

Programme: MBA Tourism & Travel Management

MBT5204 AIRLINE AND AIRPORT MANAGEMENT

Course Code	MBT5204	Semester	II
Course Title	Airline and Airport Management		
Credits	3	Type	Core

Course Description

This is a skill development course that is interactive, exploratory, problem-solving, and employability-focused.

Course Outcome

By the end of the course, students are expected to be able to:

- CO1: Acquaint with the global civil aviation industry and its institutions.
- CO2: Gain a comprehensive understanding of airline industry and its business models.
- CO3: Familiarise with various passenger services provided in an airport
- CO4: Acquire in-depth knowledge about airside and landside activities
- CO5: Acquire skills such as Customer relationship and service, required to become Airline and Airport staff

Course Structure

The following is a detailed syllabus of Airline and Airport Management.

Module I: Aviation History

Open sky policy- Freedoms of Air -International Conventions - Warsaw Convention - Chicago Convention – Functions and Role of ICAO, IATA, DGCA and Airport Authority of India - Types of Airlines - Types of Aircrafts - Study of aircraft parts.

Module II: Airline Industry

Characteristics- -Airline products and services- Types of airlines- scheduled and non-scheduled-other types-full-service carriers, Low Cost carriers. LCC business model- Classes of service-Hub and spoke system-Code sharing, Interlining, FFP- Inflight services- Airline alliances.

Module III: Passenger Handling

Check-in formalities, Free baggage allowance, types of baggage, excess baggage allowance, baggage pooling, security check, emigration services, gate handling and boarding-Arrival Procedures- transit passenger handling, emigration activities, baggage claim, missed baggage, customs formalities, red channel and green channel, Baggage handling procedure.

Module IV: Airport Management

Elements of air transportation-Airport product and consumers- Revenue Sources- Airport Ownership- Structure of an airport- Airside various parts and facilities- Terminal parts and facilities- Landside parts and facilities- Certifications for airports- Airport Operations- Ground handling, Deplaning and boarding, Cargo and baggage loading, Turn around operations, Refuelling, Power supply, Rescue and firefighting, winter operations-Safety and Security Issues in airports.

Module V: Human Resource in Aviation

Flight crew, cabin crew, ground staff, flight dispatchers, Air Traffic Controllers, Baggage Handlers, customer service agents, aircraft maintenance engineers, security staff; aircraft ground handling; passenger service-Travel Documentation-Special passengers - Passengers requiring special handling.

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Testing & Evaluation:

Internal Assessment (40 Marks)	External Assessment (60 Marks)
Two Class Tests – 20 marks (10+10) Assignment – 10 Marks Presentation – 10 Marks	End Semester Assessment

References

- H. Koontz, H. Weihrich (2004), Management, McGraw – Hill, Tokyo, (Text Book).
- Rodwell, J.F. (2010). Essentials of Aviation Management: A Guide for Aviation Service Businesses. United States: Kendall Hunt Publishing Company.
- Negi, J. (2005). Air Travel Ticketing and Fare Construction. New Delhi: Kanishka.
- Cook, G. N., & Billig, B. G. (2017). Airline Operations and Management. London: Routledge.
- Shaijumon, Sanoop and Dileep D, (2019), Introduction to Air Ticketing and Air Travel Management, Vaikhari Research Foundation, Thiruvananthapuram
- Singh, Ratandeep (2008), Handbook of Global Aviation Industry and Hospitality Services, Kanishka Publishers, New Delhi.