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Register Number:

Name of the Candidate:

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

120. GROUND HANDLING

Dec.)

(Time: 3 Hours

Maximum: 80 Marks

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

1. Explain the functional layout of Airport.
2. Write a note on Ground handling agencies.
3. Explain in detail the sensitivity arrangement in the concept.
4. How to handle in-flight passengers-Explain.
5. Discuss the steps involved in handling baggage.
6. Explain the factors to be considered while fixing Airfare.
7. Explain the significance of information technology in ticketing process.
8. Explain the air traffic control rules in detail.
9. Explain the following terms in details:
 i) DGCA ii) COD
10. Describe basic cargo module. What are the various problems that could occur in cargo operations?
