

Name:	 UPES UNIVERSITY WITH A PURPOSE
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

Course: Airport Functions of Airlines Program: BBA AVO Course code: TRAV 2001 Instructions:	Semester: III Time: 03 Hours Max. Marks: 100
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SECTION A **20 marks**

	Multiple choice question	Marks	
		10x2=20	
a.	Non-Technical activities include: i) Non-Commercial and desk jobs ii) Security and commercial iii) Airport handling iv) Commercial only	2	CO1
b.	Acids and Alkalis are examples of: i) Biohazardous substances ii) Organic peroxide iii) Corrosive iv) Gasoline	2	CO3
c.	The open sky policy was first introduced in year: i) 1991 ii) 1919 iii) 1921 iv) none of the above	2	CO1
d.	IXL is the three letter code of: i) Chandigarh ii) Leh iii) Jammu	2	CO2

	iv) Aurangabad		
e.	<p><i>'Your Palace in the Sky'</i> is associated with which airline.</p> <p>i) Air India</p> <p>ii) Indigo</p> <p>iii) British Airline</p> <p>Iv) Emirates</p>	2	CO4
f.	<p>FIM is</p> <p>i) A document issued by an airline as a substitute ticket coupon when the passenger's original travel is disrupted by schedule change, overbooking, or cancellation.</p> <p>ii) A Swedish internet-based service that shows real-time aircraft flight information on a map. It includes flight tracks, origins and destinations, flight numbers, aircraft types, positions, altitudes, headings and speeds.</p> <p>iii) Both i) and ii) are wrong</p> <p>iv) Both i) and ii) are correct</p>	2	CO4
g.	<p>If the catering does not report on time during the turnaround time, the boarding can be commenced on after seeking permission from</p> <p>i) Pilot in command</p> <p>ii) Hub control</p> <p>iii) Control</p> <p>iv) ATC</p>	2	CO3
h.	<p>Which among the following is not considered as the VIP passenger.</p> <p>i) Chief Minister of a state</p> <p>ii) President</p> <p>iii) owner of an Industry like Reliance</p> <p>iv) Lokayukta</p>	2	CO1
i.	<p>The age of a UNM is</p> <p>i) 2-15 years</p>	2	CO1

	ii) 3-11 years iii) 2-12 years iv)None of these		
j.	Triplane is i)type of aircraft with only one wing ii) is a fixed winged aircraft iii) Both i) and ii) iv)None of these	2	CO2
SECTION B		20 marks	
	Attempt all the questions		
Q.2	What do you mean by SNY? What is the check-in and seat criteria for SNY?	5	CO1
Q.3	Elaborate challenges faced by the ramp staff during the flight operations.	5	CO2
Q.4	What do you understand by a dead head crew?	5	CO3
Q.5	Why does the aircrafts operating for stations like DED/DHM fly with their engineers on board?	5	CO4
SECTION-C		30 marks	
	Attempt the following questions		
Q.6	<p>A web check-in passenger travelling to Indore has reported late, after the check-in counters are closed. He have a bag around 20 kg to check in at the counters. What will be your course of action be as a commercial staff at the check-in counter.</p> <p style="text-align: center;">OR</p> <p>A passenger has left his cabin bag on the arriving flight BOM-DEL seat no. 29D (arrived at 1700 hrs.). He has reported you for help on the boarding gates as he will be travelling onward DEL-PNQ (1930 hrs.) same day. How will you help the passenger as an airline personal.</p>	10	CO3
Q.7	In a full flight. A passenger has a boarding card with the seat of his choice SN17F printed on it. At the time of boarding the BGR beeps notifying a change in seat to SN14E on the systems. What will you do as an allocated airline staff?	10	CO4
Q.8	Explain the concepts of passenger handling. a. Gate Arrival	10	CO4

	<ul style="list-style-type: none"> b. Pier Finger c. Pier satellite d. Remote Satellite e. Mobile conveyance 		
SECTION-D		30 marks	
Q	Case Study	CO2/3/4	
<p>Airport delay can be defined as the difference between the time it could take an aircraft or passenger to be served without interference from other aircrafts or passengers and the actual time it takes the aircraft or passengers to be served. Paul (2000) remarked that delay is defined in many different ways depending upon the context. Scheduled departure and arrival delay is how late a flight departs or arrives compared to an airlines schedule. Flight can incur delays while airborne or on the ground, for example as aircraft taxi between the runway and the gate. A late arrival of one flight may cause a late departure of the next flight on the itinerary of the aircraft's arrivals and departures.</p> <p>Delay in the airport is a global issue. In the United States of America, Federal Aviation Administration, FAA (2000) reports from O' Hare International Airport Chicago showed that in 2000, O' Hare was ranked the third most delayed airport in the country. According to the F AA (FAA 2001), weather is a contributing factor in 74% of air carrier delays and 30% of all accident. Weather delays cost the airlines. Weather related flight delays are one to the interaction of two factors, one,how many planes can an airport accept during a give time period based on the weather (airport capacity). Two, how many planes are scheduled to arrive (airport demand) during the same given time period. The most significant and common weather variables that cause delays are low clouds and low visibility. Low visibility may be due to fog,haze, smoke and falling precipitation. When these conditions occur, planes may be spaced further apart thus resulting in fewer planes landing in any given hour. Strong cross-winds may make some runways unstable. Thunderstorms near the airport may limit the flight paths available into and out of the airport. Thunderstorms enroute may cause a reduction in the number of flight paths, causing delays. Heavy snow requires frequent plowing possibly making some runways unavailable. Freezing rain and snow usually necessitates the use of anti-icing and de-icing procedures.(Weather Depots2005)</p> <p>The FAA (2002) categorizes delays into gate delay, taxi-out delay, enroute (in-flight) delay, terminal delay and taxi-in delay. This is also validated by Bjorn Syren (2002). Each category of delay arises when the aircraft requires more time than was scheduled. According to the Bureau of Transportation Statistics (BTS) (2002) defined a delayed flight as one in which the aircraft fails to release its parking brake less than 15 minutes after the scheduled departure time. Surface movement inefficiencies, according to the Department of Transportation (DOT), are not the only reason for delays on the ground. Ground delay programs, enroute capacity constraints, aircraft maintenance issues, ground services (fuel, baggage and catering), customer service issues, late aircraft crew arrival, and poor weather conditions</p>			

	<p>elsewhere all contribute to surface delays. According to FAA (2001), Flight delay is separated into reportable, non-reportable and international delays. Delays recorded in the Air Traffic Operations Network (OPSNET) database are only 15 minutes or more, in other words reportable. Non-reportable delays are caused by pilot initiated enroute deviations around adverse weather; delay caused by mechanical or other aircraft operation/company problems; and delay for taxi time controlled by non-FAA entities. International delays are caused by initiatives imposed by facilities outside the United States.</p>	
Q.8	<p>What are the main reasons for the delay of the airline? When is an airline considered delay?</p>	15
Q.9	<p>Suggest the following for the above case study:</p> <ul style="list-style-type: none"> i) An appropriate title and justify it. ii) Recommendation and suggestion to overcome the delays 	05 10