

Total No. of Pages: 1

7319

Register Number:

Name of the Candidate:

DIPLOMA EXAMINATION, 2010
(AIR HOSTESS TRAINING AND GROUND HANDLING)
(PAPER-I)

110. CABIN CREW

Dec.)

(Time: 3 Hours

Maximum: 80 Marks

Answer any FIVE questions **(5×16=80)**
All questions carry equal marks

1. Explain responsibilities of cabin crew.
2. Discuss advantages of working as cabin crew.
3. Explain the different steps of recruitment and selection for cabin crew in details.
4. Discuss present aviation industry in India.
5. What are the steps you will take to address customer complaints?
6. Define etiquette. How it will be followed while serving meals?
7. Explain the phonetic alphabet.
8. Explain the importance of customer relationship management in aviation industry.
9. Explain the salient features of crew documentation.
10. Explain pre-flight checks to be carried out by cabin crew.
