



II Semester B.B.A. Examination, June/July 2025
(SEP Scheme)
AVIATION MANAGEMENT
BBAV – 2.4 : Ground Handling Operations

Time : 3 Hours

Max. Marks : 80

Instruction : Answers to be written only in English.

SECTION – A

1. Answer **any seven** out of the following ten questions. **Each** question carries **2 marks.** **(7x2=14)**
- a) What is the function of DGCA in ground handling ?
 - b) Mention two types of ground handling services.
 - c) Define emergency response.
 - d) What is taxing ?
 - e) List any two certifications required for ground handling staff.
 - f) Mention two key elements of passenger services.
 - g) What is baggage loading ?
 - h) What is the purpose of turnaround management ?
 - i) Write any two future trends in ground handling.
 - j) What is the importance of security screening ?

SECTION – B

Answer **any three** out of the following five question. **Each** question carries **8 marks.**

(3x8=24)

- 2. Analyze the importance of coordination in Airport arrival and departure procedure.
- 3. Discuss the challenges involved in managing lost baggage.
- 4. Explain the emergency protocols followed during ground operations.



5. Discuss how screening and anti terrorism measures are implemented in airports.
6. Illustrate the functions and use of different equipment in ground handling operations.

SECTION – C

Answer **any three** out of the following five questions. **Each** question carries **14** marks.

($3 \times 14 = 42$)

7. Explain about different regulatory bodies in aviation Industry.
8. Explain the arrival and departure procedure in detail with examples.
9. Discuss how effective communication and problem solving are essential in baggage handling.
10. Write an essay on culture innovation and automated systems in ground handling.
11. Discuss the significance of training and certification for ground staff with industry examples.