

Name:

Enrolment No:



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

Course: Airport Customer Services

Program: BBA AVO

Course code: TRAV 3002

Semester: vi

Time: 03 Hours

Max. Marks: 100

Instructions: Answers must be written point wise.

Mention the serial no. correctly against each answer.

SECTION A (20 marks)

| | OBJECTIVE TYPE QUESTIONS: | Marks | CO |
|------|---|--------------|-----------|
| Q 1 | Name any 2 newly built Airports and where it is built? | 2 | CO1 |
| Q 2 | Which is the smallest new pan-Indian airline? | 2 | CO3 |
| Q 3 | An authority or agency responsible for the collection of duties & for controlling the flow of people, animals & goods in and out of the country is called? | 2 | CO2 |
| Q 4 | Give 2 examples of powered Equipment. | 2 | CO1 |
| Q 5 | What does AVIH and PETC stands for? | 2 | CO1 |
| Q 6 | Allocation of bays is the duties of? a. apron control b. CISF c. airline d. none of these | 2 | CO1 |
| Q 7 | The area between any pax inspection or screening control point and aircraft in which access is controlled. a. airside b. landside c. sterile area d. security hold area | 2 | CO1 |
| Q 8 | Any 2 services AVSEC provides. | 2 | CO3 |
| Q 9 | Give the full form of SLPC | 2 | CO2 |
| Q 10 | Which of the following is a movement area? a. Runway b. Taxiway c. Apron d. All of the above | 2 | CO3 |

SECTION B

| | | | |
|------------------|--|----|-----|
| | Short answer questions | | |
| Q 11 | Site some examples of customer services in airlines. | 4 | CO2 |
| Q 12 | What are the major categories of ground handling services? Define each in short. | 4 | CO4 |
| Q 13 | Define SLPC and its importance. | 4 | CO3 |
| Q 14 | Explain in very short passenger grievance handling. | 4 | CO2 |
| SECTION-C | | | |
| | Long answer questions | | |
| Q 15 | Explain what do you mean by Non-powered equipment? Explain the function of any 5 | 15 | CO2 |
| Q 16 | You have a customer who is unnecessarily rude. What do you do? | 15 | CO3 |
| SECTION-D | | | |
| Q 17 | What is the importance of Customer handling in Airport. | 15 | CO4 |
| Q 18 | Give any example of customer satisfaction you must have come across. | 15 | CO2 |

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SECTION A

Define the following in 40-50 words each:

Marks

CO

Q A

1. Aeronautical Revenues
2. Open Sky Policy
3. Deportee
4. Combi aircraft
5. Schedule airlines
6. Customer service
7. SLPC
8. Sterile area
9. Passenger grievances
10. Non schedule airlines

2 each

**CO1/C
O3**

SECTION B

Q B

11. give the difference b/w Front line staff and back office staff

4

CO2

12. Difference b/w Role of CISF and Airline Security personal in airport

4

CO3

13. What do you understand by customer service?

4

CO1

14. What are the functions of customer service agents/executives? Give atleast 5

4

CO4

SECTION-C

Q C

15. Explain what are the steps to be followed with example if,

A passenger lost his boarding card and realizes at the time of boarding.

i) Also explain the role of customer services agent in the case given

15

CO4

| | | | |
|------------------|--|-----------|------------|
| | 16. In MIAL the international SHA is designed in a manner where immigration check counters are after security frisking counters, whereas the other airports built in India are vice- versa. What do you think the reason be behind this? Explain. | 15 | CO2 |
| SECTION-D | | | |
| Q D | 17. What would be the role of customer service staff at the time of flight delay or cancellation of flights due to bad weather? | 15 | CO4 |
| | 18. How do you think the customer behavior affects the Airline Business? | 15 | CO3 |