



'সমানো মন্ত্র: সমিতি: সমানী'

UNIVERSITY OF NORTH BENGAL
BBA(TAH) Programme 5th Semester Examination, 2023

SEC3-BBA(TAH)

CREW MANAGEMENT AND IN-FLIGHT SERVICES

Time Allotted: 2 Hours

Full Marks: 60

The figures in the margin indicate full marks.

GROUP-A

Answer any four of the following questions

3×4 = 12

1. Who is a Cabin Crew? 3
2. Define CRM. 3
3. Name the training phases of CRM. 3
4. Write the full form of the given IATA Codes (a) FRA (b) HKG (c) NRT. 1+1+1
5. Write the full form of (a) FWD (b) PAX (c) ASI. 1+1+1
6. Who are known as “Drongos”? 3

GROUP-B

Answer any four of the following questions

6×4 = 24

7. Who are PRM? (Discuss). 6
8. Discuss about In-flight announcements. 6
9. Write a note on LOSA. 6
10. Write the difference between CRM and MRM. 6
11. What is Turbulence? Name the four levels of Turbulence. 2+4
12. What are the CRM training skills? 6

GROUP-C

Answer any two of the following questions

12×2 = 24

13. Discuss about 4Ps of Safety Culture. 12
14. As a Cabin Crew how will you handle Fire and Smoke situation? Discuss in detail the classification of Fire. 7+5
15. Write in short on how to handle (a) PRM (b) UNAM (c) YP (d) MEDA as a Cabin Crew. 3+3+3+3
16. Discuss in detail the Safety demonstration used in flight. 12

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