



BHARAT SEVAK SAMAJ

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

AS002-BSS DIPLOMA IN AIRPORT MANAGEMENT

ONE YEAR EXAMINATION NOV-2015

AS002-01 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) MS word is used for
- 2) The extension of word file is
- 3)is the most widely used sprea sheet package
- 4) Monitor of a computer is adevice
- 5) Print preview is visible in menu
- 6) Ctrl+Y is the short cut for.....to grid
- 7) Who is the father of computer-----
- 8) She is B.sc graduate
- 9) You will pass.
- 10) Who is the father of computer-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define what is demonstrative pronoun?
- 2) What is meant by singular number? Example:-
- 3) CPU
- 4) Compound sentences
- 5) Font
- 6) Memory unit
- 7) Attrib
- 8) Explain Header and Footer
- 9) Clauses
- 10) Clause

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

- 1) Define kinds of nouns?
- 2) Define usage of interjection
- 3) Define common conjunctions
- 4) Write a letter to the inspector of police about the theft of your bicycle
- 5) Explain RAM and ROM
- 6) Edit
- 7) Write short notes on 'macro'
- 8) Tool bar

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

- 1) Write a letter to your father asking permission join the N.C.C?
- 2) Describe MS Windows
- 3) Explain 'slide presentation creating' in MS Power Point
- 4) Explain about MS Excel application
- 5) Describe status bar



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ONE YEAR EXAMINATION NOV-2015

AS002-02 AIRCARGO 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 currency code of morocco is
- 2) Rounding unit is 0.010 what is rounded value of 233.4555
- 3) Vietnam comes under which are
- 4) The weight of an aircraft before take off is
- 5) When the weight is 135.50KG, the rounded off weight is
- 6) EIC
- 7) DIP
- 8) For the Cargo acceptance important procedure is the execution of and supporting
- 9) UCM
- 10) Expand the following DIP, AVI, CBM, AOG, EJC, HUM, IATA, ICAO, SLI, NVD

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Cargo ready for Carriage
- 2) Calculate: a. Volume b. Volume weight c. Chargeable weight of the shipment with 60pes/162kgs/Beach umbrella's DIMS 120 x 40 x 50
- 3) The airms of IATA
- 4) MUC
- 5) ICAD
- 6) Dangerous Goods
- 7) Toxic substances
- 8) Flammable Solids
- 9) What is mean cargo manifest and who will prepared it ?
- 10) Define Airlift

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

- 1) DGR classification
- 2) Chargeable weight
- 3) Shippers letter of instruction
- 4) Unaccompanied baggage
- 5) What do you mean Gross Weight (High Density Cargo).
- 6) Explain the "acceptance of carriage" in case of carrying ARMS, AMMUNITION, WAR MATERIAL.
- 7) Ware - house- import Cargo arrived
- 8) Warehouse-delivery / dispatch

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

- 1) What is the applicable rate per Kg for this shipment
- 2) What is the applicable rate per Kg for this shipment What is the chargeable weight What is the weight charge for this shipment
- 3) Explain the AWB execution with the distribution of its pages giving details of different types of Airway Bill
- 4) Explain the export Cargo Handling. Write the load preparation for flight both bulk and ULD loading
- 5) Briefly about cargo loading and unloading procedures



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AS002-BSS DIPLOMA IN AIRPORT MANAGEMENT

ONE YEAR EXAMINATION NOV-2015

AS002-03 AIRPORT GROUND 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) ____ is an enclosed movable connector which extends from an airport terminal gate to an airplane.
- 2) ____ is the section at an airport terminal for transferring passengers and airline crews to an aircraft.
- 3) IATA was established in ____.
- 4) Laptop computer and briefcases can be considered as _____ .
- 5) Immigration clearance is needed for _____ passengers .
- 6) STVR
- 7) A buildings used to repair the aircraft is
- 8) The steps used by passengers to embark or disembark from the aircraft is
- 9) _____ is long straight used by aircraft for take off and landings.
- 10) _____ buildings is used to check in and boarding of the passanger.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define Airport and its main functions.
- 2) Mention about the 3 types of terminal signage.
- 3) What all are the different types of terminal concepts?
- 4) What are the objectives of Apron settings?
- 5) Standby.
- 6) Computer reservation system
- 7) Terminal.
- 8) Abbrevations ATA
- 9) Abbrevations DGCA
- 10) Abbrevations ETD

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

- 1) Write notes on Ground control.
- 2) What are the different types of Aviation?
- 3) Write down the ATS areas of responsibility.
- 4) What are the different steps in luggage processing?
- 5) Explain the different types of passengers.
- 6) Explain the various terminal concepts with diagram.
- 7) Write the contents of a Boarding Card.
- 8) What are the passenger ticket information.

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

- 1) Write notes on the different Ground Support Equipments [GSE].
- 2) Briefly explain the embarkation and disembarkation procedures.
- 3) write the types of runway and explain with diagram ?
- 4) write the equipments used in ground handling ? explain ?
- 5) write the lay out operation of an aircraft ?



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ONE YEAR EXAMINATION NOV-2015

AS002-04 WORLD GEOGRAPHY

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) Anna international airport is located at
- 2) Netaji Subhash Chandrabose international airport is at
- 3) Sri Guru Ram Dass Jee international airport is at
- 4) Dr.Baba Sahib Ambedkar international airport is at
- 5) Devi Ahilyabai holkar airport is at
- 6) Chatrapathi shivaji international airport is at _____
- 7) Indhira Gandhi airport is at _____
- 8) India as _____ union territories
- 9) _____ states are present in india
- 10) Airport used to train commercial & fighter pilots is _____

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define ICAO
- 2) Define IATA
- 3) Define VA
- 4) Define VE
- 5) Define VI
- 6) Define VO

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

- 1) List out the International airport in India ?
- 2) Write the total number of states in India ?
- 3) List the domestic commercial airport in Tamilnadu ?
- 4) List the training school in south India ?
- 5) Draw the India map and mark all the states and highlight the airports ?



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ONE YEAR EXAMINATION NOV-2015

AS002-05 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) ATC
- 2) AAI
- 3) IATA
- 4) FIATA
- 5) CISF
- 6) ETA
- 7) BCAS
- 8) The only successful EI AI hijacking attempt, as three members of PFLP hijacked EI AI flight 426 from Rome to Tel-Aviv in
- 9) Threat communication system consists of the following except
- 10) _____ increases visibility as well as raises the level of psychological deterrent

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Write short notes on the following a. Apron b. Runway c. Chocks d. BCAS e. Fuselage
- 2) What is the difference between an airfield and an airport
- 3) Define Aviation Security
- 4) Define Bomb Squad
- 5) What should be the primary act of Flight crew and flight attendants in case of a hijacking.
- 6) Define TSA
- 7) Define ASAC
- 8) Define ACC
- 9) Define FOB
- 10) Define CCTV

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

- 1) Apron
- 2) DGCA and BCAS
- 3) Fuselage
- 4) Describe Airport Control
- 5) Explain the Ramp Operations
- 6) Explain the history of aviation in India
- 7) List some of the elements in identification system ?
- 8) Write about the threat communication system ?

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

- 1) Explain different types of airports and its specialities
- 2) What is a GSE? Explain different types of GSEs
- 3) How should we treat an Un-identified bag inside an airport.
- 4) Explain the duties performed by Airport Security Guards.
- 5) Outline the contents in Annex - 17 of ICAO relating to Aviation Security.



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ONE YEAR EXAMINATION NOV-2015

AS002-06 PERSONALITY DEVELOPEMENT & GROOMING

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) Almond shampoo is mainly used for _____
- 2) The most important part of daily care of oily skin is _____
- 3) _____ is the term generally used for caring the feet.
- 4) _____ can be used naturally in place of lipstick.
- 5) is the end result of learning, making a person smart , clever, aware and glorious and wise.
- 6) creaes win-win relationship.
- 7) is the process of skin becoming dark and faded due to sun ray.
- 8) is a psychosocial process in which learning of wanted trend of personality and unlearning of unwanted trend of personality go on side by side
- 9) The best way to overcome..... is to try to speak more and more among your friends.
- 10) A person is infromed, appraised , aware , sharp, and observant

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Lip gloss
- 2) Sunscreen Lotion
- 3) Hand wash
- 4) Persistence
- 5) Empathy
- 6) Grooming
- 7) Acne
- 8) Dry skin
- 9) Define Conditioning
- 10) Assimilation

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

- 1) Give a balanced diet to look and feel healthy.
- 2) What are the different types of skin.
- 3) What are dark circles? Give reasons for their occurrence and also give remedies.
- 4) What are the top five blocks for proper time management, explain each of them with an example
- 5) Explain seven rules of motivation
- 6) What are different kinds of personality explain each with an example?
- 7) What are the different types of skin? Explain each?
- 8) Explain "4 - day attitude diet"

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

- 1) Define grooming. Give basics of grooming with its importance.
- 2) Write briefly on types of hair & types of shampoo with examples.
- 3) What are the ten important points required for an individual to become a better personality , explain each with an example?
- 4) What is the need of personality development for an individual, what is the need of SWOT analysis, give an example where you have tried to convert a negative character of your friends or relative to positive character?
- 5) What are the tactics to handle conflicts, give a scenario where you have handled a tough situation applying the tactics?



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ONE YEAR EXAMINATION NOV-2015

AS002-07 AIRFARES & TICKETING

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) WTO is based in _____
- 2) The accommodation in which the owner rents out a room or apartment in a complex is _____.
- 3) Travelers who give more importance to time rather than money are _____ Travelers.
- 4) The country from which travel on the first international sector takes place is called _____.
- 5) SOF-MIL-ROM
- 6) The oblique and commas symbolize "or" whereas the dash means.....
- 7) Fare construction points are also called
- 8) fares take precedence over YY fares
- 9) KLM
- 10) AZ

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What are the qualifications of car rental drivers?
- 2) What is the importance of customers?
- 3) CTM check also applies to return fare, true or false.
- 4) Jot down some codes used in Amadeus
- 5) Return Journey
- 6) One way journey
- 7) Define excursion fare
- 8) What do you mean by back to back ticketing?
- 9) What do you mean by Round Trip?
- 10) What is the difference between STA, ETA and ATA?

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

- 1) How do we handle upset customers?
- 2) What are the 7 steps to answer a call successfully?
- 3) RTM - SIN
- 4) The local time in TYO is 18.30 . What is local time and date in SYD
- 5) What do you mean by BHC
- 6) Explain computer reservation system
- 7) Explain code share
- 8) Explain revalidation sticker

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

- 1) Explain Passport, the rules regarding its validity, its different types and the general information contained in it.
- 2) What is the Travel Documents Required for a passenger? Explain
- 3) Write the major type of travel agency & explain its functions.
- 4) Write down the basic Fare Construction Formula
- 5) Write a descriptive note on various types of fares