



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja

Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension,

PoP Examination Questions, September, 2020_1

Course Title: Introduction to Airline Management

Course Code: HCM 349

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: 2 Hours

INSTRUCTION: Answer compulsory question 1 (25 marks) and any other 3 questions (15 marks each).

- 1a. Briefly discuss categories of Airline Services in Nigeria. 9marks
- b) Explain the following Factors affecting the Demand for Airline Service
 - i) Population (2marks)
 - ii) Passenger Income (2marks)
 - iii) Location of Activities(2marks)
 - iv) Price (2marks)
- c) Highlight the Physical Characteristics of airline services. (3marks)
- d) Explain the Quality of Service as it affect the airline industry 5marks

- 2a Explain the term Route Way. 5marks
- B List out the functions of NAMA. 5marks
- c) What are the functions of Federal Airport Authority of Nigeria: (5 marks)

- 3) Briefly explain the functions of Managers in terms of:
 - a) Planning. 4 marks
 - b) Organizing. 4 marks
 - c) Motivating. 2marks
 - d) Controlling. 5 marks

- 4a) Explain Airport Configuration. 3marks
- b) Mention and explain any two of the following Airport configuration facilities 8 marks
 - Airside facilities: 4marks
 - Landside facilities. 4marks
 - Terminal building facilities. 4marks
- c) List ten (10) local airlines operating in Nigeria. 5marks

5a) .Describe any four best ways aside from efficient check-in to take care of customers service in order to retain them. (8 marks)

5b) Give four (4) reasons why the airline industry, like many other sectors of transportation is subject to a great deal of regulations. 3marks

c) Explain Performance of Flight Attendants as a tool for the existence of premium service. 4marks

6a State the performance criteria for the purchase of aircraft. 3marks

b) Discuss the four main methods of Yield Improvement. 9marks

c) Identify external sources of capital in the hospitality industry. 3marks