Roll No. …………………..

MTM–401/MTTM–401

Airlines Ticketing and Cargo Operations

Master of Tourism and Travel Management
(MTM-12/MTTM-16/17)

Fourth Semester, Examination, 2018

Time : 3 Hours **Max. Marks : 40**

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to 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 nine and half $(9\frac{1}{2})$ marks each. Learners are required to answer *two* (02) questions only.

1. Define ABC guide. What is the importance and significance of ABC directory in Travel Agency Business ?

2. Write a detailed note on GDS. Also describe the effects of automation in aviation industry.

3. Highlight the cargo regulations for transporting Animals through Airlines in India.

4. What do you mean by Air Cargo agents ? What is the role of air cargo in fostering economic development ?

Section–B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Write the IATA city codes of any *fifteen* cities of your choice.

2. (a) Write down the IATA codes of the following airports :

    • Vancouver International airport

    • Haneda International airpot, Tokyo.

    • Frankfurt Airport.

    • Charles de Gaulle Airport.

    (b) Write down airline codes for the following :

    • Indigo Airlines

    • Emirates

    • Quantas

    • Cathay Pacific

3. What do you mean by International dateline ?

4. What are dangerous goods ?

5. What are the basic cargo documents ?

6. Write a short note on Indian air transport services.

7. Define Cargo loading.

8. Skills required for Airlines Ticketing work.

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. Airport Code of Bagdogra :
   - (a) BOM
   - (b) IXJ
   - (c) IXB
   - (d) IXL

2. IATA established in :
   - (a) 1947
   - (b) 1945
   - (c) 1939
   - (d) 1974

3. National Carrier of HongKong :
   - (a) Cathay Pacific
   - (b) Quantas
   - (c) United
   - (d) Malindo

4. The Quantas Airlines belongs to which country ?
   - (a) Australia
   - (b) Russia
   - (c) Japan
   - (d) China

5. Where is Rajiv Gandhi International Airport ?

    (a) Pune

    (b) Hyderabad

    (c) Aurangabad

    (d) Bhopal

6. GCR stands for ....

7. Headquarters of Airbus is situated in :

    (a) France

    (b) London

    (c) Germany

    (d) Belgium

8. GDS stands for ....

9. Name any *four* GDS.

10. What is the airport code of Leh ?

(A-22)