

Roll No.

MTM-12 (Master of Tourism Management)
Fourth Sem, Examination-2014
MTM-401

Airlines Tickting and Cargo Operations

Time Allowed : Three Hours

Maximum Marks : 30

Note : This paper is of thirty (30) marks divided into three (03) sections. Learners are required to attempt the questions contained in these sections according to the detailed instructions given therein.

Section - A

(Long answer type Questions)

Note : Section 'A' contains four (04) long-answer-type questions of 7½ marks each. Learners are required to answer any two (02) questions only. (2×7½=15)

1. Define ABC Guide. What is the importance and significance of ABC Directory in travel agency business?
2. Write a detailed note on CRS. Also describe the effect of automation in Aviation.
3. Write a detailed note on any two of the following:
 - (a) Types of Aircrafts
 - (b) Cargo Insurance
 - (c) Dangerous Goods
4. What is Civil Aviation? Describe various types of aircrafts coming under this category.

Section - B

(Short answer type Questions)

Note : Section 'B' contains eight (08) short-answer-type questions of 2½ marks each. Learners are required to answer any four (04) questions only. (4×2½=10)

1. Write short note on 'Travel Information Manual'.
2. What is Visa? Describe its types.
3. Write down names of International Airports of India.

4. What are the functions of Airway Bill?
5. Describe various types of fares.
6. Why discounts are given? Mention some types of discounts.
7. What are the basic cargo documents?
8. Write a short note on Cargo Loading.

Section - C

(Objective type Questions)

Note : Section 'C' contains ten (10) objective-type questions of ½ mark each. All the questions of this section are compulsory. (10*½=05)

Fill in the blanks:

1. AI is the Airline code of
(a) Air India (b) Indian Airlines
(c) Iran Air (d) Iraqi Airways
2. is the currency code of India.
(a) IR (b) INDR
(c) INR (d) IRN

3. IATA stands for
- (a) Indian Air Transport Association
 - (b) International Air Transport Association
 - (c) Indian Air Travel Association
 - (d) International Air Travel Association
4. Y Class refers to
- (a) Executive Class (b) First Class
 - (c) Business Class (d) Economy Class
5. is the IATA code of Port Blair?
- (a) IX P (b) IX R
 - (c) IX U (d) IX Z

State whether it is 'true' or 'false' :

6. E-ticket stands for Electronic ticket.
7. BKK is the IATA Code of Bangkok.
8. GB is the Country Code of United Kingdom.
9. Cargo Insurance is also called 'Marine Cargo Insurance'.
10. AC is the airline code of Air China.