

Roll No:

Date: ___/___/___

St. Claret College

Autonomous, Bengaluru

UG END SEMESTER EXAMINATION-NOV 2025
B.COM TOURISM AND TRAVEL MANAGEMENT, III SEMESTER
BCT 3425: AIRLINE AND AIRPORT MANAGEMENT

15

TIME: 3 hours.

MAX. MARKS: 80

This paper contains 3 printed pages and 4 parts

Instructions:

1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer ALL questions. Each answer carries ONE mark.

[1 x 10 = 10]

1. Who is credited with the first controlled, powered, and sustained heavier-than-air human flight?
A) Charles Lindbergh B) Amelia Earhart C) Wright Brothers D) Louis Blériot
2. Which company produced the Boeing 747, the world's first jumbo jet?
A) Airbus B) Boeing C) Lockheed Martin D) McDonnell Douglas
3. What is the main objective of airline operations management?
A) Maximize flight crew salaries B) Ensure on-time performance and safety
C) Minimize passenger comfort D) Optimize in-flight meals
4. Which of the following organization regulates civil aviation in India?
A) ICAO B) IATA C) DGCA D) FAA
5. Which of the following is a low-cost airline in India?
A) Air India B) IndiGo C) Vistara D) Emirates
6. Which document contains the flight crew's operational procedures and responsibilities?
A) Dispatch Release B) Flight Operations Manual (FOM)
C) Aircraft Load Sheet D) Aircraft Maintenance Manual (AMM)

7. The UDAN scheme launched by the Government of India aims to promote which of the following?
 A) Affordable air connectivity to smaller cities B) Free education for pilots
 C) Tourism marketing abroad D) Construction of seaports
8. The international organization responsible for assigning airline codes is:
 A) ICAO B) IATA C) AAI D) DGCA
9. In the context of airport development, the PPP model stands for:
 A) Public Private Partnership B) Passenger Pilot Program
 C) Private Pilot Partnership D) Public Parking Project
10. The headquarters of UN Tourism is in
 A) Geneva B) Montreal C) Amsterdam D) Madrid

PART-B

Answer any THREE questions. Each answer carries EIGHT marks.

[3 x 8 = 24]

11. Explain the history of aviation in India.
12. Discuss different types of airports with an example.
13. Mention various in-flight services offered by airlines.
14. Examine the handling procedure involved in the death of the passenger onboard.
15. Describe the roles and responsibilities of AAI.

PART-C

Answer any THREE questions. Each answer carries TWELVE marks.

[3 x 12 = 42]

16. Discuss issues and challenges of the aviation industry in India.
17. Describe the terminal planning and design process at an airport.
18. Explain the roles and responsibilities of any three airline departments.
19. Mention before and after take-off duties of cabin crew members.
20. Examine the land side and air side areas of an airport.

PART-D

Answer ONE question. Each answer carries TEN marks.

[1 x 10 = 10]

21. Analyze the following situation and answer the sub questions

Case Study: Airport Privatization and Modernization in India

India's civil aviation infrastructure has undergone a major transformation through Public-Private Partnership (PPP) models. The Airports Authority of India (AAI) has partnered with private operators such as GMR, GVK, and Adani Group to modernize and manage airports in cities like Delhi, Mumbai, Bengaluru, and Hyderabad.

These airports now feature world-class terminals, improved passenger handling systems, advanced safety and navigation technologies, and enhanced customer service standards. The model has also encouraged foreign investment and job creation in aviation and tourism-related sectors.

However, challenges remain, including high airport user charges, disputes over revenue sharing, environmental concerns, and the need for better regional balance (as most modern airports are concentrated in metropolitan areas). The government aims to extend similar PPP success to tier-2 and tier-3 cities under its National Monetization Pipeline (NMP) and Regional Connectivity Programmes.

Sub-Questions:

- (a) Discuss the role and impact of the PPP model in the modernization of Indian airports. (5 Marks)
- (b) Analyze the importance of airport privatization in India. (5 Marks)