

MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination--July, 2020

CERTIFICATE COURSE IN HOSPITALITY AND AIR TRAVEL
MANAGEMENT TRAINING

[**Ἐ**ϣ—3 ἰἶ^οἶ]

(BE_{thé} M_{thé}—100)

B+[®] ÚJ ÉRTÉK ÉRTÉK ÉRTÉK (ÉRTÉK[®] 02)

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NĪĒ

1. (+) $\text{E}^{\oplus}\text{Ed}^{+}\text{aEE VÉÉMÉE } \text{JÉ}^{\oplus}\text{G} (\text{Edéhéi aEE} \frac{1}{2}) \text{ (HÉSÉ)} : -$

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- (1) u ½p ½pEE<Ç|É EE°EE Évafa°ÉhafaEESE °É EEÇÉ Eo°EO ÉMEÇ+É½p
(2) |EE°MEEEEO+É É EE°EE = tEME°EE °ÉÇ|ÉME ÉxEE EE° OMEEE +É½p
(3) |É EE°EO = dÉhÉ, ½pEE<Ç EE+É EE½p+EEVEEO°|Ç°É + EEhÉ °a°EE°a°É|½p½É EEEO° EE° °
..... ½p VEEMEEEO = dÉhÉ EE°½pEO + EEhÉ ba°É EEa°EEÉ EMEEO +É½p
(4) EE<Ç UgEEEO EE EEVEEO + EE°Ç|ÉME EE EE°EEÉ½y Eoeb÷ +É½p
(5) B EE°EME °EO EE°EE EE°EE + EEhÉ xEME°EO EE°EME B °É EEÉ |É EE°É EEba + EEVE°
EoE°SE EE°E ½pEME + EE½p EE VEÉEÉa
(6) EE°MEEEEME + EE+EE nMEEE |É EE°E Eo°ME°É EE°EO EE°E EE +É½p

[illegible]

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- [illegible]

(E0) $E^{\circ} i E E^{\circ} i E - u E a E \pm E \frac{1}{2} E$ (E0E0E0E0E0) (E0E0E0E0E0) (E0E0E0E0E0) :—

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- (1) ATM (2) PATA (3) TAAI
(4) UFTAA (5) CR (6) DPC.

(b) ~~අනෙකුත් වෙළෙඳ වස්තු~~ :-

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'A' Group

'B' Group

- | | |
|---------|--------------------------------------|
| (1) IXU | (+) Hyderabad |
| (2) MAA | (4) Goa |
| (3) HYD | (E0) Nagpur |
| (4) GOI | (b) Government of India |
| (5) NAG | (<) Chennai |
| | (j0) Aurangabad. |

$$[\pm E] \text{ 或 } \{E/2\}$$

2. JEE+FO+É(EE)O EðhÉiáEE%Þ nñÉ |É|xÉÉÉO =KÉ® Ë±É%Þ :- 16
- (+) ÉqEðMÉa +ÉVÉ ÉqXÉÉÉa "ÉO"É ±ÉVÉ "É"ÉVÉ ÉMÉ "ÉÉMÉ.
- (É) BB+É"ÉÉO ;ÉB"ÉÉ +ÉÉhÉ Eð"Éæ"É"]ó Eó®.
- (Eó) É"ÉÉXÉ "ÉaÉÉaÉÉÉÉVÉ ÉMÉÇ É±É%Þ.
- (b) +ÉVÉ +É(±"ÉÉÉÉ %ÞÉ<Ç ÉÉ%ÞÉÉ"ÉVÉaV"ÉÉ +bSÉhÉO "ÉaÉ +É%ÞÉ i"ÉÉuÉ® ;ÉÉ"ÉÉÉÉO±É %ÞÉ<Ç ÉÉ%ÞÉÉ +ÉÉhÉ ;ÉÉ"ÉÉÉÉO±É (É"Éq"É É"ÉÉÉ"ÉÉÉO ;ÉB"ÉÉÉ "É"]ó Eó®.
3. JEE+FO+É(EE)O EðhÉiáEE%Þ nñÉ |É|xÉÉÉO =KÉ® Ë±É%Þ :- 16
- (+) %ÞÉ<Ç n®u ÉxÉqSÉiÉ Eó®"ÉÉiÉ EðhÉiáÉÉ +bSÉhÉO +É%ÞÉ ? ÉMÉÉMÉ3ý-É É"ÉÉXÉ Eð(É"ÉÉÉO +É±ÉaÉ±a"ÉÉ EðhÉiáÉÉ {Ér"ÉÉO +É%ÞÉ ?
- (É) %ÞÉ<Ç n®uÉVÉa ;ÉKÉÉ, Eó®u ;ó +ÉÉhÉ qÉÉÉO "ÉÉÉO "ÉÉ"Éóu "ÉÉ%ÞÉO tÉ.
- (Eó) "ÉÉMPÉ =nó%ÞÉÉÉÉ%Þ ÉXÉ Éa +ÉÉhÉ Éq"ÉÇÉ]ÉÉÉO "ÉÉO±(ÉXÉ iÉÉbÉ"ÉiÉÉ "ÉÉMÉ.
- (b) <ÉiÉÉO]ó "ÉVÉa Eð"É ? i"ÉÉa MÉÉVÉÉÇ "ÉÉMÉ.
4. JEE+FO+É(EE)O EðhÉiáEE%Þ nñÉ |É|xÉÉÉO =KÉ® Ë±É%Þ :- 16
- (+) B+®ÉÉ<q"É "ÉÉO"É EðbSÉO ={ÉÉO"ÉiÉÉ Eð"É +É%Þ ?
- (É) |ÉÉ"ÉÉÉO "ÉVÉXÉÉ "ÉVÉa Eð"É ? %ÞÉ<Ç |ÉÉ"ÉiÉ |ÉÉ"ÉÉÉO "ÉVÉXÉÉa É%ÞÉ É Eð"É +É%Þ ?
- (Eó) B+®ÉÉ<qÉ +É"ÉhÉÉÉO "ÉÉ"ÉÉ Eð"É +É%Þ (ARS) ?
- (b)]ó%ÞÉ "ÉÉO ÉÉ"É EðbÇ "ÉVÉa Eð"É ? i"ÉÉa MÉÉVÉÉÇ É É Eð"Éæ"ÉÉÉ.
5. JEE+FO+É(EE)O EðhÉiáEE%Þ nñÉ |É|xÉÉÉO =KÉ® Ë±É%Þ :- 16
- (+) BC"ÉSÉVÉ +ÉÉhÉ {É"ÉÉÉ"ÉÉ"É ±É%ÞÉÉ XÉÉqó É±É%Þ.
- (É) "Éa +ÉÉhÉ +ÉÉÉÉÉÉ "ÉÉÉO É"ÉÉÉu +ÉÉhÉ "ÉÉ±ÉiÉO Eð"É +É%ÞÉ ?
- (Eó) +É(±"ÉÉÉÉ Frequent Flyer Programs XÉÉÉÉu Eð"É "ÉÉVÉiÉa (FFP) ?
- (b) "É"ÉaÉ±É ;ÉiÉÇÉiÉÉO] "ó S"ÉÉ EóÉiÉ"ÉÉ Eð"É +É%ÞÉ ?
6. {ÉFO+É(EE)O SÉÉ"ÉÉ ±É%ÞÉ]ÓÉ É±É%Þ :- 16
- (+) Round Trip (®É>Ó÷]ÓÉ)
- (É) Published and unpublished fare ((É±ÉOqÉb÷ +ÉÉhÉ +XÉ(É±ÉOqÉb÷ ;"ÉÉ)
- (Eó) Open ticket (+ÉÉXÉ É]ÉO]ó)
- (b) Double open jaw (b"É±É +ÉÉXÉ VÉÉ)
- (<) Surcharge ("ÉÉÉÉVÉ)
- (;ó) Directional minimum check (bÉÉÉÉqÉXÉÉ É"ÉÉÉ"É SÉÉO).

(ENGLISH)

[TIME ALLOWED—3 HOURS]

(MARKS—100)

AIR TRAVEL MANAGEMENT (THEORY-II)*Instructions:—All questions are compulsory.***Marks**

1. (a) Fill in the blanks (any five) :— 5
- (i) is the lowest travel class of seating in air travel.
 - (ii) is the national regulatory body for the aviation industry in India.
 - (iii) is a global flight information and data solutions company for the passenger aviation, air cargo logistics and business travel markets.
 - (iv) Mumbai Chhatrapati Shivaji International Airport Code is
 - (v) Travel from A to B then back from B to A using the same fare basis code is known as
 - (vi) A Tourist travelling from foreign country to our country is tourist.
- (b) State *true* or *false* (any five) :— 5
- (i) Air Fare can be defined as, " the price a passenger pays in order to travel by air ".
 - (ii) Airlines have 3 travel classes : Economy, Business and General class.
 - (iii) A ticket with no date specified and the passenger books a flight when ready to travel is known as open ticket.
 - (iv) A trip from origin to destination with no return to origin called as one way trip.
 - (v) An airline ticket is a document, issued by an airline or a travel agency; to confirm that an individual has purchased a seat on a flight on an aircraft.
 - (vi) An E-ticket is a paperless ticket.
- (c) State full form (any five) :— 5
- | | | |
|------------|-----------|------------|
| (i) ATM | (ii) PATA | (iii) TAAI |
| (iv) UFTAA | (v) CR | (vi) DPC. |
- (d) Match the following pairs (any five) :— 5
- | ‘A’ Group | ‘B’ Group |
|-----------|-------------------------|
| (i) IXU | (a) Hyderabad |
| (ii) MAA | (b) Goa |
| (iii) HYD | (c) Nagpur |
| (iv) GOI | (d) Government of India |
| (v) NAG | (e) Chennai |
| | (f) Aurangabad. |

[Turn over

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Marks

2. Attempt any *two* of the following :— 16
- (a) Explain the main Articles of Chicago Convention.
 - (b) Explain the role and functions of AAI.
 - (c) Write down the different classes of services in an aircraft.
 - (d) Explain the role of Air Transport in India and tourism development in India with bottlenecks we face today.
3. Attempt any *two* of the following :— 16
- (a) What are the problems involved in fixing air tariff? What are the methods adopted by different airlines?
 - (b) Identify baggage allowances, taxes, fees and charges.
 - (c) Briefly explain the concept of One Way and Return Trip with suitable examples.
 - (d) What is e-ticket? State its merits.
4. Attempt any *two* of the following :— 16
- (a) What is the usefulness of airline booking codes?
 - (b) What is itinerary? What is significance of itinerary in air travel?
 - (c) What is airline reservation system (ARS)?
 - (d) What is Travel Money or card? State its merits and demerits.
5. Attempt any *two* of the following :— 16
- (a) Write short notes on the Exchanges and Refunds.
 - (b) What are travel considerations and concession for children and infants?
 - (c) What do you understand the Frequent Flyer Programs (FFP)?
 - (d) What are drawbacks of "Manual Form of Ticket"?
6. Write short notes on any *four* of the following :— 16
- (a) Round Trip
 - (b) Published and unpublished fare
 - (c) Open ticket
 - (d) Double open jaw
 - (e) Surcharge
 - (f) Directional minimum check.
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