

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

Course	: BBAATR	Date	: 09-06-2026
Subject Code	: BBAATR 305 /BBAATR25-305	Time	: 11:30am to 01:45pm
Subject Name	: AIRPORT OPERATION & MANAGEMENT	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Discuss the Planning Process For Preparation of an Airport Master Plan.
2. Discuss the Airport Operations in detail.
3. Explain Services and Facilities at Airports.
4. Describe the Types of Airlines in detail.
5. Discuss the Journey Types in airlines.

Section B

Answer the following (Attempt any four) (20)

1. Describe the Cargo and Baggage Loading in Cargo Management.
2. Explain the Air Traffic Services In India.
3. Describe the Types of Cargo.
4. Explain the Importance of an Airport Business Plan.
5. Explain the Passenger Processing in detail.
6. Explain the Noise Control Strategies.

Section C

Part – A (Multiple Choice Questions) (10)

- 1 The acronym SARPs stands for
A Standard and Recommended Practices B Standard and Recommended Procedures
C Straight Recommended Practices D None of the options
- 2 Full form on AAI
A Airport administrative of India B Airports Authority of India
C Airport Transportation of India D Airport Aircraft of India
- 3 A lounge is a
A Waiting area for passengers B Waiting area for the crew
C separate privileged waiting area for passengers D None of the options
- 4 It will be useful for pilots whether they are flying during a storm or soaring above the clouds.
A Fuel B Carb Heat
C Cross Wind D Weather

- 5 Electronic tickets are delivered to the customer's email called
 - A General ticketing
 - B E-ticketing
 - C Secondary Ticketing
 - D PNR
- 6 ACARS is a
 - A Satellite based TV
 - B Satellite based communication system
 - C Satellite
 - D Aircraft
- 7 The acronym MCT stands for
 - A Minimum Connect Time
 - B Maximum Connect Time
 - C Movement Correct Time
 - D None of the options
- 8 Artificial intelligence powered software used in resolving passenger queries and assist in providing services are known as
 - A Chatterbox
 - B Chatterbot
 - C Chat bot
 - D Chat box
- 9 The acronym EC stands for
 - A European Commission
 - B English Commission
 - C European Country
 - D English Country
- 10 Passenger fee at an airport is a cost
 - A Fixed
 - B Moving
 - C Running
 - D Variable

Part – B (True or False)

(10)

- 1 The highway was the only life line that connected the city to the identified spot.
- 2 Delhi's Indira Gandhi International Airport (IGIA) is the 13th busiest airport in the world (by passenger volume) in 2021.
- 3 Passengers cannot find a trolley to load their luggage onto before walking into the airport.
- 4 Cabin Crew are the face of the airline company.
- 5 Customs is the department that controls and regulates the import and exports.
- 6 Aviation is not the only global transportation network, making it crucial for international trade and tourism.
- 7 Airport personnel are the people who work in various roles and departments at an airport to ensure its smooth functioning.
- 8 A customer may not be left in a boarding wheelchair or other equipment where they are unable to move freely for longer than 30 minutes by airline staff.
- 9 A Business plan is a guideline of how an airport needs to be managed.
- 10 A marketing analysis can reduce risk, identify emerging trends, and help project revenue.
