

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BTTM (Sem.-6)**  
**AIRLINE SERVICES AND IN-FLIGHT FACILITIES**

Subject Code : BTTM-602-18

M.Code : 79705

Date of Examination : 04-07-22

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

1. Write briefly :
  - a) Scheduled Airlines
  - b) Non-scheduled airlines
  - c) Low cost carriers
  - d) Cabin crew
  - e) Business class service
  - f) First class service
  - g) Pre-flight briefing
  - h) Public announcements
  - i) Aircraft galleys
  - j) Special Meal Codes.

## SECTION-B

2. Explain the role domestic and international airlines.
3. Explain the basic service of cabin crew.
4. Explain the significance of pre-flight galley checks.
5. Explain various types of meal service in the flight.
6. Explain the responsibilities of airline staff prior to passenger boarding.

## SECTION-C

7. Discuss the trends, challenges and strategies of airline industry.
8. Critically analyse the role of civil aviation hospitality sector.
9. Explain in detail the proper handling technique of galley equipments.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**