

2019 III 05

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Seat No.

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Time : 2 Hours

TRAVEL FORMALITIES

Subject Code

V	3	5	7
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Total No. of Questions : 5

(Printed Pages : 3)

Maximum Marks : 50

- INSTRUCTIONS* :
- (i) Answer each main question on a fresh page.
 - (ii) Write the number of each question and sub-question clearly.
 - (iii) All questions are compulsory.
 - (iv) Figures to the right indicate full marks.
 - (v) The question paper consists of 5 units.
 - (vi) Answer question no. 1 of each unit in about 20 words.
 - (vii) Answer question no. 2 of each unit in about 30 words.
 - (viii) Answer question no. 3 of each unit in about 80 words.
 - (ix) Answer question no. 4 of each unit in about 100-150 words.

Unit I

1. (1) Name the area of the arrival terminal where the checked baggage is delivered. 1
- (2) What purpose does a medical certificate serve to the airline ? 2
- (3) How are the airlines equipped to handle emergencies on a flight ? 3
- (4) Explain how the weather conditions can interrupt and delay airline operations ? 4

OR

Explain the *four* different engines used on aeroplanes.

Unit II

2. (1) State any *one* characteristic of an ideal seat on an aircraft. 1
- (2) Write a short note on Visitors' Visa. 2
- (3) Which are the *two* ways to pass beyond the customs inspection point at an international airport ? 3
- (4) Explain the procedure to arrange for the air travel of an unaccompanied minor. 4

Unit III

3. (1) Ms. Susanne after having collected her checked baggage, noticed that her baggage was damaged. Mention the type of complain she has to lodge at the airline office. 1
- (2) Explain any *two* drawbacks of shipping excess baggage as cargo. 2
- (3) How is the baggage of a passenger classified by the airline ? 3
- (4) Which are the *four* different categories of check-in desks at busy airports ? 4

Or

Which are the *two* checks done before checking in a passenger for a flight ?

Unit IV

4. (1) Mention *one* area on a flight where smoking is not permitted. 1
- (2) The Emirates Airlines offers special meals on a flight to its passengers on prior request. State any *two* reasons. 2

- (3) What are the measures taken by the airlines and the Governments all over the world to combat terrorism ? (3 points) 3
- (4) State *four* reasons when a passenger may choose to ship his excess baggage as cargo. 4

Unit V

5. (1) Name any *two* items which are considered as dangerous and subject to air transport restrictions. 1
- (2) Mr. Joshi was a frequent flyer with Gulf Air and thus enjoyed certain benefits as a frequent flyer. Mention *four* benefits he enjoyed because of his association with the airline. 2
- (3) Mr. Taufiq opted for travel insurance before undertaking his international travel. Explain *three* reasons for opting for travel insurance. 3
- (4) What steps should a passenger take when he is involuntarily downgraded by the airline ? 4