



# BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, PROMOTED BY GOVERNMENT OF INDIA  
CENTRAL BOARD OF EXAMINATIONS  
BSS NATIONAL VOCATIONAL EDUCATION MISSION

## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

**TIME: 3 Hours**

**Marks: 100**

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

**1 x 10 = 10**

- 1) Pronouns are used instead of .....
- 2) His uncle lives ..... Delhi.
- 3) I am going ..... library
- 4) Windows 98 is a ..... loading system
- 5) The letters in computer application is called .....
- 6) Use-----to change the settings, both hardware and softw
- 7) The extension of word file is .....
- 8) Out look Express is a.....
- 9) A to Z key are known as.....keys
- 10) Below the menu bar ..... bar appears

#### II. DEFINE THE FOLLOWING

**2 x 10 = 20**

- 1) What is meant by plural number? Example:-
- 2) What is meant by strong verbs?
- 3) Verb
- 4) Hardware
- 5) What is Internet
- 6) Formating tool bar
- 7) Object
- 8) Save
- 9) Status bar
- 10) Conjunction

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) Define usage of interjection?
- 2) Explain types of computer
- 3) Digital computer
- 4) Line Tool
- 5) CPU
- 6) Write details about Charles Babbage?
- 7) Different software and hardware
- 8) Techniques for moving an injured (or) ill person.

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Write a letter to the station master requesting him to reserve two coaches for your school excursion party
- 2) Describe MS Windows
- 3) What are the advantages available in MS-WORD?
- 4) Explain the keyboard
- 5) Write briefly about elements of design?



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## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-02 AVIATION SECURITY

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) MCDU
- 2) ETA
- 3) BCAS
- 4) ATC
- 5) Angular movement about the longitudinal axis for turning is called .....
- 6) The movement of an aircraft under its own power, on ground , except when taking off and landing is called .....
- 7) ..... was the first US based Airline, hijacked to Cuba in the year 1961.
- 8) In march 1971, ..... flight was hijacked by six students from the Mindanno State University, opposed to the Marcos Government.
- 9) The hijacking attempt of ..... flying from Leningrad to Moscow ended when a flight attendant tried to disarm the hijacker, the bomb detonated killing both and causing decompression and lead to an emergency landing.
- 10) The longest hijack in aviation history dated June 27 to July 4, 1978 was on flight.....

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Write the airport code of the following Lucknow Amritsar Chennai Gauwahati Agra
- 2) Write the radio Phraseology Cleared Break Confirm WILCO Roger out
- 3) List out the various airport codes a. Mumbai b. Calicut c. Hyderabad d. Bangalore e. Ahmedabad
- 4) What is the difference between an airfield and an airport
- 5) List out the various airport codes a. Mumbai b. Calicut c. Hyderabad d. Bangalore e. Ahmedabad
- 6) Expand the abbreviations: IATA, ILS, DGCA, BCAS, ATC.
- 7) Define dangerous goods. Write the different classes.
- 8) Define Bomb Threat
- 9) Define Bomb Squad
- 10) What is fuselage?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) CVR communication and Voice recorder communication
- 2) Explain the range of operations that ground handlers deal
- 3) Explain the difference between CISF and AAI
- 4) Describe the push back operations
- 5) Briefly describe the duties and responsibilities of a Cabin crew.
- 6) Write the criteria for the passenger seated on the over wing exit. Also write the briefing given.
- 7) Explain primary surveillance radar , voice recording system and non - directional beacon used in ATC.
- 8) Explain different type of fire and different type of fire extinguishers.

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Describe the parts of an airplane
- 2) Explain the history of aviation in India
- 3) Explain the history of aviation
- 4) Any five special Handling Passengers. Explain.
- 5) Crime against humanity



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## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-03 TICKETING & FARES

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Elba
- 2) Air Sahara
- 3) MS
- 4) Garuda Airlines
- 5) Air Canada
- 6) A person who has not reached his/her second birthday as of the date of commencement of travel is known as .....
- 7) Unspecified through fares created by the use of add-on amounts, or two or more fares shown as a single amount in a fare calculation is known as .....
- 8) whether the given routing are specified or not LIM-MEX-YTO-YOW, LIM-YTO-MEX-YOW, KHI-BKK-MNL-TYO, SOF-MIL-ROM, DMM-DAM-AMM-RUH
- 9) city codes LED, BOG, MIA, MAD, IEV, OSA, CCS, GUH, BEG, NAN
- 10) TPM is .....

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) HKG
- 2) What is a round trip
- 3) What is one way journey
- 4) IATA
- 5) Damman
- 6) VISA
- 7) What is the excess Mileage Allowance
- 8) Distinguish between elapse time & Actual flying time
- 9) Define APEX
- 10) What do you mean by Round Trip?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) Write the meal codes in Amadeus system
- 2) How many are considered as stopover points
- 3) What are the different types of plans of meals
- 4) Give the names of some credit cards and from where does it origin
- 5) Write short notes on ASTA.
- 6) What is IATA? What are the aims of this organization.
- 7) What do you mean by Shoulder season.
- 8) What is Amadeus?

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) What are the travel documents required for a passenger
- 2) Draw the layout of front office and define it with the duties and responsibilities of the front officer staff
- 3) Explain the Guideline for finding and reading International Air Tariff Rules.
- 4) Write down the basic Fare Construction Formula.
- 5) Write a descriptive note on various types of fares.



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## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-04 HOSPITALITY MANAGEMENT

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Hotels are classified on the basis of ..... , ..... and .....
- 2) Catering providing in the ship is known as .....
- 3) Living room with bedroom facilities is .....room
- 4) Room is ready but is not solids called .....
- 5) ..... and ..... are the back of the back of the front office
- 6) A person who arrives at a properly without a prior reservation is known as .....
- 7) A guest who stays beyond his date of departure as .....
- 8) ..... is a department that deals essential with cleanliness and all the ancillary services attached to that.
- 9) Cooking of food in the required amount of liquid at just below boiling point is known as .....
- 10) Expand the following IATA, CISF, UTC, AOC, AAI, ATM, FMS, ATA, VFR, VFR.

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Check-out
- 2) Caravanserais
- 3) Credit cards
- 4) What are the qualities of a telephone operator
- 5) Define the term "GRC"? Explain
- 6) Travel Desk
- 7) Reservation
- 8) Define Banquet
- 9) Define Savoury
- 10) Functions of front office

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) What are the major difference between full pensions and Demi pensions
- 2) What are the printed forms used in Front office
- 3) What are the facilities and the services that are provide by the present day hotel
- 4) What is the main function of the front office department
- 5) Draw a layour of front office and define it
- 6) Give the service standard of incoming calls and outgoing calls.
- 7) Explain departure procedure for FIT's
- 8) Explain Restaurant Etiquette.

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Explain the duties and responsibilities of front office manager and front desk agent
- 2) Explain the process of handling group arrival at reception. (Pre arrival, on arrival and post arrival)
- 3) Explain restaurant etiquette, draw hierarchy of food and beverage service department.
- 4) Explain the history of aviation and golden age of aviation.
- 5) What is GIS? What are the two broad methods used to store data GIS and also write advantage and disadvantage of the same.





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## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-05 AVIATION MANAGEMENT

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Expand the following: AOG, ETD, ZFW, GIS, VHF
- 2) The two letter code of Air Arabia is .....
- 3) In ..... year Indian Airlines founded
- 4) Indira Gandhi International Airport situated at ..... in India
- 5) List out the Airports ATQ, BLR, HBX, IXS, VTZ
- 6) Flight operated by an Airline departing late at night and arriving at the destination by early morning is .....
- 7) A single Boeing Jumbo Jet may have as many as ..... separate items loaded on to it for a long - haul flight
- 8) More than one destination travelling service is given by.....aircraft
- 9) What is the code for Emirates .....
- 10) What is the minimum weight of register baggage .....

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Dhaka
- 2) London Heathrow
- 3) Maximum Zero fuel weight
- 4) Maximum Landing weight
- 5) What is the role of the Station Manager?
- 6) What are the responsibilities of check in graft?
- 7) Which are the two ways Baggage Fraud
- 8) What is a Station
- 9) What are the different classes of Travel?
- 10) Types of Visa ?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) Explain domestic and international airports
- 2) What is fuselage? And describe the aircraft parts
- 3) Distinguish between narrow bodied and wide bodied aircrafts
- 4) Describe Air India.
- 5) Define Baggage Tag and its different types
- 6) Describe the classification of Airport functional activities.
- 7) Explain about transit and connecting passengers
- 8) What are all the goods restricted in baggage and why it is restricted ?

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Explain the importance of conventions and its objectives.
- 2) Define Conventions and Protocols ? Which are the different Conventions.
- 3) Which all are the various personal protections on the Ramp?
- 4) What are the different Visual Aids of Navigation
- 5) Write a detail note on airline management



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## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-06 AIRPORT HANDLING

**TIME: 3 Hours**

**Marks: 100**

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

**1 x 10 = 10**

- 1) MHB
- 2) ICAO
- 3) The schedule is the prime motivation for the .....
- 4) An itinerary containing an ..... segment is one in which the traveler arrives at destination A but departs out of destination B.
- 5) The ..... brothers invented aircraft in 1903.
- 6) The most important customer of the airport is .....
- 7) IATA was established in .....
- 8) The ..... is the part of an aerodrome used for takeoff, landing and taxiing of aircraft
- 9) ..... is also known as cockpit voice recorder
- 10) The section at an Airport terminal for transferring passengers and airline crews to an aircraft is called a .....

#### II. DEFINE THE FOLLOWING

**2 x 10 = 20**

- 1) Aerobridge
- 2) Baggage make up area
- 3) Night stop flight
- 4) Transfer baggage
- 5) Transit passengers
- 6) Damaged baggage
- 7) GMT
- 8) Define airport and its main functions
- 9) What is an Apron?
- 10) Mention about the 3 types of terminal signage.

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) What are the airline objectives and the tools to achieve it
- 2) Airport security
- 3) Longitude and Latitude
- 4) Define mishandled baggage and found baggage
- 5) Parking bay or stand
- 6) What are the reason for flight delays
- 7) Explain IATA areas and time zones of the world
- 8) What is Runway? Discuss its 2 categories

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Explain the lay out of an airport with all the service provided
- 2) What are procedure to trace a missing bag and action when a bag is found undelivered
- 3) What are the handling procedure for delayed passengers a) when the flight delay is known well in advance  
b) When the flight is cancelled after a prolonged delay
- 4) Write notes on the different Ground Support Equipments (GSE)
- 5) Explain the principles of Airport Management and the classification of Airport functional or administrative activities.



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## AS006-BSS DIPLOMA IN AIRLINE, TRAVEL & TOURISM MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### AS006-07 TOURISM MANAGEMENT

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) The pawan hans was established by the government of India as \_\_\_\_\_
- 2) Who is prime minister of India \_\_\_\_\_
- 3) Golden temple is situated in \_\_\_\_\_ state
- 4) NATO
- 5) GNP
- 6) FIATA was founded in .....
- 7) Youth hotel is an example of ..... type accommodation
- 8) WTTC was found in .....
- 9) ..... is a paid form of marketing tool
- 10) Smaller hotels that offer unique personalized luxury services are 8. Resorts offering health, physical fitness, nutritional advice etc. are 9. A staff member who usually supervises luggage handling in a hotel is .....

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is STDC?
- 2) What is called landing wheels?
- 3) What is called emergency exists?
- 4) What is called business centre in airport?
- 5) VFR
- 6) What are the specialities of wayanaddistrict.
- 7) What do you mean by Amenities?
- 8) What are negative points of tourism development?
- 9) Write notes on TIM.
- 10) What are the qualifications of car rental drivers?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) What is called ordinary passport?
- 2) Explain social and economic benefits from tourism?
- 3) What do you mean by Rate Categories in Hotel Reservation?
- 4) Write a note on standard Time Zones?
- 5) Write notes on Rural tourism, Ecotourism and Health tourism.
- 6) What are the characteristics of tourism products?
- 7) What are Marketing Tools?
- 8) Difference between foreign and domestic tourism

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) What is called ICAO and write freedom air agreement framed by ICAO?
- 2) Explain briefly about the fuselage?
- 3) Explain the main tariff pattern in tourism industry
- 4) Explain the components of tourism
- 5) Explain the different type plans in the tourism Industry.