



'समानो मन्त्रः समितिः समानी'

UNIVERSITY OF NORTH BENGAL

BBA(TAH) Programme 1st Semester Examination, 2021

DSC2-BBA

FUNDAMENTALS OF AVIATION AND HOSPITALITY

Time Allotted: 2 Hours

Full Marks: 60

The figures in the margin indicate full marks.

GROUP-A

Answer any *four* questions from the following

3×4 = 12

1. What is Aviation?
2. Name three domestic airlines with their airline code.
3. What is a Passenger Terminal?
4. What is Runway and Taxiway?
5. What do you mean by Hospitality?
6. What do you mean by the term Walk-In and Turn Away?

GROUP-B

Answer any *four* questions from the following

6×4 = 24

7. Distinguish between passenger, cargo and combi aircraft. 2+2+2
8. List the main objectives of the ICAO.
9. What is Baggage? What are the different types of baggage we accept on board? 3+3
10. What is SHA and check-in counter? 3+3
11. Describe in brief the role and the responsibilities of a GRE.
12. What is Continental Plan, American Plan and European Plan?

GROUP-C

Answer any *two* questions from the following

12×2 = 24

13. Write a note on history of aviation industry.
14. Who is a station manager? What are the skills required to become a station manager? State at least five major responsibilities of a station manager.
15. What is catering in Airlines? What are the various steps involved in catering process? 6+6
16. What is a Guest Room? What are the different types of Rooms? Explain in detail. 2+10

—x—