



Name:

Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, May 2022**

**Course: Ground Handling Operations**

**Program: BBA AVM**

**Course Code: TRAV 2005P**

**Semester: IV**

**Time : 03 hrs.**

**Max. Marks: 100**

**Instructions:**

**SECTION A**  
**10Qx2M=20Marks**

S. No.		Marks	CO
Q 1	The distribution of primary causes of accidents in the worldwide jet aircraft commercial fleet shows that human error is involved in  a) 70 b) About 55% of cases c) 65% d) All cases	2	CO1
Q 2	Identify the top 3 skills for airport ground staff.	2	CO1
Q 3	Define "Slot".	2	CO1
Q 4	A consignment has two packages  Package A  Gross Weight : 30 kg  Dimensions: 80 * 70 * 50 cm.  Package B  Gross Weight : 35 kg  Dimensions: 70 * 60 * 50 cm.  <b>What is the consignments total chargeable weight in kilograms?</b>	2	CO1

Q 5	The major categories of ground handling services are _____, _____, _____ and _____.	2	CO1
Q 6	Illustrate some of the Pre-departure activities at airports.	2	CO1
Q 7	What is “Tail Tipping”?	2	CO1
Q 8	Identify Apron Division Areas.	2	CO1
Q 9	What is a Mishandled Bag?	2	CO1
Q 10	What is “Dwell Time”?	2	CO1
<b>SECTION B</b> <b>4Qx5M= 20 Marks</b>			
Q 11	Explain the significance of Service Level Agreements (SLA) for GH organizations.	5	CO2
Q 12	Explain in detail the duties of a Customer Service Agent of a GH organization.	5	CO2
Q 13	Imagine you are working for ABC ground handling as Head – Ramp Operations.  Discuss some ways to reduce operation cost, save time and increase revenue.	5	CO2
Q 14	Explain why AVSEC training is mandatory for ground handling staff.	5	CO2
<b>SECTION-C</b> <b>3Qx10M=30 Marks</b>			
Q 15	If you were, selected to work for a GH organization, which department you would like to join.  Analyze the reason for your choice.	10	CO3
Q 16	You are working as baggage handling supervisor for Menzies aviation (ground handling organization) at BLR airport  a) Categorize the reasons for delayed bags at the airports. b) Analyze how investing in bag technology can improve the situation.	10	CO3

Q 17	<p><b>Attempt only one question (either ‘a’ or ‘b’).</b></p> <p>a) Analyze how ISAGO helps ground handling organizations improve their safety culture.</p> <p style="text-align: center;"><b>OR</b></p> <p>b) Analyze the loading principle for pallet build-up and for aircraft container.</p>	10	<b>CO3</b>
<p><b>SECTION-D</b> <b>2Qx15M= 30 Marks</b></p>			
Q 18	<p><b>B738, Singapore, 2015</b></p> <p>On 6 December 2015, a Boeing 737-800 was being maneuvered by tug from its departure gate at Singapore to the position where it was permitted to commence taxiing under its own power when the tug lost control of the aircraft, the tow bar broke and the two collided. The Investigation attributed the collision to the way the tug was, used, and, concluded that, the thrust during, and following engine start, was, not a contributory factor. Some inconsistency was, found between procedures for push back of loaded in-service aircraft promulgated by the airline, its ground handling contractor and the airport operator.</p> <p>Analyze the reason for the incident (using safety model) and recommend solutions.</p>	15	<b>CO4</b>
Q 19	<p><b>Attempt only one question (either ‘a’ or ‘b’)</b></p> <p>a) You are working in cargo department of GH organization as Manager. How would you handle and transport the below mentioned shipments</p> <ol style="list-style-type: none"> <li>1) HUM</li> <li>2) Pharmaceuticals (PIL)</li> <li>3) PEM</li> </ol> <p>Examine the ways of communication between various other department and downline stations.</p> <p style="text-align: center;"><b>OR</b></p> <p>b) Analyze the role of GH organization during an airport emergency.</p>	15	<b>CO4</b>