



WEST BENGAL STATE UNIVERSITY
BBA (TAH) Honours 2nd Semester Examination, 2020

BTHACOR04T- BBA (TAH) (CC4)

FUNDAMENTALS OF AVIATION AND HOSPITALITY

Time Allotted: 2 Hours

Full Marks: 50

*The figures in the margin indicate full marks.
Candidates should answer in their own words and adhere to the word limit as practicable.
All symbols are of usual significance.*

GROUP-A

Answer any two questions from the following 10×2 = 20

1. Discuss the role of IATA for growth and development of Air Transportation. 10
2. What is Accommodation? Discuss the detailed classification of Hotels. 5+5
3. Explain in details the functional layout of an airport with the help of a diagram. 10
4. What is the procedure of taking reservations for rooms on group check-in. Support your answer with proper illustration. 10

GROUP-B

Answer any two questions from the following 15×2 = 30

5. Discuss the role of State and Central Government for Air Transportation Development. 7+8
6. Write the hierarchy for Front office and housekeeping department. Support your answer with flow chart. What are meal plans? Briefly explain. 7+8
7. Differentiate between: 5+5+5
 - (i) Domestic and International Terminal
 - (ii) Passenger and Cargo Terminal. What is the role of Custom and immigration?
8. Describe the organization structure of Hospitality Industry. Write the importance of hospitality industry for development of Tourism Industry. 10+5

N.B. : *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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