



UNIVERSITY OF NORTH BENGAL
BBA(TAH) Programme 6th Semester Examination, 2021

SEC4 (P2)-BBA (TAH)

INDUSTRY PROJECT

Full Marks: 60

ASSIGNMENT

The figures in the margin indicate full marks

Answer any three of the following questions

20×3 = 60

1. What is Aviation and how can it be classified? How civil aviation functions at Airport Level? Briefly explain “Air Transport Industry” and its importance. 5+7+8
2. What do you understand by “Baggage Handling Procedure”? Mention the core steps that should be taken at the time of check-in for smooth handling of baggage. Ms. Nisha Gupta (a passenger of your airline) complains to you that her newly purchased baggage has been fully damaged and some valuable items are missing. What actions will you take? 5+7+8
3. What do you understand by Person with Reduced Mobility or Person with Disability? Differentiate between “Ambulatory” and “Non-ambulatory” category of PRM/PWD with example. Mention any two types of wheel chair passengers and condition of their carriage. 5+10+5
4. Who can be termed as “Unruly Passenger”? How to deal with an “Unruly Passenger” on ground as well as in the air? What is DNB? Enumerate the procedure as prescribed by DGCA to deal with a “DNB situation”. How do you represent the current scenario in Aviation? Explain in brief. 3+5+7+5

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