



WEST BENGAL STATE UNIVERSITY
BBA(TAH) Honours 2nd Semester Examination, 2021

BTHACOR04T-BBA (TAH) (CC4)

FUNDAMENTALS OF AVIATION AND HOSPITALITY

Time Allotted: 2 Hours

Full Marks: 50

*The figures in the margin indicate full marks.
Candidates should answer in their own words and adhere to the word limit as practicable.
All symbols are of usual significance.*

GROUP-A

Answer any *two* questions from the following

10×2 = 20

1. Explain the importances of IATA and ICAO.
2. Discuss on the Functional Layout of an Airport and the factors influencing its design.
3. Explain the different Cleaning methods in Housekeeping.
4. Discuss on the evolution of aviation and highlight the relevant issues and challenges.
5. Write a short note on 'Flight Reservation and Ticketing'.
6. What are the functions of a ground-handling agent? Discuss.

GROUP-B

Answer any *two* questions from the following

15×2 = 30

7. Discuss on various types of rooms and their maintenance in accommodation industry.
8. Write notes on the following:
(i) Flower Management and Pest Control
(ii) Hotel Brochures and Tariff.

$7\frac{1}{2} + 7\frac{1}{2}$

9. Write a note on Housekeeping, Cleaning Agents and Equipments.
10. What are the functions of a front office manager? Discuss.
11. Discuss about the various types of hotel chains in India.
12. Describe the various functions of Airports Authority of India.

N.B. : *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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