

MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination--July, 2020

CERTIFICATE COURSE IN HOSPITALITY AND AIR TRAVEL MANAGEMENT TRAINING

[Ἑῶν—3 ἰεῖοῖ]

(BE_{thE} M_{thE}—100)

B+®U]B/4É "ÉÉÉÉÉÉô(|ÉÉÉÉÉÉô2)

$${}^{\circ}\text{E}\text{S}\text{E}\text{X}\text{E} :- {}^{\circ}\text{E}\text{E}\text{J}\text{E} + \text{E}\text{E}\text{E}\text{E}\text{E} + \text{E}\text{E}\text{E}.$$

NÍÉ

- [illegible]

(ENGLISH)

[TIME ALLOWED — 3 HOURS]

(MARKS — 100)

AIR TRAVEL MANAGEMENT (PRACTICAL-II)

Instructions.—All questions are *compulsory*

Marks

- | | | |
|----|---|----|
| 1. | (a) Attend an onboard passenger for disembarkation who has booked wheelchair assistance. | 60 |
| | (b) List the different articles in first-aid box and help your onboard passenger who got injured. | |
| | (c) Prepare your resume for cabin crew and explain how fit you are for it. | |
| 2. | Prepare a catering checklist for en-route food pickup for long journey flight. | 20 |
| 3. | Oral. | 10 |
| 4. | Sessional. | 10 |