

Exam.Code:0795
Sub. Code: 5906

2071
Bachelor of Tourism and Travel Management
Sixth Semester
BTM-363: Air Line Service and In-Flight Facilities

Time allowed: 3 Hours

Max. Marks: 70

NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.

x-x-x

I. Attempt the following:-

- a) What are scheduled and non scheduled airlines?
- b) What are air taxis?
- c) What are low cost carriers?
- d) What are first class services?
- e) What is pre flight briefing?
- f) What are public announcements?
- g) What are special meal codes?
- h) What are pre flight galley checks?
- i) What is cabin crew?
- j) What are business class services?

(10x3)

UNIT - I

- II. Discuss the current trends and challenges of airline industry? (10)
- III. Explain some strategies for the growth of airline industry with suitable examples. (10)

UNIT - II

- IV. Discuss the roles and responsibilities of cabin crew? (10)
- V. Discuss the benefits and challenges of cabin crew profession. (10)

UNIT - III

- VI. Discuss the roles and responsibilities of airline staff before undertaking a flight? (10)
- VII. Explain responsibilities of airline staff before landing and after landing of flights. (10)

P.T.O.

(2)

UNIT - IV

- VIII. Explain the proper handling of galley equipments with suitable examples. (10)
- IX. Explain in detail about airline catering and delivery of catering on board. (10)

x-x-x