

Roll No.

MHM–302

Air Travel Operation

Master of Hotel Management (MHM–11/16)

Third Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 30

Note : This paper is of **thirty (30)** marks containing **three (03)** sections A, B, C. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section ‘A’ contains four (04) long answer type questions of seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Discuss the challenges for the aviation industry of India.
2. What is the role of Information technology in the development of tourism business today ?
3. What is the importance of Segmenting the Tourism Market ? Explain with the help of example.
4. What is Air Corporations (Transfer of Undertakings and Repeal) Act, 1994 ? Explain about its relevance in today’s scenario.

Section-B**(Short Answer Type Questions)**

Note : Section 'B' contains eight (08) short answer type questions of two and half ($2\frac{1}{2}$) marks each. Learners are required to answer *four* (04) questions only.

1. What is yield management ?
2. What is CRS ?
3. What is e-Ticketing ?
4. What is Geo-Marketing ?
5. Write a note on ICAO.
6. What is the meaning of Freedom of Air ?
7. What is VISA ?
8. What is Air-line Code Sharing ?

Section-C**(Objective Type Questions)**

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this section are compulsory.

1. The headquarters of IATA is located at
 - (a) Spain
 - (b) Canada
 - (c) U.K.
 - (d) U.S.A.
2. Expand IATA :
 - (a) International Air Transport Association
 - (b) International Aviation and Transport
 - (c) International Airline and Tourism
 - (d) None of these

3. Expand CRS :
 - (a) Computer Reservation System
 - (b) Central Reservation System
 - (c) Central Reservation Software
 - (d) None of these
4. Handmade ticket is also known as
 - (a) Machine ticket
 - (b) Manual ticket
 - (c) Reserved ticket
 - (d) None of these
5. A passenger holding a flight reservation and fails to use it and cancel it before the flight de is known as
 - (a) Go show passenger
 - (b) No show passenger
 - (c) Special pax category
 - (d) None of these
6. PNR is created by
 - (a) Airline
 - (b) Customer
 - (c) Booking agent
 - (d) None of these
7. Which one of the following is not a CRS system ?
 - (a) Sabre
 - (b) Amadeus
 - (c) Galileo
 - (d) Nonlet

8. Which one of the following is not special Interest Tourism ?
- (a) Adventure tourism
 - (b) Eco-tourism
 - (c) Wellness tourism
 - (d) Group Inclusive tourism
9. What is PNR ?
- (a) Passenger Name Record
 - (b) Pax Number Record
 - (c) Payment Number Record
 - (d) Passenger Name Ring
10. Which one of the following is also called paper free ticket ?
- (a) E-Ticket
 - (b) B-Tickets
 - (c) C-Tickets
 - (d) None of these