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B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: NOVEMBER- 2025
THIRD SEMESTER (PATTERN 2024)
Subject : Inflight Services (761305)

Time: 10.00 am to 12.30 pm

Instructions: 1) Q.1 & Q.2 are compulsory
2) Attempt any 03 questions from the remaining

(10)

1. An airline aiming to build a premium brand image should focus on:
A) Selling budget tickets
B) Minimizing inflight services
C) Enhancing inflight experience and personalized service
D) Reducing cabin crew
2. What is the key difference between full-service and low-cost airlines?
A) Full-service airlines use smaller planes
B) Low-cost airlines offer more legroom
C) Full-service airlines include meals and baggage in the ticket price
D) Low-cost airlines operate internationally only
3. Which of the following is typically excluded in a low-cost carrier (LCC) ticket?
A) Seat assignment
B) Aircraft maintenance
C) Safety briefing
D) Landing fees
4. Which type of airline typically offers a loyalty or frequent flyer program?
A) Low-cost airlines
B) Cargo airlines
C) Full-service airlines
D) Charter airlines
5. Low-cost carriers usually save money by:
A) Offering luxury services
B) Using larger, multi-class aircraft
C) Flying into secondary airports
D) Offering more meals
6. What service is commonly available on full-service carriers but not included on low-cost carriers?
A) Cabin lighting
B) Inflight safety instructions
C) Checked baggage allowance
D) Use of seat belts
7. What is the primary purpose of a passenger briefing?
A) To entertain passengers during the flight
B) To ensure passengers are aware of safety procedures
C) To provide information about food and beverages
D) To promote the airline's loyalty program
8. When must a passenger safety briefing be given?
A) Only when turbulence is expected
B) Only on international flights
C) Before every takeoff
D) Only at the captain's discretion
9. Which of the following is NOT typically included in a standard passenger briefing?
A) Location of emergency exits
B) How to fasten and unfasten seat belts
C) Weather forecast at the destination
D) Use of oxygen masks
10. Who is responsible for delivering the passenger briefing in small general aviation aircraft?
A) The co-pilot
B) The ground crew
C) The pilot in command
D) The airport security staff

11. In a charter or private flight, what should the pilot confirm during the briefing regarding passengers?
 - A) Their preference for in-flight meals
 - B) Their insurance coverage
 - C) That seat belts and shoulder harnesses are used properly
 - D) Their passport validity
12. What is the cabin crew's primary responsibility during an in-flight emergency?
 - A) Serve passengers quickly before landing
 - B) Calm passengers by giving out free items
 - C) Ensure passenger safety and follow emergency procedures
 - D) Contact the pilot for weather updates
13. If there is smoke or fire in the cabin, what should the cabin crew do first?
 - A) Open the cabin door immediately
 - B) Evacuate all passengers at once
 - C) Identify the source and attempt to extinguish it if safe
 - D) Wait for a passenger to report the severity
14. During sudden cabin depressurization, what must cabin crew do immediately?
 - A) Start evacuating the aircraft
 - B) Secure themselves and instruct passengers to use oxygen masks
 - C) Call ground staff for assistance
 - D) Begin handing out blankets
15. If a passenger is having a medical emergency in-flight, what is the correct action?
 - A) Ignore the situation and let other passengers assist
 - B) Administer any available medication without checking
 - C) Follow first aid training and inform the flight deck
 - D) Ask the passenger to rest and wait until landing
16. When preparing the cabin for an emergency landing, what is a critical instruction to passengers?
 - A) Remove shoes and jewelry, and assume the brace position
 - B) Take photos for insurance purposes
 - C) Keep using electronic devices
 - D) Recline their seats for comfort
17. What is the primary role of cabin crew in an emergency situation?
 - A) Serve drinks quickly
 - B) Keep passengers entertained
 - C) Ensure the safety of all passengers and assist in evacuation
 - D) Contact the media for updates
18. When must cabin crew perform a silent review?
 - A) During boarding
 - B) During takeoff and landing
 - C) Before every meal service
 - D) While greeting passengers
19. What is included in the "silent review" during critical phases of flight?
 - A) Passenger names and allergies
 - B) Duty-free sales items
 - C) Emergency commands, door operation, and evacuation procedures
 - D) Cabin lighting settings
20. Which command should cabin crew shout during an emergency evacuation?
 - A) "Please exit calmly."
 - B) "Follow the lights."
 - C) "Jump and slide!"
 - D) "Run for your life!"

Q. 2 Define the following:

(10)

- a) Galley
- b) Trolley Cart
- c) Service Flow
- d) Special Meal (SPML)

- e) Meal Tray Setup
- f) Pre-flight Briefing
- g) Safety Demo
- h) Passenger manifest
- i) Cabin Secure
- j) Bar Cart

Q. 3 Write in Brief: (5 marks each) (10)

- a) Explain the importance of pre-flight cabin preparation and how it contributes to overall flight safety and service quality.
- b) What is the purpose of the pre-flight crew briefing, and what key topics are typically covered?

Q. 4 Explain: (5 marks each) (10)

- a) Discuss the procedures and safety considerations involved in serving alcoholic beverages in-flight.
- b) What are meal codes, and why is it important for cabin crew to understand them?

Q. 5 Write In Brief: (5 marks each) (10)

- a) What are the safety considerations and procedures for handling turbulence during flight?
- b) How should cabin crew handle a disruptive or unruly passenger while maintaining safety and control in the cabin?

Q. 6 Write note on following: (5 Marks each) (10)

- a) Describe how cabin crew should manage a decompression situation, both in terms of passenger safety and self-protection.
- b) Why is the post-flight crew debriefing important, and what topics are usually discussed?

Q. 7 Attempt Any 1 (10)

- a) Turbulence
- b) Decompression