



Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2022

Course: AIRPORT OPERATIONS CUSTOMER SERVICES

Semester: IV

Program: BBA AVM

Time : 03 hrs.

Course Code: TRAV 3002

Max. Marks: 100

Instructions:

**SECTION A
10Qx2M=20Marks**

S. No.		Marks	CO
Q 1	Statement of question	20	CO1
01	The airport's response when customer service breaks down is called _____ a. Customer satisfaction b. Service recovery c. Customer centric d. Service delivery	02	CO3
02	In which year, did ICAO's 'The Open Skies Policy' come into effect globally a. 1971 b. 1963 c. 1944 d. 1954	02	CO4
03	The regulatory responsible for, airlines applied for the right to operate a. DGCA b. FAA c. CAB d. ICAO	02	CO4
04	Internal customers operate from within the company structure, while external customers are not part of the company. a. TRUE b. FALSE	02	CO2, CO3
05	No Customer shall on board an Airline aircraft a. request for another seat, by the window b. request to meet the Captain and take advise on how to fly an aircraft c. shall try and communicate with the frontline staff except for English	02	CO2

	d. Assault, intimidate or threaten, whether physically or verbally, a pilot, a crewmember or any of Airline's members of staff on-duty.		
06	The following departments do not perform technical activities. a. Engineering b. Ground Handling c. Operation d. In flight services	02	CO1
07	What are the conditions under which Airline staff may deny boarding to a customer a. Customer is intoxicated under the influence of Alcohol b. Customer purchases permitted amount of Alcohol from the Duty free Shop c. Customer has misplaced his boarding pass d. Customer is travelling with 02 children	02	CO4
08	Passenger informs the staff at the check-in counter that he is carrying a clinical mercury thermometer in his bag. What would be the correct condition of carriage? a. He is permitted to carry it in his cabin / hand bag b. He is permitted to carry it in his Checked in bag provided it is inside a protective casing. c. He is permitted to carry it in his pocket d. He is not permitted to carry it into the aircraft	02	CO3
09	In its latest analysis of customer reviews, Airline Quality (SKYTRAX) has published that the top airline customer complaint is _____	02	CO2
10	The major difference between internal and external customers is that internal customers operate from within the company structure, while external customers are not part of the company. a. TRUE b. FALSE	02	CO3
SECTION B 4Qx5M= 20 Marks			
Q	Statement of question	20	CO4
01	Define in the form of a table any 05 Annexes of the ICAO Chicago Convention.	05	CO1
02	Customers are human and each one has an individual personality. We must be interested in "people" and learn how to deal with them. List the different reasons of customers who travel.	05	CO2, CO3
03	Describe procedures of carriage of Unaccompanied minors on board.	05	CO4

04	State the definitions and applicability in CAR section 3 series M part I	05	CO3
SECTION-C 3Qx10M=30 Marks			
Q	Statement of question	30	CO5
01	What are the roles and responsibility of Frontline staff and list mandatory trainings as per DGCA CAR section 7 series M part I	10	CO3
02	Elaborate on the procedure Airline Operators and Airport Staff adhere to for conditions of carriage of Expectant mothers	10	CO2
03	Under what circumstances, can an Airline refuse carriage of a Customer or the Customer's Baggage	10	CO4. CO5
SECTION-D 2Qx15M= 30 Marks			
Q	Statement of question	30	CO2
	The sky above the ground did not interest the policymakers before the invention of air vehicles. The entrance of aircraft in the world consequently led to several issues that concerned the sovereignty of the space above the earth and the regulations of use of the airspace. Paris Convention of the year 1919 and Chicago Convention of the year 1944 set became the first major sets of regulations in terms of airspace. In the year 1919, several countries, among which there were the United States, Brazil, Greece, Italy, France, Japan, Poland and others, signed a convention that had a title "Convention Relating to the Regulation of Aerial Navigation".		
01	Why are domestic and international agreements important to airline management?	15	CO4
02	What impact has the domestic deregulation and liberalization of the US and EU markets played in shaping the approach to the current international regulatory framework?	15	CO4