

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BBAATR	Date	: 14-Feb-26
Subject Code	: BBAATR-303	Time	: 11:30am to 01:45pm
Subject Name	: Passenger Management	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three)

(30)

1. Explain the Types of Airport and Functionality in detail.
2. Explain the Passengers at Airport in detail.
3. Explain the New Innovations to Enhance the Passenger Experience.
4. Explain the Off-Airport terminal Access in detail.
5. Explain the Peak Time Operations in detail.

Section B

Answer the following (Attempt any four)

(20)

1. Explain the Philosophies of Terminal Management in detail.
2. Explain the Passenger Flow Management Module.
3. Explain the RECLAIM in detail.
4. Explain the Airfield Inspections in detail.
5. Explain the Iata Policy on Scheduling of Airlines.
6. Explain the Advantages of a Decentralized Airport.

Section C

Part – A (Multiple Choice Questions)

(10)

- 1 A heliport airport is one that serves
A Only Airplanes B Only Airships
C Both Helicopters and Airships D Only Helicopters
- 2 Express check-in and specialized check-in counters are examples
Of services.
A Ordinary B Premium
C Express service D None of these
- 3 Airport-dominant operations are commonly referred to as the
A Shanghai Model B Mixed Model
C European Model D London Model
- 4 After 9/11 intense security increased the airport taxes and consequently
the fare by
A 5% to 15% B 15% to 25%
C 25% to 40% D None of the above options

- 5 The shows the total number of people in line as well as the current wait time for each check-in counter.
 A Check-In Module B Flight Module
 C Passenger Process Module D Entrance Module
- 6 Which is most preferred access mode?
 A Limousine B Bus
 C Dedicated Rail System D None of the above options
- 7 Which is not the check-in baggage counter design at airport?
 A Linear B Island
 C Flow-through D Free style
- 8 The maximum hours of duty for flight crews is _____
 A 14 B 12
 C 10 D 8
- 9 FOREX services is a part of _____ activity in an airport
 A Aeronautical B Non aeronautical
 C Banking D All options
- 10 Monthly Punctuality Report is a _____ measure of ground efficiency
 A Criminal B Correspondence
 C Convenient D Control

Part – B (Do as Directed)

(10)

- 1 Full Form of APU.
- 2 Full Form of SMS.
- 3 Full Form of PFM.
- 4 Full Form of KPI.
- 5 Full Form of HSR.
- 6 Full Form of EDS.
- 7 Full Form of SARPs.
- 8 Full Form of VASIS.
- 9 Full Form of RESA.
- 10 Full Form of TPHP.
