

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR - 2013-2014**

COURSE : 5th Semester of 3-year B.Sc.in H&HA (**Specialisation**)  
SUBJECT : Airline Catering  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. What is the impact of air travel segment on Mass Tourism?

**OR**

Explain the history of Airline Catering and what are the customer expectations?

(10)

Q.2. In what way the Flight catering menus are different from the regular menus?  
Explain with examples.

**OR**

Explain the loading process in an aircraft. How is Tray & Trolley prepared?

(10)

Q.3. How does the information flow from the airlines to the service provider?

**OR**

How are product specifications, packaging & labeling given to the service provider by the airlines?

(10)

Q.4. Design the food production systems with flow of work in a flight kitchen.

**OR**

In a flight kitchen, how is the production planning process done and overall production controlled?

(10)

Q.5. Explain the inflight production operations. How is production controlled?

(10)

Q.6. What are the security issues regarding transportation and loading?

(10)

Q.7. Explain with a neat diagram the Galley design and Layout plan.

(10)

Q.8. Explain about the inflight service policy and inflight service procedure. (10)

Q.9. Write short notes on (**any five**):

- (a) Inflight catering experience
- (b) Menu cycle
- (c) Customer expectations
- (d) Logistics
- (e) Non-food items
- (f) Non-frill service

(5x2=10)

Q.10. What are the licenses that are required for Airline Catering? (10)

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