

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, May 2020**

**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.**

**No marks will given on attempting both the questions where choice is given.**

**SECTION A (30 marks)**

|     | <i>Answer the following Questions:</i>  | <b>Marks</b> | <b>CO</b>  |
|-----|---|--------------|------------|
| Q 1 | Which statement about excellent customer service is correct <ul style="list-style-type: none"><li>• Excellent service results in a more positive business reputation</li><li>• Results in more promises and more law suits</li><li>• Results is fewer loyal customers</li><li>• Results in lower wages</li></ul>  | <b>5</b>     | <b>CO1</b> |
| Q 2 | What could be the reasons for many businesses not providing proper customer services <ul style="list-style-type: none"><li>• They do not care about serving customers</li><li>• Unaware of how to get started</li><li>• They do not like people</li><li>• See no value to it</li></ul>                            | <b>5</b>     | <b>CO1</b> |
| Q 3 | Allocation of bays is the duties of? <ul style="list-style-type: none"><li>• Apron control</li><li>• CISF</li><li>• Airline</li><li>• None of these</li></ul>   | <b>5</b>     | <b>CO1</b> |
| Q 4 | The passengers with AVIH allowed to feed the AVIH at halts. <ul style="list-style-type: none"><li>• Yes , paying extra charge at the time of ticket booking</li><li>• Yes, no charges for act of kindness</li><li>• NO not all</li><li>• Can be requested at the boarding gates with the staff on gate.</li></ul> | <b>5</b>     | <b>CO2</b> |

|                             |  |    |     |
|-----------------------------|--|----|-----|
| Q 5                         | The area between any pax inspection or screening control point and aircraft in which access is controlled. <ul style="list-style-type: none"> <li>• Airside</li> <li>• Landside</li> <li>• Sterile area</li> <li>• Security hold area</li> </ul> | 5  | CO2 |
| Q 6                         | Which of the following is a movement area? <ul style="list-style-type: none"> <li>• Runway</li> <li>• Taxiway</li> <li>• Apron</li> <li>• All of the above</li> </ul>  | 5  | CO2 |
| <b>SECTION B (50 marks)</b> |  |    |     |
|                             | <i>Attempt all questions when no choice given:</i>   |    |     |
| Q 11                        | What are the major categories of ground handling services? Define each in short.   | 10 | CO3 |
| Q 12                        | Define SLPC and its importance.  | 10 | CO3 |
| Q 13                        | Write a note on <i>Passenger Grievance Handling</i> .  | 10 | CO3 |
| Q 14                        | Explain what do you understand by Non-powered equipment? Explain the functions of any five.  | 10 | CO4 |
| Q 15                        | You have a customer, unnecessarily rude. How will you handle the Pax?<br><br><b>OR</b><br><br>Give any incidence where you must have come across the example of customer satisfaction at Airport.  | 10 | CO4 |
| <b>SECTION-D (20 marks)</b> |  |    |     |
| Q 17                        | What is the importance of Customer handling in Airport?  | 20 | CO4 |