

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

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

Subject Code : BTTM602-18

M.Code : 79705

Date of Examination : 19-05-2025

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. Answer the following :

- a) Define scheduled and non-scheduled airlines.
- b) What are the main challenges faced by the airline industry today?
- c) Explain the concept of low-cost carriers.
- d) What is the role of cabin crew in an airline?
- e) Mention two benefits and two challenges of being a cabin crew member.
- f) What is the purpose of a pre-flight briefing?
- g) What are the safety demonstrations conducted before takeoff?
- h) List any four special meal codes used in airline catering.
- i) Explain the importance of food hygiene in airline catering.
- j) What is the significance of galley equipment in an aircraft?

SECTION - B

2. Discuss the regional analysis of airline industry trends.
3. Differentiate between short-haul and long-haul flights.
4. Explain the responsibilities of airline staff before passenger boarding.
5. Describe the process of in-flight meal service.
6. What are the various types of airline classes and their services?

SECTION - C

7. Analyze the evolution of the airline industry from past to present and discuss future trends.
8. Explain the various stages of passenger handling at the airport.
9. Discuss the significance of proper galley equipment handling and the pre-flight galley checks.

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.

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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.



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