

Name:

Enrolment No:



School of Business

UPES

End Sem Examination May 2025

Program: MBA Aviation Management
Subject/Course: Airline Service Operations
Course Code: TRAV7008P

Semester: 2nd
Max. Marks: 100
Duration: 3 Hours

SECTION A
10Qx2M=20Marks

Q.No		Marks	Cos
Q1	Airport congestion can be reduced by: a) Using fewer gates b) Optimizing slot utilization and terminal layout c) Cutting staff d) Limiting arrivals	2	CO1
Q2	Low-cost carriers typically reduce costs by: a) Offering free meals b) Skipping safety protocols c) Minimizing frills and services d) Using only international airports	2	CO1
Q3	Which airline strategy boosts customer retention? a) Increasing seat prices b) Frequent flyer programs c) Delaying flights d) Reducing entertainment options	2	CO1
Q4	Green airports focus on: a) Expanding runways b) Increasing vehicle traffic c) Reducing carbon footprint d) Offering more lounges	2	CO1
Q5	Air rage incidents are mostly due to: a) Cabin pressure b) Passenger behavior issues c) Crew delays d) Short flights	2	CO1

Q6	Which of the following best defines "ancillary revenue"? a) Pilot salary b) Revenue from aircraft leasing c) Revenue from non-ticket items like baggage and meals d) Interest from banks	2	CO1
Q7	Post-COVID, what major service trend emerged? a) Ban on e-tickets b) Contactless and digital services c) More paper forms d) Increased seat sharing	2	CO1
Q8	Sustainability efforts in airports include: a) Using plastic cutlery b) Energy-efficient lighting c) Flying at higher altitudes d) Building longer runways	2	CO1
Q9	Which trend is improving baggage handling reliability? a) Manual tagging b) Facial recognition c) RFID tagging d) Passenger surveys	2	CO1
Q10	What is the biggest challenge in managing service during flight delays? a) Fuel shortage b) Passenger satisfaction and communication c) Pilot rest hours d) Baggage safety	2	CO1
SECTION B 4Qx5M= 20 Marks			
Q11	A sudden technical glitch delays boarding at the gate. What's the best staff action?	5	CO2
Q12	A crew member faints during a flight. What is the correct response?	5	CO2
Q13	A passenger is suspected of smuggling items. What should the security team do?	5	CO2
Q14	A flight is delayed and passengers are waiting for hours. Tempers are rising. What is an ideal step?	5	CO2
SECTION-C 3Qx10M=30 Marks			
Q15	A pregnant passenger requests assistance boarding the aircraft. What is the correct action?	10	CO3
Q16	A pet traveling in cargo has gone missing. What should the airport staff do?	10	CO3
Q17	During disembarkation, an elderly passenger is unable to walk unaided. What should crew do?	10	CO3

	OR A flight attendant notices smoke in the galley. What is the immediate action?		
SECTION-D 2Qx15M= 30 Marks			
Q18	A frequent flyer complains about poor Wi-Fi connectivity during their last three flights. What is the best response?	15	CO4
Q19	A security scanner at check-in is malfunctioning, causing long lines. What should be done? OR An airport receives consistent complaints about washroom hygiene. What should management do?	15	CO4