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V Semester B.B.A.M. Degree Examination, March/April - 2023

AVIATION MANAGEMENT

Cabin Crew Management

(CBCS Scheme Freshers &amp; Repeaters 2019-20)

Paper : 5.5

Time : 3 Hours

Maximum Marks : 70

*Instructions to Candidates:*

Answers to be written in English only

## SECTION - A

Answer any FIVE questions. Each question carries 2 Marks.

(5×2=10)

1. a) Define CRM.
- b) How are interpersonal skills important for the crew?
- c) List a few objectives of CRM training.
- d) What are the Behavioural markers?
- e) Mention some requirements of Instructors.
- f) What is crew leadership?
- g) Define Fatigue.



## SECTION - B

Answer any THREE questions. Each question carries 6 marks.

(3×6=18)

2. Describe the factors that affect individual performance and how it can be managed.
3. Write a note on CRM standards.
4. Briefly explain Error management.
5. What are the pre-requisites for CRM of cock-pit crew?

[P.T.O.]





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SECTION - C

Answer any **THREE** questions. Each question carries 14 marks.

(3×14= 42)

6. Explain the CRM training methods in detail.
7. Elaborate on Revalidation criteria.
8. Explain the skills underlying effective flight operations.
9. Discuss the benefits of Crew Performance Assessment in detail.

