

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

Course : BBAAT
Subject Code : BBAATR 108
Subject Name : Air Hostess and Cabin Crew Management

Date : 13-07-2026
Time : 11:30am to 01:45pm
Duration : 02.15 Hours
Max. Marks : 70

Section A

Answer the following (Attempt any three)

(30)

1. Describe the Hair care for Women.
2. Explain the Wardrobe Essential for Men.
3. Describe the Types of Aircraft.
4. Discuss the Meal Service on an Aircraft.
5. Describe Special Need Passengers in detail.

Section B

Answer the following (Attempt any four)

(20)

1. Explain the Importance of Regular Exercise.
2. Explain How to Dress for a Cabin Crew Interview (Women).
3. Discuss the Four Forces Required for a Plane to Fly.
4. Explain the Rules and Regulations to be followed at the Airport.
5. Explain the Travel Cabin Class For Passengers.
6. Describe the Non-Alcoholic Beverages Served Inflight.

Section C

Part – A (Multiple Choice Questions)

(10)

- 1 What disease can be caused by poor hygiene?
A Healthy teeth
B Glowing skin
C Skin infection
D Hair Infection
- 2 When does the hair have to be neatly tied back?
A Party
B Interview
C Meeting friends
D Gathering
- 3 Formal and semi-formal dressing is often used for similar occasions
A Yes
B No
C Maybe
D others
- 4 Who is Known as the Father of Indian Aviation?
A JRD Tata
B Ratan Tata
C Cyrus Tata
D R.R Tata
- 5 Line Personnel mainly have how many divisions?
A One
B Two
C Three
D Four

- 6 Which among the listed below is a Full Service Airline?
 A Go Air B Vistara
 C Indigo D Qatar Airways
- 7 Which is a hot non-alcoholic beverage?
 A Lassi B Tea
 C Pina Colada D Cocktail
- 8 What is the full form of CIP?
 A Commercially Important Person B Commonly Important Person
 C Commercially Independent Person D Commonly independent Person
- 9 What kind of prisoners are allowed to travel on the flight?
 A All kinds B Women
 C Nonviolent D Men
- 10 Inflight meals are :
 A Cooked inflight B Heated inflight
 C Cooked and heated inflight D Dairy food

Part – B (True or False)

(10)

- 1 Pictures can have a very strong semantics and therefore underline a brand's image.
- 2 Good skin makes you look less attractive, thus boosting your confidence level.
- 3 Soak your hands in warm water for a few minutes, then rub it gently with a soft brush to remove the dead skin cells.
- 4 International Airports do not have security check.
- 5 Low cost Airline is same as No-Frills Airline.
- 6 Service ware and silverware are the same.
- 7 Meal for children from the age of 02 to 11 years
- 8 Cabin crew work in their designated area/zone serving drinks and meals.
- 9 Headphone used to listen to music or watch a movie.
- 10 Magazines and newspapers are not folded and presented to the Passengers.
