

Roll No.



**PRESIDENCY UNIVERSITY
BENGALURU**

SCHOOL OF MANAGEMENT

TEST 1

Sem & AY: Odd Sem. 2019-20

Course Code: AVM 102

Course Name: AIRPORT OPERATIONS

Program & Sem: BBA Aviation & I

Date: 30.09.2019

Time: 1.00PM to 2.00PM

Max Marks: 30

Weightage: 15%

Instructions:

- i Answer all the Question.

Part A [Memory Recall Questions]

Answer all the Questions. Each Question carries one mark. (5Qx1M=5M)

1. The service dispatches the aircrafts, maintains communication with the rest of the airline operations and ATC. (C.O.NO.1)[Knowledge]
 - a) Field operations
 - b) Ground Operations.
 - c) Passenger service
 - d) Baggage Operations.
2. PNR generated by (C.O.NO.1) [Knowledge]
 - a) SITA
 - b) ATC
 - c) DCS
 - d) PSA
3. Airport is also known as (C.O.NO.1) [Knowledge]
 - a) Air Terminal
 - b) Airfield
 - c) Aerodrome
 - d) All of the above.
4. A part of an airport where aircrafts are loaded, unloaded, and refueled is known as (C.O.NO.1) [Knowledge]
 - a) Apron
 - b) Runway
 - c) Airfield
 - d) Terminal

5. Which of the following is known as the K-Loaders? (C.O No 2) [Knowledge]

- a) Container Loader
- b) Dollies
- c) Belt Loaders
- d) Tractors

Part B [Thought Provoking Questions]

Answer both the Questions. Each Question carries five marks. (2Qx5M=10M)

6. Illustrate the factors of the site selection of the major airport?
(C.O NO.1) [Comprehension]

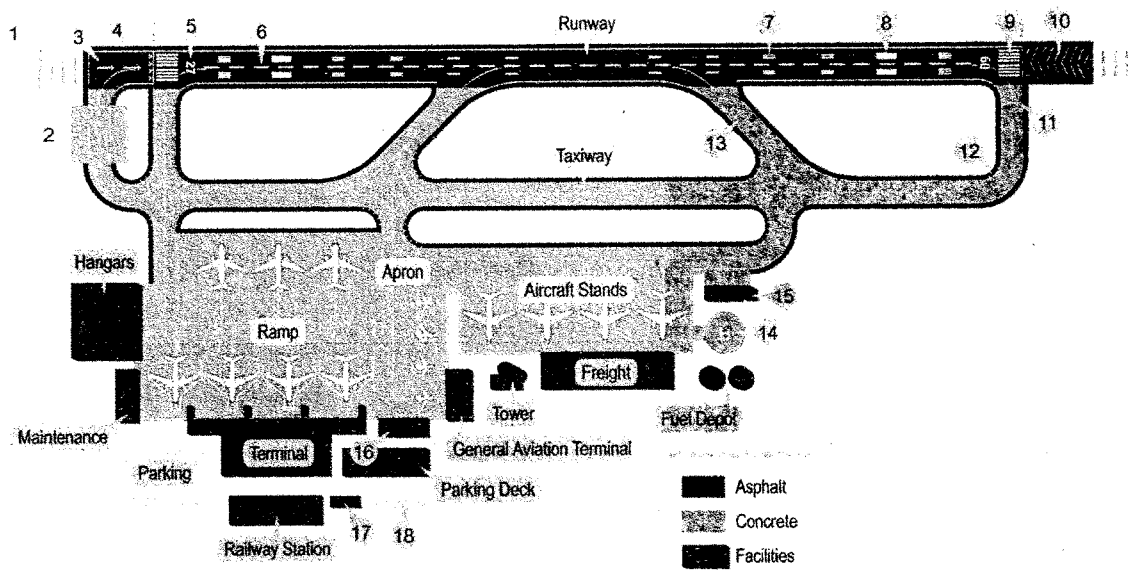
7. Define the term PSA and briefly explain their responsibilities in airport.
(C.O NO.1) [Comprehension]

Part C [Problem Solving Questions]

Answer the Question. Each Question carries fifteen marks. (1Qx15M=15M)

8. Analysis. (C.O.NO.2) [Application]

Carefully observe the below layout of airport and list the airport infrastructure starting from number 1 to 18 in given picture also mentioning their functions.





SCHOOL OF MANAGEMENT

Semester: 1

Course Code: AVM 102

Course Name: Terminal Operations / Airport Operations

Date: 30-09-19

Time: 1.00 pm to 2.00 pm

Max Marks: 30

Weightage: 15%

Extract of question distribution [outcome wise & level wise]

Q.NO.	C.O.NO	Unit/Module Number/Unit /Module Title	Memory recall type [Marks allotted] Bloom's Levels			Thought provoking type [Marks allotted] Bloom's Levels			Problem Solving type [Marks allotted]			Total Marks
				K			C			A		
1	CO 2	Unit 2/ Ground Handling		K								1
2	CO 2	Unit 2/ Ground Handling		K								1
3	CO1	Unit 1/ Airport as an Operational System		K								1
4	CO 2	Unit 2/ Ground Handling		K								1
5	CO 2	Unit 2/ Ground Handling		K								1
6	CO1	Unit 1/ Airport as an Operational System					C					5
7	CO 1	Unit 2/ Ground Handling					C					5
8	CO 2	Unit 2/ Ground Handling								A		15
	Total Marks			5			10			15		30

K = Knowledge Level C = Comprehension Level, A = Application Level

Note: While setting all types of questions the general guideline is that about 60%

Of the questions must be such that even a below average students must be able to attempt, About 20% of the questions must be such that only above average students must be able to attempt and finally 20% of the questions must be such that only the bright students must be able to attempt.

{I hereby with certify that all the questions are set as per the above guidelines . Mr. Munawar Ahmed}

Reviewer's Comments,

BALU C D
25/9/19
change Terminal to Airport operations.



SCHOOL OF MANAGEMENT

SOLUTION

Semester: 1

Course Code: AVM 102

Course Name: Terminal Operations

Date: 30-09-19

Time: 1:00 to 2:00 PM

Max Marks: 30

Weightage: 15%

Part A

(5 x 1 = 5 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
1	A. Field Operations	1 mark	1 minute
2	C. DCS	1 mark	1 minute
3	D. All of the above	1 mark	1 minute
4	A. Apron	1 mark	1 minute
5	A. Container Loader	1 mark	1 minute

Part B

(2 x 5 = 10 Marks)

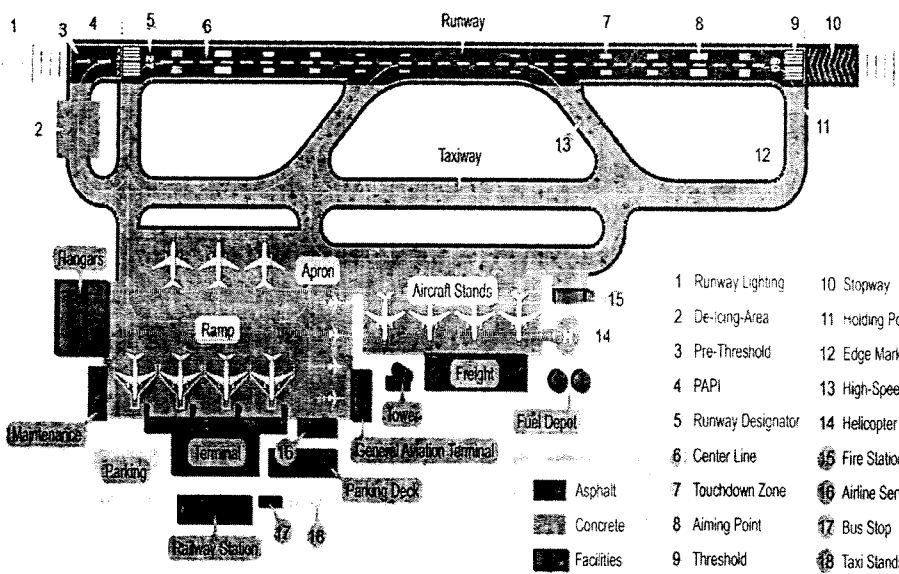
Q No	Solution	Scheme of Marking	Max. Time required for each Question
6	<ul style="list-style-type: none"> a. Regional Plan b. Airport use c. Proximity to other airports d. Ground accessibility. e. Topography (physical appearance of the natural features of an area of land) f. Obstructions g. Visibility. h. Wind. i. Noise nuisance j. Grading, drainage and soil characteristics. k. Future development l. Availability of utilities from town m. Economic considerations 	Any 10 factors- 5.marks	5-7 minutes
7	Airline passenger service assistants ensure that passengers, and their luggage, get on the right flight. They are sometimes called airport information	Definition of PSA- 2 marks	7-8 minutes

	<p>assistants, airline customer service agents or passenger handling agents.</p> <ul style="list-style-type: none"> ✓ greeting passengers and checking their tickets and passports against the passenger list using computerized systems ✓ asking security questions, allocating seats and giving out boarding cards and luggage labels ✓ weighing luggage and charging the passenger extra if the luggage is overweight ✓ directing passengers through security and departures ✓ giving flight information and directing passengers to departure gates ✓ dealing with issues from delayed, cancelled or missed flights ✓ checking boarding passes at the departure gate ✓ escorting people who require assistance and unaccompanied children ✓ Making announcements on the public address system. 	<p>Listing the responsibilities- 3 marks</p>	
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Part C

(1 x 15 = 15 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
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- 1 Runway Lighting
- 2 De-icing-Area
- 3 Pre-Threshold
- 4 PAPI
- 5 Runway Designator
- 6 Center Line
- 7 Touchdown Zone
- 8 Aiming Point
- 9 Threshold
- 10 Stopway
- 11 Holding Position
- 12 Edge Marking
- 13 High-Speed Turn
- 14 Helicopter Stand
- 15 Fire Station
- 16 Airline Service
- 17 Bus Stop
- 18 Taxi Stands

Any 15 correct identifications- 10 marks

Functions of any 10 of those areas- 5 marks

20 minutes

10 minutes



Roll No.

**PRESIDENCY UNIVERSITY
BENGALURU**

SCHOOL OF MANAGEMENT

TEST – 2

Sem & AY: Odd Sem 2019-20

Course Code: AVM102

Course Name: AIRPORT OPERATIONS

Program & Sem: BBA Aviation Management & I

Date: 20.11.2019

Time: 9:30 AM to 10:30 AM

Max Marks: 30

Weightage: 15%

Instructions:

- i. Answer all the questions.

Part A [Memory Recall Questions]

Answer all the Questions. Each Question carries five marks. (1Qx5M=5M)

1. What is an airport system? (C.O.NO.1) [Knowledge]
2. Why is it called an airport? (C.O.NO.1) [Knowledge]
3. What is the difference between a concourse and terminal? (C.O.NO.3) [Knowledge]
4. What is a single terminal airport? (C.O.NO.1) [Knowledge]
5. What is the work of Airport Authority of India? (C.O.NO.1) [Knowledge]

Part B [Thought Provoking Questions]

Answer both the Questions. Each Question carries five marks. (2Qx5M=10M)

6. Describe the common operations that are carried out in an airport. (C.O.NO.1) [Comprehension]
7. What is the weight and size of the carry-on baggage? (C.O.NO.3) [Comprehension]

Part C [Problem Solving Questions]

Answer the Question. The Question carries fifteen marks. (1Qx15M=15M)

8. What are the different types of passenger terminal configurations, explain any of Linear & Pier configurations in detail with example of the airport? (C.O.NO.1) [Comprehension]

		Operational System									
6	CO 3	Unit 1/ Airport as an Operational System					C				5
7	CO 1	Unit 3/ Baggage Handling					C				5
8	CO 1	Unit 1/ Airport as an Operational System							A		15
	Total Marks		5				10			15	40

K = Knowledge Level C = Comprehension Level, A = Application Level

Note: While setting all types of questions the general guideline is that about 60%

Of the questions must be such that even a below average students must be able to attempt, About 20% of the questions must be such that only above average students must be able to attempt and finally 20% of the questions must be such that only the bright students must be able to attempt.



SCHOOL OF MANAGEMENT

SOLUTION

Semester: 1

Course Code: AVM 102

Course Name: Airport Operations

Date: 20-11-19

Time: 9:30 to 10:30 AM

Max Marks: 30

Weightage: 15%

Part A

(5 x 1 = 5 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
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1	Airport facilities rely on a number of specialized systems in order to facilitate airport-specific processes. These systems deal with the aeronautical navigation and surveillance, the aircraft ground handling and the processing of passengers and their baggage.	1 mark	1 minute
2	At first, the places where planes took off and landed were usually called airfields. Only the largest ones, organizing long distance and international air travel and cargo handling were called airports because they did fulfill the role of ports. Airbases are specifically for armed forces.	1 mark	1 minute
3	The buildings that provide access to the airplanes through gates are usually called concourses. Small airports have only one terminal, while large airports can have several terminals and/or concourses. At small airports, the single terminal building usually has all of the functions of a terminal and a concourse.	1 mark	1 minute
4	An airport terminal is a building at an airport where passengers transfer between ground transportation and the facilities that allow them to board and disembark from an aircraft. ... At small airports, the single terminal building typically serves all of the functions of a terminal and a concourse.	1 mark	1 minute
5	Airport Authority of India (AAI) under the Ministry of Civil Aviation is responsible for creating, upgrading, maintaining and managing civil aviation infrastructure in India. It provides Air traffic management (ATM) services over Indian airspace and adjoining oceanic areas.	1 mark	1 minute

Part B

(2 x 5 = 10 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
6	<p>Here is a list of some common operations that are carried out in an airport –</p> <ul style="list-style-type: none"> • Airport Security Operations – They are related to handling all security-related activities. Airport police and security staff work to avoid any mishap at the airport. • Airport Maintenance Operations – They involve fixing or maintaining Airport infrastructure, facilities, and equipment. It involves renewing or repairing any part of the infrastructure, and repairing any automatic equipment used at the airport. • Airport Public Relations – These operations are about community affairs. • Commercial Handling and Development Operations – They are related to managing property licensing, leases, and other issues. • Aircraft Rescue Operations – They are aircraft/airport accidents related operations. • Fire Fighting Operations – They involve handling the accidents taken place due to fire. • Loadmaster: For cargo aircrafts, he is responsible to load the goods and check the weight and balance before and after the landing 	a) 1 mark for each operation	5-7 minutes
7	<p>Carry-on baggage allowance can vary according to the airline, the cabin class you are traveling in and even the size of the aircraft. As a general guide, carry-on baggage should have maximum length of 22 in (56 cm), width of 18 in (45 cm) and depth of 10 in (25 cm). These dimensions include wheels, handles, side pockets, etc. Some airlines also enforce weight limitations, typically starting at 5kg/11lbs.</p>	5 marks for description	7-8 minutes

	<p>To avoid additional charges, please check with your airline before you travel so that you are fully aware of the carry-on baggage allowance included with your airfare. If you are using different airlines throughout your journey, you should check their individual websites for up to date information regarding carry-on baggage allowances.</p>		
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Part C

(1 x 15 = 15 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
8	<p>These are the different types of passenger terminal configurations.</p> <p>Linear/Curvilinear, Pier/Finger, Satellite, Transporter, Compact Module Unit Terminal.</p> <p>Linear/ Curvilinear.</p> <p>Simplest & most straight forward</p> <p>Simple organizational principles</p> <p>Consist of single passenger processing area</p> <p>Primarily appropriate for low activity O&P airports</p> <p>Direct relationship between curbside and the aircraft (short walking distance)</p> <p>Centralized passenger processing.</p> <p>Example – McNamara Terminal of Detroit Metro Airport.</p> <p>Pier/Finger</p> <p>A/C are parked on both side of a concourse</p> <p>A/C are usually arranged around the axis of the pier in perpendicular</p>	<p>5 marks for listing configurations</p> <p>5 marks each for description</p>	20 minutes

	<p>Passengers are usually processed at the simple terminal location and then routed down a pier where aircraft are parked in the finger slots or gates for boarding.</p> <p>The concept fully separates the passenger processing functions from the concourse activities.</p> <p>Compare the linear, this concept type increases passenger walking distance from the processing area.</p> <p>Compact arrangement of A/C along the pier, allow efficient servicing of the A/C, thus lowering the operating costs of the airlines.</p> <p>Example: - Kansai International Airport.</p>		
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Roll No.																				
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PRESIDENCY UNIVERSITY
BENGALURU

SET A

SCHOOL OF COMMERCE/MANAGEMENT/INFORMATION SCIENCE

TEST – 2

Sem & AY: Odd Sem 2019-20

Date: 20.11.2019

Course Code: LNG106

Time: 1.00 PM to 2.00 PM

Course Name: COMMUNICATIVE ENGLISH - I

Max Marks: 30

Program & Sem: B.Com/B.Com(Hons.)/B.B.A/B.B.A(Av.Mng)/B.C.A

Weightage: 15%

-
- Instructions:** (i) Read the question properly and answer accordingly.
(ii) Question paper consists of 3 parts.
-

Part A [Memory Recall Questions]

Answer all the questions. Choose the most appropriate option for the following statements:

(5Qx1M=5M)

(C.O.NO.2) [Knowledge]

1. What is missing in this conversation?

Director: Mr. Robins, is going to have Board meeting, can you prepare and present to the board a detailed project report.

Officer: Certainly, sir

- a. That sounds great
- b. let me consult the chairman
- c. I'll be really glad to do it.
- d. I'll tell you in a day or two.

2. Find the missing dialogue in the conversation.

Saba: This is Yug, my class teacher.....

- a. Hi how are you?
- b. Ooh I see
- c. Glad to meet you.
- d. That's great

(C.O.NO.3) [Knowledge]

3. This is the element of formal Business letter

- a. paragraph
- b. purpose
- c. salutation

4. Which of the following can be seen as disadvantage to written communication?

- a. it leaves a permanent record
- b. communication is not clear.
- c. feedback is not immediately received.

5. Which characteristic out of the following list is not required for any formal business written communication?

- a. keeping document tight and crisp
- b. making use of active voice
- c. knowing your audience

Part B [Thought Provoking Questions]

Answer both the Questions. Each Question carries five marks. (2Qx5M=10M)

6. Areesa and Arin are best friends. Once Arin speaks to Areesa very rudely and he realizes his mistake, he tells his apology for his rude behavior. Write a conversation between them.

(C.O.NO.2) [Application]

7. Your Company is celebrating an anniversary, write an invitation sales letter to your customers. Briefly mention your products in the letter and invite customers to enjoy the celebrations. You may decorate your business establishment or offer free refreshments for the occasion.

(C.O.NO.3) [Application]

Part C [Problem Solving Questions]

Answer both the Questions.

(2Q=15M)

8. (C.O.NO.2) [Application]

- a. Rearrange the following jumbled dialogues in their correct order to form a meaningful conversation
1. Sam: Excuse me. I'm from the country club. We had given a request for permission to use the club house. May I know whether I have the permission?
 2. Sam: When is he expected here?
 3. Manager: No reason has been given.
 4. Sam: May I see the Director?
 5. Sam: May I see him then?
 6. Manager: I'll try to make an appointment
 7. Sam: But why?
 8. Manager: I'm sorry, but permission has not been granted.
 9. Sam: Thank you
 10. Manager: I'm afraid that's not possible today. He is away in Mumbai.
 11. Manager: He'll be here tomorrow afternoon. (5M)

(C.O.NO.3) [Application]

- b. Write a Descriptive essay on Family travel to Sri Lanka. (10M)

K =Knowledge Level C = Comprehension Level, A = Application Level Note: While setting all types of questions the general guideline is that about 60% of the questions must be such that even a below average students must be able to attempt, About 20% of the questions must be such that only above average students must be able to attempt and finally 20% of the questions must be such that only the bright students must be able to attempt.

[I hereby certify that all the questions are set as per the above guidelines. Dr. Ramani Challa]

Reviewers' Comments

Annexure- II: Format of Answer Scheme

SCHOOL OF COMMERCE/MANAGEMENT/INFO.SCIENCES



SOLUTION –SET-A

Date: 01 October 2019

Semester: 1

Time: 01.00 to 02.00 pm

Course Code: LNG106

Max Marks: 30

Course Name: Communicative English- I

Weightage: 15%

Part A

(5x1 = 5 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
1	I'll be really glad to do it – option-a	1x1=1	2
2	Glad to meet you- option-c	1x1=1	2
3	Salutation - option-c	1x1=1	2
4	Feedback is not immediately received-c	1x1=1	2
5	Making use of active voice-b	1x1=1	2

Part B

(2x5 =10 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
6.	Meaningful Conversations– Using right expressions while making queries. (Students individual responses depend on their ability)	<ul style="list-style-type: none">• Clear communication with relevant phrases 12-14 dialogues - 3 marks,	10

		<ul style="list-style-type: none"> • Grammar - and language: 2 Marks 	
7.	<ul style="list-style-type: none"> • Sender's address • Date • Receiver's address • Salutation • Subject • Body • Thanking • Signature • Enclosures (optional) 	<ul style="list-style-type: none"> • Letter Format- 2 marks • Clear communication, Grammar - and language: 3 Marks 	10

Part C

(1x 15 = 15 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
8.	a.Dialogue sequence: 1, 8, 7, 3, 4, 10, 2, 11, 5, 6, 9	Each question 5marks 3 relevant points – 3 Marks Grammar – and language: 2 Marks	10 Minutes
8.b	Clear Introduction-2 marks Supporting paragraphs in the body of the essay-4 marks Effective conclusion – marks Language, Grammar and Descriptive style of writing	10 marks	20 minutes



Roll No.

**PRESIDENCY UNIVERSITY
BENGALURU**

SET B

SCHOOL OF COMMERCE/MANAGEMENT/INFORMATION SCIENCES

TEST – 2

Sem & AY: Odd Sem 2019-20

Date: 20.11.2019

Course Code: LNG106

Time: 1:00 PM to 2:00 PM

Course Name: COMMUNICATIVE ENGLISH - I

Max Marks: 30

Program & Sem: BBA/ BBA Avi.Mang/ BCA/ B.Com/B.Com (Hons.) & I

Weightage: 15%

Instructions: (i) *Read the question properly and answer accordingly.*
(ii) Question paper consists of 3 parts.

Part A [Memory Recall Questions]

Choose the most appropriate answer. Answer all the Questions.

(5Qx1M=5M)

(C.O.NO.2) [Knowledge]

1. Identify the missing dialogue in the following conversation:

Nina -----

Mark: That's because they never stop criticizing me.

Nina: Why don't you try telling them how you feel about it?

Mark: Do you think I haven't? They just don't care about how I feel.

- A) Why are you always complaining about your parents?
- B) What's the reason for her aggressive behavior?
- C) What makes you think that the exam questions will be difficult?
- D) Are your parents aware of the problems you are going through?

2. Identify the missing dialogue in the following conversation:

Peter: -----

Andrew: No, I'm okay. I can wait until the end of the meeting.

Peter: I don't think so. You can't keep your eyes open.

Andrew: I guess you're right. I'll see you tomorrow.

- A) Are you feeling better today than yesterday?
- B) Is it possible for you to wait for the end of the meeting?
- C) You should better go home and take rest.
- D) Do you mind if I ask you a personal question?

(C.O. NO.3) [Knowledge]

3. Which of the following can be seen as a disadvantage to written communication?
 - a. it leaves a permanent record
 - b. feedback is not immediately received
 - c. communication is not clear
 - d. it is crisp and to the point
4. Which characteristic out of the following is *not* listed under the requirements of formal business written communication?
 - a. keeping document short and tight
 - b. Making use of active voice
 - c. listening to people in person
 - d. knowing your audience
5. In any business letter the section dealing with “To whom it may concern” falls under the category of?
 - a. Salutation
 - b. Recipient’s address
 - c. Subject line
 - d. Closing/Signature

Part B [Thought Provoking Questions]

Answer all the Questions. Each question carries five marks. (2Qx5M=10M)
(C.O.NO.2) [Comprehension]

6. Write a meaningful series of ten dialogues on a situation, which reflects a job interview session. The two characters involved in the dialogue are the interviewer and the interviewee who has applied for the post of a HR manager in Infosys.
7. Write a letter to the manager, Asian Furniture Stores, Chanadni Chawk, Delhi, placing an order for furniture for your new café. You are Sanjay, residing at House no. 13, Old H.B. Road, Bangalore. (C.O.NO.3) [Comprehension]

Part C [Problem Solving Questions]

Answer both the Questions. (2Q=15M)
(C.O.NO.2) [Comprehension]

8.
 - a). Rearrange the following jumbled dialogues in their correct order to form a meaningful conversation: (5M)
 1. SAMARA- Wow! That sounds like a great idea.
 2. SAMARA- Sure, I would love to go with you. When would you be leaving?
 3. JOHN- Would you be interested in joining me?
 4. SAMARA- Yeah! That would give us plenty of time to explore. By the way did you know there is a music festival on the beach of Santa Barbara?
 5. JOHN- I thought that we could leave around 8.00 on Saturday morning.
 6. SAMARA- Hello John! Right now am not sure about the weekend. What are you doing?
 7. JOHN- I was thinking of maybe taking a drive to the beach.
 8. JOHN- Hi Samara, what are you doing this weekend?
 9. SAMARA- Ok then, I’ll see you on Saturday. Thanks for asking me to go with you.
 10. JOHN- Well that was part of my plan.
 - b). Write a narrative essay on YOUR FAVORITE CHILDHOOD MEMORY, narrating an incident you still cherish. (10M) (C.O.NO.3) [Comprehension]

SCHOOL OF COMMERCE/MANAGEMENT/INFO.SCIENCES



Semester: 1

Course Code: LNG 106

Course Name: Communicative English-1

Date: 20/11/2019

Time: 01:00-02:00 p.m.

Max Marks: 30

Weightage: 15%

Extract of question distribution [outcome wise & level wise]

Q.NO	C.O.NO	Unit/Module Number/Unit /Module Title	Memory recall type			Thought provoking type			Problem Solving type			Total Marks
			[Marks allotted]	Bloom's Levels		[Marks allotted]	Bloom's Levels		[Marks allotted]			
			K			C			A			
1	2	Conversations	L									1
2	2	Conversations	L									1
3	3	Business Writing		M								1
4	3	Business Writing		M								1
5	3	Business Writing			H							1
6	2	Conversations					M					5
7	3	Business letter						H				5
8. A	2	Conversations							L			5
8. B.	3	Essay writing									H	10



Total Marks											30
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K = Knowledge Level C = Comprehension Level, A = Application Level

Note: While setting all types of questions the general guideline is that about 60%

Of the questions must be such that even a below average students must be able to attempt, About 20% of the questions must be such that only above average students must be able to attempt and finally 20% of the questions must be such that only the bright students must be able to attempt.

Annexure- II: Format of Answer Scheme

SCHOOL OF COMMERCE/MANAGEMENT/INFO.SCIENCES



SOLUTION

Semester: 1

Course Code: LNG 106

Course Name:

Date: 20/11/19

Time: 01:00-02:00pm

Max Marks: 30

Weightage: 15%

Part A

(Q x M = Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
1 to 5	1. A, 2. C, 3. B, 4. C, 5. A	Each correct option will carry 1 mark	5 mins.

Part B

(Q x M = Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
6.	Dialogue writing	Each meaningful dialogue carries half mark (greeting/introduction/formal and professional conversation)	10 mins.
7.	Letter writing	1.5 marks for the format, 2 marks for content, 1.5 marks for the language	10 mins.

Part C

(Q x M = Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
8 (a)	Correct order: 8,6,7,1,3,2,5,4,10,9	Half mark for each correct answer	10 mins.
8 (b)	Student's own answer	2 marks for introduction, 6 marks for the main body, 2 marks for the conclusion. Style should be narrative, vivid detailing, first person.	25 mins.

a



Roll No

**PRESIDENCY UNIVERSITY
BENGALURU**

SCHOOL OF COMMERCE

END TERM FINAL EXAMINATION

Semester: Odd Semester: 2019 - 20

Course Code: AVM 102

Course Name: Airport Operations

Program & Sem: BBA Aviation Management 1st Semester

Date: 06/01/2020

Time: 1:00 pm to 4:00 pm

Max Marks: 100

Weightage: 50 %

Instructions:

- (i) Read the all questions carefully and answer accordingly.
(ii) All the questions must be answered in each part.

Part A [Memory Recall Questions]

Answer all the Questions. Each Question carries 2 marks.

(10Qx 2M= 20M)

- a. What is the abbreviation of NPIAS? (C.O No 1/ Knowledge)
b. The privatizations of airports started since _____ year (C.O No 1/ Knowledge)
c. What is APIS? (C.O No 2/ Knowledge)
d. DGS is known as? (C.O No 2/ Knowledge)
e. What is the use of Ground Power Unit? (C.O No 2/ Knowledge)
f. The source of hydraulic power to an aircraft is by _____ (C.O No 2/ Knowledge)
g. All knives, sharp objects or cutting implements of any kind and of any length, whether of metal or other material, and some sporting goods must be packed in _____ baggage (C.O No 3/ Knowledge)
h. The systems which can deliver high pressure air for heating or cooling of an aircraft is called _____ (C.O No 3/ Knowledge)
i. What is Flight Watch? (C.O No 4/ Knowledge)
j. What is Operating Weight of an aircraft? (C.O No 4/ Knowledge)

Part B [Thought Provoking Questions]

Answer all the Questions. Each Question carries 8 marks.

(8Qx5M=40M)

2. Why airport forms an essential part of the air transport system and name the three major components of the air transport system? (C.O No 1/ Comprehensive)
3. Explain centralized and decentralized passenger terminal systems with example of an airport. (C.O No 1/ Comprehensive)
4. List various cabin services that are carried out during cabin onboard servicing of the aircraft. (C.O No 2/ Comprehensive)
5 List various on ramp aircraft servicing procedures? (C.O No 2/ Comprehensive)

6. What is Baggage Handling System and What are the functions? (C.O No 3/ Comprehensive)
7. What are the 3 ways of check-in desk arrangements and list their disadvantages with pictorial representation. (C.O No 3/ Comprehensive)
8. Define the term PSA and list their responsibilities in airport? (C.O No 4/ Comprehensive)
9. Explain the processing of the VIP's? (C.O No 4/ Comprehensive)

Part C [Problem Solving Questions]

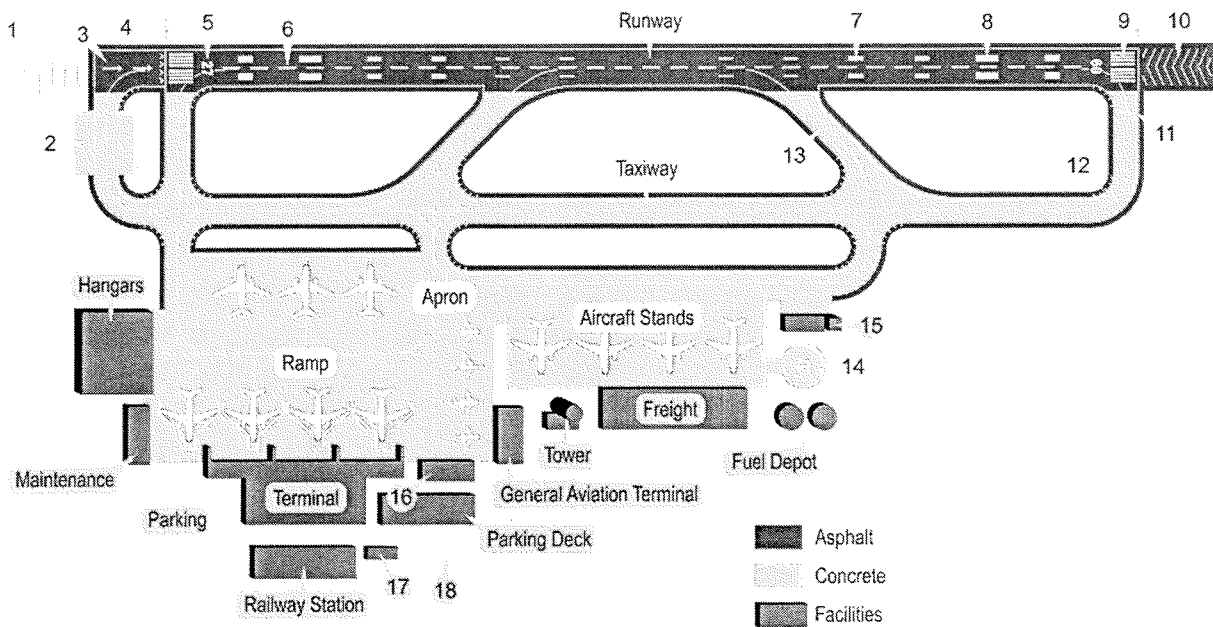
Answer both the Questions. Each Question carries 20 marks. (2Qx20M=40M)

10. What the major challenges and easy solutions for airport management? [20M] (C.O No 1/ Comprehensive)

11.

a) Carefully observe the below layout of airport and list the airport infrastructure starting from number 1 to 18 in given picture. [10M] (C.O No 1/ Analytical)

b) What are the different types of passenger terminal configurations, explain any of Linear & Pier configurations in detail with example of the airport? [10 M] (C.O No 1/ Comprehensive)





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END TERM FINAL EXAMINATION

Extract of question distribution [outcome wise & level wise]

K = Knowledge Level C = Comprehension Level, A = Application Level

Q.NO.	C.O. NO (% of CO)	Unit/Module Number/ Unit/Module Title	Memory recall type [Marks allotted] Bloom's Levels	Thought provoking type [Marks allotted] Bloom's Levels	Problem Solving type [Marks allotted]	Total Marks
			K	C	A	
PART-A Q.NO 1 to 10	C.O 1 C.O 2 C.O 3 C.O 4	All 4 Modules	20			20
PART-B 11	C.O 1	Unit-1 Airport as an Operational System		5		5
PART-B 12	C.O 1	Unit-1 Airport as an Operational System		5		5
PART-B 13	C.O 2	Unit-2 Ground Handling		5		5
PART-B 14	C.O 2	Unit-2 Ground Handling		5		5
PART-B 15	C.O 3	Unit-3 Baggage Handling		5		5
PART-B 16	C.O 3	Unit-3 Baggage Handling		5		5
PART-B 17	C.O 4	Unit-4 Passenger Terminal Operations		5		5
PART-B 18	C.O 4	Unit-4 Passenger Terminal Operations		5		5
PART-C 19	C.O 1	Unit-1 Airport as an Operational System		10	10	20
PART-C 20	C.O 1	Unit-1 Airport as an Operational System		20		20
	Total Marks		20	70	10	100

Note: While setting all types of questions the general guideline is that about 60% Of the questions must be such that even a below average students must be able to attempt, About 20% of the questions must be such that only above average students must be able to attempt and finally 20% of the questions must be such that only the bright students must be able to attempt.

I hereby certify that all the questions are set as per the above guidelines Lizy kalaga.

Faculty Signature:

Reviewer Commend:



SCHOOL OF COMMERCE

SOLUTION

Semester: Odd Sem, 2019-20
Course Code: AVM 102
Course Name: Airport Operations
Program & Sem: BBA Aviation Management 1st Sem

Date: 06.1.2020
Time: 1:00 pm to 4:00pm
Max Marks: 100
Weightage: 50%

Part A

(10Q x 2M = 20Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
a	National Plan of Integrated Airport Systems	2 M	1-2 min
b	1987	2 M	1-2 min
c	Aircraft Parking and Information System	2 M	1-2 min
d	Docking Guidance System	2 M	1-2 min
e	Reduce fuel consumption	2 M	1-2 min
f	Hydraulic Mules	2 M	1-2 min
g	Checked in baggage	2 M	1-2 min

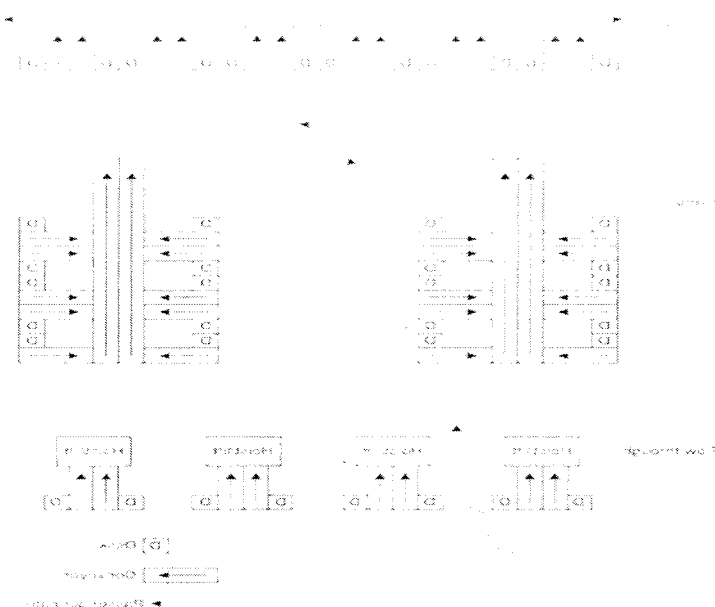
8 ^o	Pneumatic systems	2 M	1-2 min
9 ^o	The procedure by which flight dispatch/flight operations personnel monitor the progress of individual flight.	2 M	1-2 min
10 ^o	The sum of dry operating weight and takeoff fuel.	2 M	1-2 min

Part B

(8Q x 5M = 40 Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
11 ^o 2	<p>The airport forms an essential part of the air transport system because it is the physical site at which a modal transfer is made from the air mode to the land modes or vice versa. Therefore, it is the point of interaction of the three major components of the air transport system.</p> <ul style="list-style-type: none"> a The airport, including its commercial and operational concessionaires, tenants and partners, plus, for these discussion purposes, the airways control system. b The airline c The user 	<p>2 Marks for explanation 3 marks for components</p>	8-10min
12 ^o 3	<p>Centralized passenger terminal system.</p> <p>The most terminals are designed using the centralized concept, where processing is carried out in the main terminal building, and access to the aircraft gates attained by piers and satellites or by apron airport transport. Many airports still operate quite satisfactorily using centralized facilities, example Tampa and Amsterdam Schiphol</p> <p>Decentralized passenger terminal system.</p> <p>The airport requires more than one terminal in order to accommodate a very high volume of traffic due to increase in demand. The airports started having more than one terminal, example London Heathrow, Paris Orly and Madrid Barajas.</p>	<p>1 mark each for examples 2 marks each for differences</p>	8-10 min

18 4	<ul style="list-style-type: none"> ➤ Exchange of blankets, pillow, headrests. ➤ Vacuuming and shampooing of carpets ➤ Clearing of ashtray and removal of all litter ➤ Restocking of seatback pockets ➤ Cleaning and restocking of galleys and toilets ➤ Washing all smooth areas, including armrests. 	5 marks	5-7 min
14 5	<ol style="list-style-type: none"> 1. Repair of faults 2. Fueling 3. Wheel and tire check 4. Ground power supply 5. Deicing 6. Cooling/Heating 7. Toilet Servicing 8. Portable water 9. De mineralized water 10. Routine maintenance 11. Cleaning of cockpit windows, wings, nacelles and cabin windows 	5 marks for 10 services	5-7 minutes
15 6	<p>Baggage handling system is a type of conveyor system installed in airports that transports checked luggage from the ticket counters to the areas where the bags can be loaded onto the airplanes.</p> <p>The following are the functions of the BHS.</p> <ol style="list-style-type: none"> 1) Detection of bag jams. 2) Volume regulation (to ensure that input points are controlled to avoid overloading system) 3) Load balancing (to evenly distribute bag volume between conveyor belt systems) 4) Bag counting 5) Bag tracking 6) Redirection of bags via pusher or diverter. 	2 marks for definition 3 marks for functions	5-7 min
16 7	<p>The three ways are:</p> <ol style="list-style-type: none"> 1. Linear 2. Island 3. Flow through <p>Disadvantages: Linear and Island have flow of passengers leaving the desks can conflict with queues of passengers waiting to reach desks.</p> <p>Flow through arrangements avoid this difficulty but are feasible only when terminal has space to accommodate vertical movement of bags within check in floor plate</p>	2 marks for 3 types 2 marks for disadvantages 1 mark for diagrams	3-4 min

			
<p>17 8</p>	<p>Airline passenger service assistants ensure that passengers, and their luggage, get on the right flight. They are sometimes called airport information assistants, airline customer service agents or passenger handling agents.</p> <ul style="list-style-type: none"> ✓ greeting passengers and checking their tickets and passports against the passenger list using computerized systems ✓ asking security questions, allocating seats and giving out boarding cards and luggage labels ✓ weighing luggage and charging the passenger extra if the luggage is overweight ✓ directing passengers through security and departures ✓ giving flight information and directing passengers to departure gates ✓ dealing with issues from delayed, cancelled or missed flights 	<p>1 mark for each explanation 1 mark for specifying 4 duties</p>	<p>5-7 min</p>
<p>18 9</p>	<p>Air Travel is still a premium method of travel attracting important, famous and very rich individual, some of the busier airports process a larger number of very important persons. For example, more than 1000 grounds pf VIPS pass through London Heathrow every month. This requires special facilities and staff to ensure that the arriving and departing party can pass through the terminal and all necessary courtesies, sheltered, from the conditions of the</p>	<p>5 marks for explanation</p>	<p>5-7 min</p>

	<p>average traveler.</p> <p>Consequently, VIP facilities have</p> <ul style="list-style-type: none"> • separate landside access, • a fully equipped and comfortable lounge in which the party can wait for either landside or airside transport, • and a separate access to the apron. The facility large parties, of then travelling heads of state have VIP parities in excess of 25 persons. • In addition, they need for sufficiently large and adequately equipped accommodation, facilities should be safe from security viewpoint because they may become the target of unlawful acts. 		
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Part C

(2Q x 20M =40Marks)

Q No	Solution	Scheme of Marking	Max. Time required for each Question
19 10	<p>These are the Five Major Challenges and Five Easy Solutions for Airport Management</p> <p>Meet and Exceed Expectations As technology advances, making our everyday lives easier, people come to expect a certain level of comfort and high value service from businesses in return for their money. Bad experiences such as disorientation at the airport or difficulties and inconveniences accessing information about their flight are generally frowned upon and can easily lead to frustration and a negative image of the airport. Many airports nowadays already have their own mobile app. Enhancing it with an Indoor Navigation feature adds substantial value on top. Has the gate changed? Make this information readily available for your passengers by simply sending them a push notification via the mobile app, instead of risking them misunderstanding the announcement or missing the update on a monitor. Help them find their way to the new gate on time via Indoor Navigation and reduce passenger stress.</p> <p>Crowds and Queues Specific areas such as check-in, security check, and passport control at airports are prone to be crowded or downright congested during peak times. This is not only an annoyance for travelers, but also bad for the airport, as every minute wasted in the queue is time that could have been spent in the shopping or entertainment area. With around 40.4% of deriving from non-aeronautical revenue streams, the retail area has become a vital contributor to airports' financial stability. So how can passenger flow be improved? Simply overstaffing is</p>	<p>10 marks for 5 challenges 10 marks for 5 solutions</p>	<p>15-20 min</p>

economically unreasonable, considering that there are still often times when queues are short and move fast enough. What is needed is a solution that helps management identify bottlenecks and tells them exactly when and how to allocate resources, e.g. deploying additional personnel for a task.

This can be done via Indoor Analytics. Real-time information on smartphone users' positions and motion patterns allows management to take timely measures against overcrowding and queue forming.

Safety and Security

Tragic events in the past are the reason for all the security measures that are in place at airports today. In the age of terrorism, it has become primary concern and personnel must be prepared for any sort of incident at all times.

Indoor Positioning and Asset Tracking help improve overall security and facilitate incident management.

Let us say there is an emergency situation in the retail area. As soon as the incident is noticed or reported, the guard closest to the site will be assigned to solve the problem. This can be figured out via the digital map showing all real-time positions of personnel.

Should the situation demand more staff, the guards can share their location with colleagues, making it easier for them to find the exact location of the incident and get there faster.

Dangerous situations can also occur due to malfunctions of equipment or damages in the building structure, e.g. a lighting fixture coming off the ceiling. As soon as any of the personnel notices this, they can mark the location on the map in the app and have an electrician get there to fix it as soon as possible.

All in all, Indoor Positioning helps identify, locate, and resolve incidents faster than before.

Activate users

Naturally, with all the entertainment, culinary, and retail programmer you can nowadays find on offer at airports, management wants travelers to actively spend their time at the venue.

This applies especially to passengers with long layovers. Instead of passing their time sleeping in the lounge, you want them to check out what is in store for them.

To encourage this, you can send them around the airport with a mobile tour guide, showing them what is on offer.

Send them location-based coupons and lure them into a store upon passing it, before they even reach their lounge.

They might get hungry but don't know where to go. Facilitate their decision by listing all restaurants on the map, including ratings and images posted by previous visitors, just like Google Maps. Once they reached a decision, let them navigate directly to the right place.

PRM Management

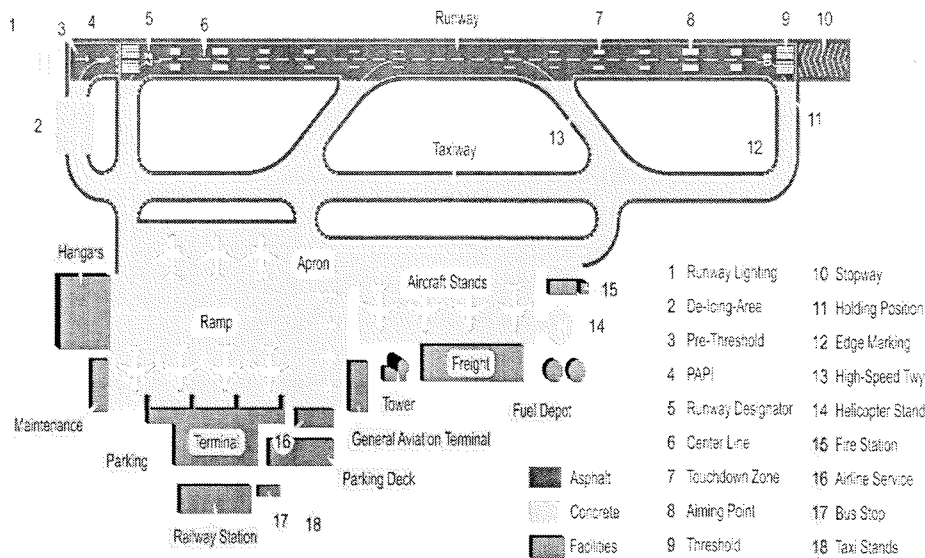
The number of Passengers with Reduced Mobility (PRM) who need wheelchair assistance to move around the airport is growing substantially every year. Although wheelchair services need to be booked in advance, oftentimes people either don't show up for their appointment or come asking for help spontaneously. Both cases lead to inefficiencies in time management and resource distribution.

In order to be able to avoid any inefficiencies, Indoor Positioning and

Asset Tracking helps provide the real-time locations of wheelchairs and staff on a digital map. Available and close by staff can be assigned to pick up specific passengers. The staff can then easily identify and locate available wheelchairs in their immediate vicinity, saving the time otherwise spent searching. The recording of time stamps whenever the staff and PRM pass certain checkpoints helps keep track of the workflow and resource utilization.

10 marks for correct identification

15-20 min



10 marks for differences

These are the different types of passenger terminal configurations.

Linear/Curvilinear, Pier/Finger, Satellite, Transporter, Compact Module Unit Terminal.

Linear/ Curvilinear.

Simplest & most straight forward

Simple organizational principles

Consist of single passenger processing area

Primarily appropriate for low activity O&P airports

Direct relationship between curbside and the aircraft (short walking distance)

Centralized passenger processing.

Example – McNamara Terminal of Detroit Metro Airport.

Pier/Finger

A/C are parked on both side of a concourse

A/C are usually arranged around the axis of the pier in perpendicular

Passengers are usually processed at the simple terminal location and then routed down a pier where aircraft are parked in the finger slots or gates for boarding.

The concept fully separates the passenger processing functions from the concourse activities.

Compare the linear, this concept type increases passenger walking distance from the processing area.

Compact arrangement of A/C along the pier, allow efficient servicing of the A/C, thus lowering the operating costs of the airlines.

Example: - Kansai International Airport.

