



'সমানো মন্ত্র: সমিতি: সমানী'

UNIVERSITY OF NORTH BENGAL
BBA(TAH) Programme 5th Semester Examination, 2022

SEC3-BBA(TAH)

CRM AND INFLIGHT SERVICES

Time Allotted: 2 Hours

Full Marks: 60

The figures in the margin indicate full marks.

GROUP-A

Answer any four questions from the following

3×4 = 12

1. What is Human Factor as per CRM? 3
2. What is Sterile Cockpit Rule? 3
3. Define CRM. 3
4. Write full form of (i) PBE (ii) JFO (iii) VHF 1+1+1
5. Write the full form of the given IATA coded cities
(i) IXM (ii) IXB (iii) MAA
6. Write the full form of the given IATA coded cities.
(i) IST (ii) KWH (iii) DMM

GROUP-B

Answer any four questions from the following

6×4 = 24

7. Compare Controlled Automation and Management Automation. 6
8. Write a note on LOSA. 6
9. Discuss about In flight Announcements. 6
10. Describe the Safety Demonstration In Flight. 6
11. What are the Objectives of CRM? 6
12. List the "Dirty Dozens" in MRM Concept. 6

GROUP-C

Answer any two questions from the following

12×2 = 24

13. Discuss in detail the procedures used during Evaluation and Emergency landing on land and water. 12
14. Write short notes on how to handle (a) PRM (b) UNAM & YP (c) MEDA as Cabin Crew. 4+4+4
15. Discuss the workload and stress management in CRM. 12
16. Discuss the Evolution at CRM. 12

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