

### **Answer on Question #47900 – Management – Other**

**Q 1.** When Shanaya Malkan boarded her Air India flight to London in Mumbai, she was seated in the middle of an unkempt person who apparently had not bathed recently on one side and a baby crying on the other. The person in front of her immediately reclined his seat. Shanaya knew she would not be comfortable in making the seven hour long trip under these circumstances. What can Shanaya do to make the trip more comfortable?

**Q 2.** Ms. Anjali Chaturvedi is the head of the sales division in Fedington Technologies. Whenever she asks for feedback during the departmental meetings, she blasts anyone offering criticism which causes her sub-ordinates to agree to everything she says and not voice their true opinion on the way they manage their functioning. You want to talk to her about it , but what should you say ? List some of the points that you would like to make with when you would discuss this issue with her.

### **Solution**

**Q 1.** Air India as the Indian flagship carrier offers flights to 31 destinations. She works since 1931, is based in Mumbai and to fly across the country as well as abroad. The company operates a fleet of air is 31 aircraft model Airbus and Boeing. To answer the question what can Shanaya do to make the trip more comfortable, we need to become familiar with the rights of passengers on board the aircraft. The carrier offers passengers on board the aircraft a range of services depending on the type and arrangement of the aircraft, flight duration, time of day during which the flight takes place, as well as class of service indicated in the ticket. A list of services is determined by the rules of the carrier.

Carrier on board an aircraft shall ensure that: the informing passengers about the flight conditions and general rules of conduct of the passenger on board the aircraft, the location of main and emergency exits, and the conditions they leave the aircraft in emergency situations, as well as locations in the cabin of personal protective equipment and inflatable ladders; provision of soft and / or hot drinks and food; first aid. Providing soft drinks is mandatory free service.

Hot meals are provided on board the aircraft according to the standards set by the carrier. Food and hot drinks may not be available to passengers of the aircraft, if the condition is established by the rules of the carrier or customer of flights and passengers informed of the conditions of service on board the aircraft prior to the conclusion of the contract of carriage or purchase the package for comprehensive travel services.

Carrier may provide additional passenger services increased comfort in flight. The list of additional services increased comfort, the order of their delivery and payment are established by the carrier. The carrier shall inform passengers in his chosen way of additional services.

As a result, we can note, on the basis of the above, Shanaya Malkan may ask staff to transplant her to another seat place, if possible, if this is not possible, then provide it with

additional services, such as soft drink or others which individually the procedure established by the carrier.

**Q2.** In this situation it is necessary to comply with the maximum degree of subordination to the head at the same time the key problems arising in the work must be properly and clearly articulated.

To begin with, the important role of the manager should be noted. After that, it is worth briefly identifying the problems and possible solutions to give practical examples of possible options.

Further the success of achieved results should be noted in the department.

Then we can offer a list of possible alternative solutions to problems and offer already predicted outcomes for evaluation.

In order to improve the interaction between subordinates and superiors, an anonymous survey should be offered to maximize the detection of weaknesses, to be able to see the real picture of the views of the subordinate staff.

In the end, it is necessary to express sincere gratitude for attention and especially note the importance of Ms. Anjali Chaturvedi opinion.