



**DEPARTMENT OF TOURISM STUDIES  
FACULTY OF SOCIAL SCIENCES  
NATIONAL OPEN UNIVERSITY OF NIGERIA**

**University Village, Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi Abuja  
2025\_2 EXAMINATIONS.**

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**Course Title:** Introduction to Airline Management

**Course Code:** TSM 349

**Course Unit:** 2

**Time Allowed:** 2:00hrs

**Instruction:** Answer any three (3) questions only

**Question 1**

**a.** Briefly discuss the following terms in relation to airline management: **(9.3 marks)**

- i.** The route way
- ii.** Terminal facilities
- iii.** Mobile Facilities

**b.** State any five (5) institutional frameworks with respect to airline management. **(7.5 marks)**

**c. i.** What do you understand by air transport services in Nigeria? **(2 marks)**

**ii.** Identify three (3) categories of airline services in Nigeria. **(4.5 marks)**

**Question 2**

**a.** Highlight any five (5) factors affecting the demand for airline service. **(7.5 marks)**

**b.** Write short notes on each of the factors identified above. **(10 marks)**

**c. i.** Briefly describe customer service as it affects airline management. **(2 marks)**

**ii.** Enumerate any four (4) sources of information on what airline passengers care for. **(4 marks)**

**Question 3**

**a.** Distinguish between strategy and policies. **(8 marks)**

**b.** Identify the five (5) purposes of strategy. **(6 marks)**

**c.** Briefly discuss three (3) of the purposes of strategy stated above. **(9.3 marks)**

**Question 4**

**a.** State any three (3) modes of movement. **(3.3 marks)**

**b.** Highlight seven (7) merits of air transportation to any nation. **(7.5 marks)**

**c.** Discuss any five (5) of the pros of air transportation enumerated above. **(12.5 marks)**