



I Semester B.B.A. Examination, January/February 2025
(NEP Scheme) (Repeaters)
AVIATION MANAGEMENT
Paper – 1.3 : Principles of Airport and Airline Management

Time : 2½ Hours

Max. Marks : 60

Instruction : All answers to be written in English.

SECTION – A

Answer **any 6** of the following. **Each** question carries **2** marks.

(6×2=12)

1. a) Classify the different types of baggage that can be carried by a passenger and provide examples of each.
- b) Identify and describe two pieces of equipment used for security screening of passengers.
- c) Explain the concept of flight information system and discuss its importance in airport operations.
- d) Analyse the role of ground equipment and illustrate how it contributes to efficient aircraft operations.
- e) Compare and contrast the functions of immigration and customs in the airport environment.
- f) Interpret the abbreviations HUM, MEDA, BMA and MASS in the context of passenger services.
- g) Define and differentiate terms related to passenger comfort, including seat pitch, seat width, seat recline and bulkhead seat.
- h) Distinguish between narrow-bodied and wide-bodied aircraft, highlighting differences in design and operational use.

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SECTION – B

Answer **any three** of the following. **Each** question carries **4** marks. **(3×4=12)**

2. Analyse the roles and responsibilities of IATA and classify its different types of memberships types.
3. Summarize the duties of check in staff and assess their impact on passenger experience.
4. Describe the roles of different personnel involved in cargo handling and explain how each contributors to efficient operations.
5. Interpret the concept of a reservation system and discuss the duties of a reservation staff in providing customer service.
6. Outline the reservation procedure for handling : Stretcher case/MEDA passengers and evaluate the considerations required for safe transport.

SECTION – C

Answer **any three** of the following. **Each** question carries **12** marks. **(3×12=36)**

7. Explain the procedure for carrying human remains, including the required documentations.
 8. Analyse the various types of equipments used by ground staff in the air side area and describe the function of each in detail.
 9. Compare and contrast outline and in-line baggage screening procedures and explain the significance of baggage screening in aviation security.
 10. Draw an organization structure of airport sector and explain.
 11. Discuss the challenges faced by the aviation industry and suggest potential strategies to address these challenges.
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