



'সমানো মন্ত্র: সমিতি: সমানী'

**UNIVERSITY OF NORTH BENGAL**  
B.Voc. Programme 5th Semester Examination, 2022

**SEC-TOURISM AND HOSPITALITY MANAGEMENT (5.4)**

**AIRPORT HANDLING**

Time Allotted: 2 Hours

Full Marks: 60

*The figures in the margin indicate full marks.*

**GROUP-A**

Answer any *two* questions from the following

12×2 = 24

1. What are the functions of DGCA? Discuss about the concept of airline reservation. 6+6
2. What is IATA – Global Indicator? List the 7 IATA Global Indicators. 5+7
3. Discuss the immigration process after arriving at the destination airport. Mention the steps and formalities when dealing with Customs at the airport. 6+6
4. Discuss about the Airport Regulatory Authority (DGCA) in India and list out its functions. 12

**GROUP-B**

5. Answer any *four* questions from the following:

6×4 = 24

- (a) Write a note on International Civil Aviation Organisation.
- (b) Explain the various types of airports.
- (c) List and explain at least three types of Visas.
- (d) Mention the four main types of GDS with a short note about each one.
- (e) Explain the process for Ticket Check in.
- (f) Mention the facilities provided for VIPs in an Airport.

**GROUP-C**

6. Answer any *four* questions from the following:

3×4 = 12

- (a) What is an Airline?
- (b) What is a Runway?
- (c) What is a Visa?
- (d) What is a currency exchange?
- (e) What is a Baggage Label?
- (f) Expand the following acronyms:  
(i) ET; (ii) GPS; (iii) ICAO

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