|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roll No. |  |  |  |  |  |  |  |  |  |  |  |  |



 **PRESIDENCY UNIVERSITY**

  **Bengaluru**

|  |
| --- |
| **End - Term Examinations – MAY 2025** |
| **Date:** 22-05-2025 **Time:** 09:30 am – 12:30 pm |

|  |  |
| --- | --- |
| **School:** SOM-UG | **Program:** BAV |
| **Course Code :** BAV3020 | **Course Name :** INFLIGHT OPERATION MANGMENT |
| **Semester**: VI | **Max Marks**: 100 | **Weightage**:50% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** | **CO5** |
| **Marks** | **4** | **26** | **26** | **26** | **33** |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

|  |
| --- |
| **Answer ALL the Questions. Each question carries 2 marks. 10Q x 2M=20M** |
| **1.** | Name two items typically found in a standard first aid kit on a commercial aircraft. | **2 Marks** | **L1** | **CO1** |
| **2.** | Describe the importance of rule 38B for cabin crew training & recruitment | **2 Marks** | **L1** | **CO1** |
| **3.** | Define “AB-INTIO”. | **2 Marks** | **L1** | **CO2** |
| **4.** | State the importance of “Rest period” for cabin crew on duty. | **2 Marks** | **L1** | **CO2** |
| **5.** | Identify who is responsible for maintaining efficient communication with the cockpit crew during a medical emergency? | **2 Marks** | **L1** | **CO3** |
| **6.** | List two unique challenges of handling medical emergencies on an airplane? | **2 Marks** | **L1** | **CO3** |
| **7.** | Outline any 2 forms of greetings a cabin crew can use on board a flight. | **2 Marks** | **L1** | **CO4** |
| **8.** | Name two forms of verbal communication for effective customer service. | **2 Marks** | **L1** | **CO4** |
| **9.** | Describe one deference in service for a full-service airline against LCC. | **2 Marks** | **L1** | **CO5** |
| **10.** | Identify a galley code important for aircraft safety. | **2 Marks** | **L1** | **CO5** |

**Part B**

**Answer ALL the Questions. Each question carries 7 Marks. Total Marks 35M**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 11. | a. | Compare the training procedure of a full-fledged carrier as against LCC. | 07 Marks | L2 | CO2 |
| Or |
| 12. | **a.** | Summarize planned emergency cabin preparedness. | **07 Marks** | **L2** | **CO2** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 13. | a. | Summarize symptoms of otic barotrauma and decompression sickness | 07 Marks | L2 | CO3 |
| Or |
| 14. | **a.** | Explain hypoxia? | **07 Marks** | **L2** | **CO3** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 15. | a. | Compare and contrast the roles of “effective communication” and “social skills” in maintaining a pleasant atmosphere during a flight. | 07 Marks | L2 | CO4 |
| Or |
| 16. | **a.** | Explain how do discipline, courtesy, and body language work together to influence how others perceive you on a flight? | **07 Marks** | **L2** | **CO4** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 17. | a. | Compare trolley service and tray service in terms of efficiency and passenger experience. | 07 Marks | L2 | CO5 |
| Or |
| 18. | **a.** | Summarize overall impact of inflight service standards on customer satisfaction**?** | **07 Marks** | **L2** | **CO5** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 19. | a. | Describe each component of Galley used for Inflight service. | 07 Marks | L2 | CO5 |
| Or |
| 20. | **a.** | Summarize significance of a TSU (Tray Set-Up) for meal service? | **07 Marks** | **L2** | **CO5** |

**Part C**

**Answer any Three Questions. Each question carries 15 marks 3Q x 15M=45M**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 21. | a. | Sketch out the safety procedure followed during decompression | 15 Marks | L3 | CO2 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 22. | a. | Illustrate the symptoms and treatment steps for hypoxia and decompression sickness. What makes each condition unique, and how should the crew respond differently? | 15 Marks | L3 | CO3 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 23. | a. | Sketch out the relationship between effective communication and conflict resolution during inflight interactions. Provide examples of positive and negative outcomes. | 15 Marks | L3 | CO4 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 24. | a. | Prepare a response plan for managing a situation where a passenger requests a special meal mid-flight, following standard inflight service protocols. | 15 Marks | L3 | CO5 |