

Name:

Enrolment No:



School of Business
UPES
End Sem Examination May 2025

Program: BBA Aviation Operations
Subject/Course: Airport Customer Services
Course Code: TRAV2022

Semester: 4th
Max. Marks: 100
Duration: 3 Hours

SECTION A
10Qx2M=20Marks

| Q.No | | Marks | Cos |
|------|---|-------|-----|
| Q1 | What is the primary objective of customer service in an airline? a) To ensure the aircraft is maintained properly b) To provide excellent passenger experience and satisfaction c) To maximize the number of flights per day d) To increase cargo transportation | 2 | CO1 |
| Q2 | Which of the following is a key responsibility of a customer service agent at an airport? a) Piloting the aircraft b) Assisting passengers with check-in and boarding c) Controlling air traffic d) Loading luggage onto the aircraft | 2 | CO1 |
| Q3 | If a passenger complains about a delayed flight, what should a customer service representative do first? a) Ignore the complaint b) Blame the airline management c) Apologize for the inconvenience and provide relevant information d) Tell the passenger to contact customer support later | 2 | CO1 |
| Q4 | What should a customer service representative do if a passenger's luggage is lost? a) Tell the passenger to buy new luggage b) Ask the passenger to wait indefinitely c) Assist the passenger in filing a lost baggage report and provide updates d) Ignore the complaint | 2 | CO1 |
| Q5 | How can an airline improve customer service at the airport? a) By ignoring customer complaints | 2 | CO1 |

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| | b) By providing efficient check-in, baggage handling, and friendly service c) By charging extra fees for every service d) By reducing the number of staff at customer service counters | | |
| Q6 | What is the best way to handle an angry customer at an airport service desk? a) Argue with the customer b) Stay calm, listen actively, and offer a solution c) Ignore the customer until they leave d) Tell them to file a complaint later | 2 | CO1 |
| Q7 | What is the role of an airline customer service representative during flight cancellations? a) Inform passengers about the cancellation and assist with rebooking b) Do nothing and let passengers figure it out themselves c) Tell passengers to leave the airport d) Refuse to answer passenger queries | 2 | CO1 |
| Q8 | Why is it important for airline staff to have good communication skills? a) To make flights more expensive b) To effectively assist passengers and handle situations professionally c) To delay flights on purpose d) To avoid talking to passengers | 2 | CO1 |
| Q9 | What should an airport customer service agent do if a passenger is struggling with self-check-in? a) Ignore the passenger b) Offer assistance and guide them through the process c) Tell them to ask another passenger for help d) Cancel their flight | 2 | CO1 |
| Q10 | Which of the following is an example of good customer service at an airport? a) Being rude to passengers b) Ignoring customer queries c) Providing clear, polite, and helpful information d) Making passengers wait unnecessarily | 2 | CO1 |
| SECTION B 4Qx5M= 20 Marks | | | |
| Q11 | A passenger claims to be feeling unwell after takeoff. What should the crew do? | 5 | CO2 |
| Q12 | A passenger with dietary restrictions says their meal was incorrect. How do you respond? | 5 | CO2 |
| Q13 | A passenger insists on changing seats even though the cabin crew said no due to weight balance. What's the best action? | 5 | CO2 |
| Q14 | A child onboard is crying uncontrollably, disturbing others. How can the crew help? | 5 | CO2 |

| SECTION-C 3Qx10M=30 Marks | | | |
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| Q15 | The flight was canceled due to a technical fault. Passengers are demanding hotel accommodation. What's your response? | 10 | CO3 |
| Q16 | A disabled passenger is finding it difficult to board the shuttle bus. What should you do? | 10 | CO3 |
| Q17 | A passenger is using inappropriate language towards a crew member. How should the situation be handled? OR A passenger with dietary restrictions says their meal was incorrect. How do you respond? | 10 | CO3 |
| SECTION-D 2Qx15M= 30 Marks | | | |
| Q18 | A passenger left their laptop at the security check. What should you do when they report it? | 15 | CO4 |
| Q19 | You receive an anonymous complaint about a crew member's behavior. What should be your next step? OR A passenger threatens staff at the boarding gate due to overbooking. What do you do? | 15 | CO4 |