UPES

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2019

Programme: BBA AO   Semester – IV
Course Name: Ground Handling Operation   Max. Marks: 100
Course Code: TRAV 2005   Duration: 3 Hrs
No. of page/s:

Section A (20 marks)		
Attempt all the questions		
Q.1 (a to J) carries **2 mark**s each for correct answer.		
a)	VDGS stands for _____	CO2
b)	WCHC stands for _____	CO1
c)	Which passenger division does not influence passport control? 1. Arriving vs Departing 2. Domestic vs International 3. Business vs Leisure 4. Transfer vs non-transfer	CO3
d)	Pier Finger Terminal concept significantly reduce the amount of apron space for aircraft parking and movement. 1. True 2. False	CO2
e)	In CDM, who decides to divert a flight 1. Air Traffic Control 2. Airlines 3. Airport 4. Central Flow Management Unit	CO2
f)	Which of the following airport is not a hub 1. Schiphol 2. Atlanta 3. Dusseldorf 4. Charles de Gaulle	CO1
g)	TTOT stands for _____	CO2

(2*10=20 marks) appears spanning column for the questions section.

h)	The classification of the airport is based on the characteristics of the _____		**CO1**
i)	ISAGO stands for _____		**CO1**
j)	The first Indian LCC to join IATA is 1. Spice Jet 2. Go Air 3. Jet Lite 4. Indigo		**CO2**

SECTION B (20 Marks)
Attempt any 4 question, each question carries 5 marks only

1	Write short note on IOSA.		**CO 3**
2	Describe in brief the scope of passenger handling services at airports.	**(5*4= 20 marks)**	**CO 2**
3	Describe any five types of powered Ground Handling equipment.		**CO 4**
4	What is AVSEC? Why it is mandatory to under this training at airports.		**CO 2**
5	What is a Service Level Agreement (SLA)? How it helps GH functions.		

SECTION C (30 marks)
(Attempt any 3 question, each question carries 10 marks only)

1	Illustrate the challenges faced by ground handling organizations worldwide.		**CO 4**
2	Describe the organizational setup of a typical GH organization.	**(3*10= 30marks)**	**CO 2**
3	Analyze the top three GH organizations functional at Indian airports.		**CO 4**
4	If Dry Operating Weight + Take Off Fuel = Operating Weight Operating Weight + Payload = Take Off Weight **What is the payload of a B747 with the following weights?** Take-off Weight (TOW) = 750000 lbs Dry Operating Weight (DOW) = 360000 lbs Take-off Fuel (TOF) = 210000 lbs 1. 540000 lbs 2. 390000 lbs 3. 290000 lbs 4. 180000 lbs		**CO 3**

	SECTION D (30 marks) **(Attempt both the question, each question carries 15 marks only)**		
Q1.	Analyze the working of Airport Operations Control Centre.	**15**	**CO4**
Q2.	Analyze the human factors in aviation sector through SHELL model.	**15**	**CO4**