (a) Examine the national tourism policy.

Or

(b) Give out a trend on district wise tourist arrival.

14. (a) Write a paragraph on the factors favouring tourism.

Or

(b) Brief out the positive and negative Social-Cultural Impacts on tourism.

15. (a) Discuss the Importance of Eco-Tourism.

Or

(b) Describe in Detail the Major Eco-Tourism Destination in India.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Account on the history and evolution of tourism in detail.

Or

- (b) Discuss the growth and patterns of international tourists visiting India.

17. (a) Elucidate on the Government and private organisation in India.

Or

- (b) Account on the different impact on tourism.

18. (a) Give a detail view on adventure tourism in India.

Or

- (b) Analyse the significance of tourism in India.
