BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, PROMOTED BY GOVERNMENT OF INDIA
CENTRAL BOARD OF EXAMINATIONS
BSS NATIONAL VOCATIONAL EDUCATION MISSION

AS008-BSS DIPLOMA IN AIRPORT GROUND STAFF TRAINING

SIX MONTHS EXAMINATION QUESTION BANK FOR 2015-2016

AS008-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

I. 1 MARK QUESTIONS - FILL IN THE BLANKS

1) His uncle lives ..... Delhi.
2) Be back .....
3) website is group of .....
4) ---------- key I also used for checking spellings.
5) I_____ eaten food.
6) Notes and commands can be related to the.....
7) In Dos To change the name ----------command.
8) I ..... 50 kms everyday
9) The tool bar contains.....related to the.....
10) In MS Word print is in ..... menu
11) Noun is a ..... Word
12) Below the menu bar ..... bar appears
13) Shortcut key for paste is _____
14) I saw a beggar near ..... bus stop
15) Recycle bin used for----------(retrieve the deleted files)
16) Write to the abbreviation ICS.
17) In Windows ..... function key used to get help
18) He is running ---------- the road.
19) Who is invented slide rule----------
20) My school is ..... the church.
21) ..... is popular word processor
22) The 2nd hard disk of P.C. is called .....
23) ---------- is used for storing temporarily deleted files.
24) UG I means.....
25) Computer viruses is atype of ----------programme(Software)
26) The officer is bold ..... action.
27) ALU stands for.....
28) Computer is an ..... device
29) Call out .....
30) I waited for ..... hour.

II. 2 MARK QUESTIONS - DEFINE THE FOLLOWING

1) Pattern
2) Save
3) MS Access
4) Save use
5) What is meant by Feminine Gender?
6) Define kinds of noun?
7) Enter
8) What are the types of Gender?
9) Define indefinite Article?
10) Explain any five functions in MS Excel
11) Del Command
12) What are the types of data
13) What is meant by masculine Gender?
14) Compound sentences
15) Define kinds of countable Nouns?
16) Explain any five options for the format 'menu'
17) Define adjectives of number?
18) What is meant by adverb?
19) Icons
20) Define keyboard?
21) Explain Header and Footer
22) What is RAM ?
23) Define types of sentences?
24) MS office
25) Write short notes on Super Computer
26) Language
27) Explain windows explorer
28) Explain Cut, Copy and 'Paste'
29) Define Vowel
30) What is meant by preposition?

III. 5 MARK QUESTIONS - WRITE BRIEF ANSWER

1) Explain few sentences using "do/does"?
2) Importance of information technology
3) Explain the Fourth and Fifth generation of computer?
4) Print preview
5) Word area
6) Immediate management in animal bites
7) What are the procedures of merging cells in excel
8) Calculator
9) Title bar
10) Explain Cut, Copy and 'Paste'
11) Font
12) Windows 98
13) Signals of diabetic emergency
14) Custom filter

15) What are the procedures to insert range of cells in excel
16) Explain telephone ediquette?

IV. 15 MARK QUESTIONS - WRITE LONG ANSWER

1) Explain the classification of computer
2) Explain the keyboard
3) Explain briefly the job descriptions
4) Explain about MS Excel application
5) Write a letter to the Superintendent of Police regarding frequent thefts in your Colony
6) Prepare an essay on women empowerment
7) Draw the block diagram of basic computer organisation and explain?
8) Introduction to Pagemaker? Explain
9) How to create a new folder
10) Write what in complex sentence

BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, PROMOTED BY GOVERNMENT OF INDIA
CENTRAL BOARD OF EXAMINATIONS
BSS NATIONAL VOCATIONAL EDUCATION MISSION

AS008-BSS DIPLOMA IN AIRPORT GROUND STAFF TRAINING

SIX MONTHS EXAMINATION QUESTION BANK FOR 2015-2016

AS008-02 AIRPORT MANAGEMENT

I. 1 MARK QUESTIONS - FILL IN THE BLANKS

1) _____ is one or more motions of the muscle of skin
2) ..... passport is issued to people who go to HAJ pilgrimage
3) emotions was divided by _____
4) Expand ECR.....
5) The leader who does not show interest work is _____
6) The leader exhibit the parented role is _____
7) The principle of co-ordination is simple, watch what is going on if it ....., put ....., ...
8) ..... is also referred to as entry permit
9) The food plan which receives a full cooked breakfast but no other meals is .....
10) ATC
11) The legal document to enter into another country is known as .....
12) UMNR-------.
13) STD------.
14) In a cargo terminal ..... is processed into ....., ... and are processed into .....
15) The cruise line that operates in ASIA and caters to Asian, European and Australian market is .....
16) ICAO membership comprises.....contracting state
17) Write the airline code Emirates, British airways, Cathay pacific airways, Qatar airways, United airlines.
18) GMT
19) Expand the following ATC, AOG, CHD, CPM, SOM, EBT, ETA, LMC, UTC, PIR
20) Human position refer to the different position of humans .....
21) The schedule is the prime motivation for the .....
22) PNR
23) MAAS --------.
24) Expand the following QF, TG, NZ, 9W, MI
25) FRAG-----.
26) ..... are rooms usually reserved for overflow or emergency situation and often has distinct drawbacks
27) PTM
28) Check in is possible the ....., ... of personal contact between ..... and the ....., ...

29) CHD
30) Passenger travelling alone whose age is more than 2 years but less than 12 years is known as .....

II. 2 MARK QUESTIONS - DEFINE THE FOLLOWING

1) Over booking
2) Unaccompanied Minor
3) What is Boarding Pass
4) Define Airport.
5) Write about MCT
6) what is procedure to carry an infant in the flight?
7) Check in
8) Aero bridge
9) Qantas Airways
10) Define Un-Accompanied Baggage
11) What are the five methods of communication.
12) Qatar Airways
13) What are all the departments in the airport ?
14) What is meant by special passenger handling?
15) Transit Time
16) ORML
17) Thai Airways
18) Baggage claim area
19) Define Posture
20) FRA
21) XX
22) Short notes on immigration and customs
23) Baggage and special passengers
24) Transfer passenger and Transfer station
25) EK
26) Passenger information List
27) Define Aircraft, What is meant by Aircraft High Capacity?.
28) Which are the different bedding types associated with Hotel accommodation.
29) IATA How has it divided the world
30) Prohibited items

III. 5 MARK QUESTIONS - WRITE BRIEF ANSWER

1) Write down the city code and airport code of the following STOCKHOLM, BUCHAREST, BUENOS AIRES, MILAN, ANKARA
2) Explain Red channel and green channel in customs
3) Explain Latitude, Longitude and time zones
4) Explain CIP, ARP, AGT, EMIC, FRAV, VIP
5) What do you meant by Electronic goods
6) Write about the Time Zones of the world
7) What are the benefits of Cruise products?
8) Write about the IATA areas and Time Zones of the world
9) Which are the steps to answering a call successfully?
10) What are the different meals plans?

11) What are the different listening techniques?
12) What are the tools for achieving Airline objectives
13) Waitlist passenger, Write the three letter IATA code for the following airports: A.ALLAHABAD B.DELHI C.PORTBLAIR D.CALICUT E.BOMBAY
14) Write the services offered in flight after boarding
15) Discuss the duties of a check-in staff at the counter in detail.
16) Explain the procedure of passenger check in

IV. 15 MARK QUESTIONS - WRITE LONG ANSWER

1) Write in detail about handling of passengers with medical problems, their seating, wheel chair assistance etc.
2) Describe the general principles in handling delayed passengers when the delay was know well before check -in started and prolonged to the cancellation of the flight.
3) Name the continuents and Oceans of the world. Write the names of 3 cities under each continent.
4) Draw layout of Airport . And explain
5) Discuss the major departments for an airline & Explain PNR in detail and also parts of a PNR.
6) What are the procedures to trace a lost baggage and when a baggage found undelivered at the arrival
7) Explain how costoms and immigration rules apply to cabin crew ?
8) Explain about airport management
9) Write in detail about special passenger handling like Infant, Child and Young passenger.& write in detail about Animals checked in as baggage and also animals shipped as cargo.
10) Explain ICAO.

BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, PROMOTED BY GOVERNMENT OF INDIA
CENTRAL BOARD OF EXAMINATIONS
BSS NATIONAL VOCATIONAL EDUCATION MISSION

AS008-BSS DIPLOMA IN AIRPORT GROUND STAFF TRAINING

SIX MONTHS EXAMINATION QUESTION BANK FOR 2015-2016

AS008-03 AIRPORT GROUND TRAINING

I. 1 MARK QUESTIONS - FILL IN THE BLANKS

1) ATC
2) PNR
3) PIR
4) SOM
5) ATA
6) IATA
7) ICAO
8) DGCA
9) INF
10) AHL
11) CHD
12) OHD
13) AWB
14) ULD
15) AAI
16) Headquarters of DGCA is located at.....
17) ATC is------.
18) what is the phonetic code for W-----.
19) ICAO is------.
20) Airport Code for Hyderabad is-------.
21) The entire area for the aircrafts including all bays and hangers is called as--------.
22) GPU is------.
23) ULD is--------.

II. 2 MARK QUESTIONS - DEFINE THE FOLLOWING

1) What is meant by IATA?
2) What is meant by Ramp?
3) Write any two activities done in apron, Any two functions of apron control?
4) chocks, Airport Bus.
5) what is FOD.
6) Write any two ramp safety rules?

7) what is airside?
8) Any two guidelines for damaged dangerous goods packages.
9) Abbreviate the following- a.FEGP b.APU
10) What are the common problems faced by the loaders due to mishandling of luggage's?

III. 5 MARK QUESTIONS - WRITE BRIEF ANSWER

1) Baggage make -up Area
2) Transit Passengers
3) Transfer baggage
4) What is an Airport
5) Parking Bay Stand
6) what are the types of pushback and explain
7) ATC
8) Write the names of any five ground service equipments.
9) write the capital of the following countries A. AFGHANISTAN B.BANGLADESH C.CHINA D.HONGKONG E.SOUTH KOREA
10) Write the three letter IATA code for the following: A.AGARTALA B.ALLAHABAD C.DEHRADUN D.GOA E.IMPHAL
11) Jet Blast
12) what are the steps shall be taken to ensure passenger safety on the apron?

IV. 15 MARK QUESTIONS - WRITE LONG ANSWER

1) What are the airline objectives and the tools to achieve it ?
2) What are pre-packaged tour components?
3) Explain the different type passengers
4) Write about any one of the ground service equipment in detail
5) Explain the other service at the airport
6) Draw and explain on Freedoms of the Air.
7) What are the procedures to trace a lost baggage and a baggage found underlined
8) Explain the reasons for flight delayed the procedures in handling delayed passenger
9) Explain Passport and the information's contained in it, together with other travel documents.
10) Write about any one of the domestic airline in India in detail.