CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) _____ Lotus is lovely flowers

2) They are ready _____ the work.

3) When _____ you meet him.

4) The cat is _____ the wall.

5) I would like to have _____ fruits.

6) Computer is an _____ device

7) Function keys are _____

8) The expanded form of MS Word is _____

9) Computers can only understand _____ language

10) In MS Word print is in _____ menu

11) CPU stands for _____

12) Shortcut Key for Cut is _____

13) Ctrl + S is the short cut for _____

14) _____ key I also used for checking spellings.

15) _____ and _____ sauces used in pasta

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define material noun?
2) What is meant by Feminine Gender?
3) Subordinate clauses
4) Spin box
5) MS access
6) Desktop
7) Taskbar
8) Explain Header and Footer
9) Object
10) Package
11) Insert column and insert chart
12) Briefly explain the table menu in MS Excel
13) Write about characteritics of computer?
14) Define Mouse
15) Define Subject

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write any two kind of official letters
2) Explain Header and Footer
3) Explain 'find', 'replace' and 'go to'.
4) Find and replace
5) CPU
6) What are the characteritics of computer?
7) Checking an injured (or) ill child (or) infant
8) Define kinds of participle

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Write a letter to the station master requesting him to reserve two coaches for your school excursion party
2) Write about the conversation to two person?
3) Write the types of Charts in EXCEL.
4) Functions of Word Processing?
5) Explain in detail about articles?

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AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-02 AVIATION MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Expand the following: AOG, ETD, ZFW, GIS, VHF _____

2) The two letter code of Air Arabia is _____

3) In _____ year Indian Airlines founded

4) Indira Gandhi International Airport situated at _____ in India

5) List out the Airports ATQ, BLR, HBX, IXS, VTZ _____

6) Flight operated by an Airline departing late at night and arriving at the destination by early morning

7) A single Boeing Jumbo Jet may have as many as _____ separate items loaded on to it for a long -haul flight

8) More than one destination travelling service is given by _____ aircraft

9) What is the code for Emirates _____

10) What is the minimum weight of register baggage _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Dhaka
2) London Heathrow
3) Maximum Zero fuel weight
4) Maximum Landing weight
5) What is the role of the Station Manager?
6) What are the responsibilities of check in graft?
7) Which are the two ways Baggage Fraud
8) What is a Station
9) What are the different classes of Travel?
10) Types of Visa?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain domestic and international airports
2) What is fuselage? And describe the aircraft parts
3) Distinguish between narrow bodied and wide bodied aircrafts
4) Describe Air India.
5) Define Baggage Tag and its different types
6) Describe the classification of Airport functional activities.
7) Explain about transit and connecting passengers
8) What are all the goods restricted in baggage and why it is restricted?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the importance of conventions and its objectives.
2) Define Conventions and Protocols? Which are the different Conventions.
3) Which all are the various personal protections on the Ramp?
4) What are the different Visual Aids of Navigation
5) Write a detail note on airline management

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AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-03 AVIATION SECURITY

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) MCDU _____

2) ETA _____

3) BCAS _____

4) ATC _____

5) Angular movement about the longitudinal axis for turning is called _____

6) The movement of an aircraft under its own power, on ground, except when taking off and landing is _____

7) _____ was the first US based Airline, hijacked to Cuba in the year 1961.

8) In march 1971, _____ flight was hijacked by six students from the Mindanno State University, opposed to the Marcos Government.

9) The hijacking attempt of _____ flying from Leningrad to Moscow ended when a flight attendant tried to disarm the hijacker, the bomb detonated killing both and causing decompression and lead to an emergency landing.

10) The longest hijack in aviation history dated June 27 to July 4, 1978 was on flight _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Write the airport code of the following Lucknow Amritsar Chennai Gauwahati Agra
2) Write the radio Phraseology Cleared Break Confirm WILCO Roger out
3) List out the various airport codes a. Mumbai b. Calicut c. Hyderabad d. Bangalore e. Ahmedabad
4) What is the difference between an airfield and an airport
5) Expand the abbreviations: IATA, ILS, DGCA, BCAS, ATC.
6) Define dangerous goods. Write the different classes.
7) Define Bomb Threat
8) Define Bomb Squad
9) What is fuselage?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) CVR communication and Voice recorder communication
2) Explain the range of operates that ground handlers deal
3) Explain the difference between CISF and AAI
4) Describe the push back operations
5) Briefly describe the duties and responsibilities of a Cabin crew.
6) Write the criteria for the passenger seated on the over wing exit. Also write the briefing given.
7) Explain primary surveillance radar, voice recording system and non - directional beacon used in ATC.
8) Explain different type of fire and different type of fire extinguishers.

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Describe the parts of and airplane
2) Explain the history of aviation in India
3) Explain the history of aviation
4) Any five special Handling Passengers. Explain.
5) Crime against humanity

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AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-04 CABIN CREW TRAINING

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Hotels are classified on the basis of _____, _____ and _____

2) Catering providing in the ship is known as _____

3) Living room with bedroom facilities is _____ room

4) Room is ready but is not solids called _____

5) _____ and _____ are the back of the back of the front office

6) A person who arrives at a properly without a prior reservation is known as _____

7) A guest who stays beyond his date of departure as _____

8) _____ is a department that deals essential with cleanliness and all the ancillary services attached to that.

9) Cooking of food in the required amount of liquid at just below boiling point is known as _____

10) Expand the following IATA, CISF, UTC, AOC, AAI, ATM, FMS, ATA, VFR, VFR.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Check-out
2) Caravanserais
3) Credit cards
4) What are the qualities of a telephone operator
5) Define the term "GRC"? Explain
6) Travel Desk
7) Reservation
8) Define Banquet
9) Define Savory
10) Functions of front office

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What are the major difference between full pensions and Demy Pensions?
2) What are the printed forms used in Front office
3) What are the facilities and the services that are provide by the present day hotel
4) What is the main function of the front office department?
5) Draw a layout of front office and define it
6) Give the service standard of incoming calls and outgoing calls.
7) Explain departure procedure for FIT's
8) Explain Restaurant Etiquette.

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the duties and responsibilities of front office manager and front desk agent
2) Explain the process of handling group arrival at reception. (Pre arrival, on arrival and post arrival)
3) Explain restaurant etiquette, draw hierarchy of food and beverage service department.
4) Explain the history of aviation and golden age of aviation
5) What is GIS? What are the two broad methods used to store data GIS and also write advantage and Disadvantage of the same.

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AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-05 FOOD & BEVERAGE SERVICE MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Three type of tea is _____

2) A live band and dance floor is mandatory in a _____

3) _____, _____ and _____ or the three parts of cocktail shaker

4) Bith of the cocktail at _____

5) The alcoholic percentage of table wine is _____

6) Place water glass at the tip of _____

7) The city hotel was opened in the year _____

8) _____ is provision of food and drink to people on the move

9) Russian service is a fairly elaborate service involving the use of a _____ tolley in the restaurant.

10) The person who is responsible for calling out the order in a kitchen is known as _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define Misc-en-place
2) What is Menu?
3) Define Cocktail
4) Define side station.
5) What is pipe tobacco
6) Name any three types of coffee and explain each.
7) Write about club catering.
8) Write the types of coffee
9) Duty of Bar man?
10) Write the three rules for laying a table?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain the function of Banquet Manager.
2) Define French cuisine, grilling and appetiser?
3) How to use the computer F&B Service Department?
4) International Hotel chain-How did they function?
5) Define and role of a food and beverage manager?
6) List the basic rules for laying a table in a restaurant?
7) Breakfast and types
8) Duties of an F&B Manager

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Name and explain the course in a French classical menu.
2) Explain about the different types of services.
3) Explain characteristics of a menu.
4) Names and explain the course in a French classical menu?
5) What is the catering establishment and explain it?

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AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-06 TICKETING & FARES

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Elba _____
2) Air Sahara _____
3) MS _____
4) Garuda Airlines _____
5) Air Canada _____
6) A person who has not reached his/her second birthday as of the date of commencement of travel is known as _____
7) Unspecified through fares created by the use of add-on amounts, or two or more fares shown as a single amount in a fare calculation is known as _____
8) whether the given routing are specified or not LIM-MEX-YTO-YOW, LIM-YTO-MEX-YOW, KHI-BKK-MNL-TYO, SOF-MIL-ROM, DMM-DAM-AMM-RUH
9) city codes LED, BOG, MIA, MAD, IEV, OSA, CCS, GUH, BEG, NAN
10) TPM is _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) HKG
2) What is a round trip
3) What is one way journey
4) IATA
5) Damman
6) VISA
7) What is the excess Mileage Allowance
8) Distinguish between elapse time & Actual flying time
9) Define APEX
10) What do you mean by Round Trip?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write the meal codes in Amadeus system
2) How many are considered as stopover points
3) What are the different types of plans of meals
4) Give the names of some credit cards and from where does it origin
5) Write short notes on ASTA.
6) What is IATA? What are the aims of this organization.
7) What do you mean by Shoulder season.
8) What is Amadeus?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the travel documents required for a passenger
2) Draw the layout of front office and define it with the duties and responsibilities of the front officer staff
3) Explain the Guideline for finding and reading International Air Tariff Rules.
4) Write down the basic Fare Construction Formula.
5) Write a descriptive note on various types of fares.

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AS003-BSS DIPLOMA IN CABIN CREW MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AS003-07 AIRPORT HANDLING

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) MHB

2) ICAO

3) The schedule is the prime motivation for the _____

4) An itinerary containing an _____ segment is one in which the traveler arrives at destination A but departs out of destination B.

5) The _____ brothers invented aircraft in 1903.

6) The most important customer of the airport is _____

7) IATA was established in _____

8) The _____ is the part of an aerodrome used for takeoff, landing and taxling of aircraft

9) _____ is also known as cockpit voice recorder

10) The section at an Airport terminal for transferring passengers and airline crews to an aircraft is called a _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Aerobridge
2) Baggage make up area
3) Night stop flight
4) Transfer baggage
5) Transit passengers
6) Damaged baggage
7) GMT
8) Define airport and its main functions
9) What is an Apron?
10) Mention about the 3 types of terminal signage.

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What are the airline objectives and the tools to achieve it
2) Airport security
3) Longitude and Latitude
4) Define mishandled baggage and found baggage
5) Parking bay or stand
6) What are the reason for flight delays
7) Explain IATA areas and time zones of the world
8) What is Runway? Discuss its 2 categories

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the layout of an airport with all the service provided
2) What is procedure to trace a missing bag and action when a bag is found undelivered
3) What is the handling procedure for delayed passengers a) when the flight delay is known well in advance? When the flight is cancelled after a prolonged delay
4) Write notes on the different Ground Support Equipments (GSE)
5) Explain the principles of Airport Management and the classification of Airport functional or Administrative activities.