



**EAST AFRICAN SCHOOL OF AVIATION**  
**SUPPLEMENTARY EXAMINATION**  
**SUBJECT: BAGGAGE HANDLING MANAGEMENT**

**Duration: 2 HRS**

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

---

**INSTRUCTIONS TO ALL CANDIDATES**

- 1. Answer all questions*

# EXAMINATION SESSION RULES

## GENERAL GUIDELINES

- ↗ You will work with the exam QUESTION BOOKLET and a separate ANSWER SHEET.
- ↗ Check that your QUESTION BOOKLET is complete. The number of questions is indicated on the front page.
- ↗ Complete the ANSWER SHEET with your personal information. Your Client ID can be found on your examination invitation letter.
- ↗ Once the exam is passed successfully, your name will appear on the course certificate as it is written on the Examination Attendance List. Notify the Supervisor if your name is spelled incorrectly on the Attendance List.
- ↗ **Normal examination conditions** apply:
  - No talking is permitted once the examination papers have been distributed.
  - No food and/or drink are allowed in the examination room.
  - Anyone suspected of cheating will have their examination papers canceled.
  - No examination paper may be taken out of the examination room.
  - No photocopy or scan of the examination may be made.
  - Once completed, the QUESTION BOOKLET and the ANSWER SHEET must be handed to the Supervisor.
- ↗ **The time allowed for completing this examination paper is indicated on the cover page.** You will be advised 30 minutes and again 15 minutes before the end of the examination. You may leave the room before, if you have returned your paper to the Supervisor.

## MATERIALS ALLOWED

- ↗ Only your IATA OAG and TACT Training Edition materials are allowed in the examination room.
- ↗ A nonprogrammable pocket calculator and a language dictionary are permitted.
- ↗ **No other external or supplementary references are allowed.** Note books, loose paper notes, diaries and agendas are **not permitted**.

## HOW TO WORK WITH THIS QUESTION BOOKLET

- ↗ **Read each question carefully.**
- ↗ All questions carry equal marks. **All answers must be marked on the ANSWER SHEET and not in the QUESTION BOOKLET.** Failure to mark answers on the answer sheet will result in a FAIL grade.

## HOW TO WORK WITH THE ANSWER SHEET

- ↗ Find the ANSWER SHEET now.
- ↗ Mark only **one response per question**. No points will be given for a question with more than one marked response.
- ↗ Blacken the appropriate circle for each answer option you choose. You must use a lead pencil. If you must change a multiple choice answer, blacken the new circle with your pencil and completely erase the incorrect answer.
- ↗ When an exam question presents less than five answer options, ignore any extra blank choices on the ANSWER SHEET. For example, if the question offers only A and B as answer options, fill in A or B on the ANSWER SHEET and ignore C, D and E.

## AT THE END OF YOUR EXAMINATION

You must return the ANSWER SHEET and QUESTION BOOKLET to your exam supervisor.

1. The positive close-out time is communication between the check-in staff and ramp staff
  - A. True
  - B. False
2. Sports equipment is an example of a late checked baggage
  - A. True
  - B. False
3. Baggage claim can be made in ALL but one of the following ways
  - A. In Person
  - B. On a PIR Form
  - C. Via e-mail
  - D. By Telephone
4. Wind-surfing board is an example of on-time baggage
  - A. True
  - B. False
5. LBC is conducted on a weekly basis
  - A. True
  - B. False
6. Most of the mishandled baggage are occurs in transit
  - A. True
  - B. False
7. The ----- contains data regarding the status of baggage for tracking and reconciliation.
  - A. Baggage Transfer Message
  - B. Baggage Processed Message
  - C. Baggage Source Message
8. The primary code P 40 stands for.
  - A. Arrival Station
  - B. Transfer Station
  - C. Miscellaneous
9. Pilferage is theft of only some of the contents of a checked baggage:
  - A. True
  - B. False
10. An MCT is set to ensure there is enough time to transfer passengers between connecting flights
  - A. True
  - B. False
11. Positive closeout is the confirmation by check-in staff with the ramp staff when the first item of baggage has been accepted.
  - A. True
  - B. False
12. Two types of baggage are handled at the first stage of the baggage handling process. What are they?
  - A. Exception baggage and delayed baggage
  - B. Exception baggage and late check baggage
  - C. carry-on baggage and excess baggage
13. IATA requires that LBC be established at all airports which are served by at least one member of (IATA) and:
  - A. Which are served by more than 3scheduled carriers
  - B. Where interline baggage is transferred between carriers
  - C. Where an AOC has been set up in order to facilitate airport operations
14. An MCT is set to ensure there is enough time to transfer passengers between connecting flights
  - A. True
  - B. False
15. Baggage is considered officially lost after 30 days of thorough searching.
  - A. True
  - B. False
16. An Interim expense is:
  - A. The amount a passenger obtains from the airline if his baggage has been lost.
  - B. The amount a passenger obtains from the airline if his baggage has been delayed.
  - C. The amount a passenger obtains from the airline if his baggage has been recovered.
17. One of the following is not among the types of baggage claims. Which one is it?
  - A. Interim expenses
  - B. Damage
  - C. Claims
18. What do you understand by the acronym MITA?
  - A. Multilateral Interline Traffic Agreement
  - B. Multilateral Interline Travel Agreement
  - C. Multilateral Interline Trade Agreement
19. Which one of the following acronyms is correctly matched with its meaning?
  - A. AHL – Central or Headquarters office.
  - B. OHD – Message advising the issuing station that the delayed bags are enroute to them.
  - C. QOH – Unclaimed bag report that notes only the tag number.

20. The following are among the three categories of baggage. Which one is not?  
 A. Non-zippered  
 B. Miscellaneous articles  
 C. Delayed baggage
21. What is an LBC and what is its purpose?  
 A. A local baggage committee; an organization of airline managers which meets at least once a month to identify, analyze and solve local interline baggage handling problems  
 B. A local boarding committee; an organization of airline managers which meets at least twice a month to identify, analyze and solve local interline baggage handling problems  
 C. A local baggage committee; an organization of airline managers which meets at least once a month to identify and compensate passengers with baggage handling problems
22. Which one of the following is not a reason for using baggage tags to identify baggage?  
 A. To route a bag from origin to destination  
 B. To be able to deliver a bag in time  
 C. To highlight special information about items
23. Which of the following doesn't belong to the Baggage Screening Equipment?  
 A. Checked baggage.  
 B. Equipment & crew baggage.  
 C. X-Ray Machines.  
 D. Medical Service.
24. Baggage mishandling only affects the passengers whose baggage is delayed or damaged  
 A. True  
 B. False
25. Most people who steal/pilfer baggage do not work at the airport  
 A. True  
 B. False  
 C. Maybe  
 D. None of the above
26. One of the following is not among the categories of baggage tags  
 A. Checked baggage tags  
 B. Expedite baggage tags  
 C. Special purpose tags  
 D. All season baggage tags
27. \_\_\_\_\_ is sent by departing carrier from its departure control or check-in system to the operator of an automated baggage  
 A. Baggage Source message  
 B. Baggage Transfer message  
 C. Baggage Processed Message  
 D. Baggage Unload message
28. How many stages of baggage handling are there?  
 A. 2  
 B. 4  
 C. 5  
 D. 6
29. \_\_\_\_\_ is an organization of airline managers at the airport which meets at least once a month to identify, and solve local interline baggage handling problems  
 A. Local Baggage committee  
 B. Baggage handling society  
 C. AOC  
 D. Airport operations Committee
30. \_\_\_\_\_ are funds provided to the passenger to cover his out-of pocket expenses until his luggage arrives  
 A. Pocket money  
 B. Interim fund  
 C. Interim expenses  
 D. Out-of-the-pocket money
- One of the following is not a type of baggage claim  
 A. Interim expenses  
 B. Delivery  
 C. Damage  
 D. Pilferage
31. Baggage claim can be made in ALL but one of the following ways  
 A. In Person  
 B. On a PIR Form  
 C. Via e-mail  
 D. By Telephone
32. One of the following is not a cause of fraud  
 A. Overpacked Bags  
 B. The Item was never in the bag  
 C. Pilfered by an airline employ  
 D. Hidden by the passenger himself

33. Within the reconciliation process, passengers and baggage includes the following. Which one is not?  
 A. Originating (local check-in)  
 B. Online transfer  
 C. Destination (Local Arrival)
34. The Station manager is only responsible to train staff on baggage handling  
 A. True B. False
35. It is not a must for a Station manager to describe the 6 stages of baggage handling  
 A. True B. False
36. Station manager is responsible to compensate a passenger on the same day  
 A. True B. False
37. In ICAO's Passenger and Baggage reconciliation standards, it indicates:  
 A. All baggage should be recorded as loaded and before departure, any baggage which has no accompanying passenger should be off-loaded  
 B. No item of baggage should be loaded until its owner has boarded the aircraft  
 C. Each passenger should load his baggage in the cargo hold  
 D. A and B
38. Station manager should collect metrics on baggage \_\_\_\_\_ and \_\_\_\_\_ to determine if there are particular time, locations or flight that are particularly vulnerable or regularly targeted  
 A. tags, information  
 B. number, theft  
 C. theft, pilferage  
 D. None of the above
39. An over-packed or a fragile bag can be a cause of damaged baggage  
 A. True B. False
40. The airline should compensate the passenger for a delayed baggage  
 A. True B. False
41. LBC meeting is conducted \_\_\_\_\_  
 A. Termly C. Yearly  
 B. Monthly D. Daily
42. It is a waste of time for a passenger to report about pilferage  
 A. True B. False
43. Damage to a bag might occur while loading the bag into the ULD  
 A. True B. False
44. Mishandled bags are either delayed, damaged, pilfered or sold  
 A. True B. False
45. Training staff on baggage handling is not a must  
 A. True B. False
46. Most of mishandled baggage are stolen by employees  
 A. True B. False
47. The causes of most mishandled baggage incident is unnecessary and can occur at departure or arrival  
 A. True B. False
48. When a passenger baggage is delayed, he should travel back to the country he came from and collect his bag  
 A. True B. False
49. Most of the mishandled baggage are stolen by criminals  
 A. True B. False
50. Check-in staff are required to be trained on baggage handling  
 A. True B. False
51. Training staff on baggage handling is not necessary  
 A. True B. False
52. Similar looking bags is one of the reasons a bag might get lost.  
 A. True B. False
53. Station manager should collect metrics on baggage theft and pilferage to determine if there are particular \_\_\_\_\_, \_\_\_\_\_ or \_\_\_\_\_ that are particularly vulnerable or regularly targeted  
 A. Times/locations/flights  
 B. Manager/countries/institutions  
 C. Check-in agents/ramp agents/baggage agents  
 D. Times/managers/baggage agents
54. A Station manager should be able to describe how baggage is checked-in, made-up, loaded, transferred, unloaded and finally transported to the claims area  
 A. True B. False

55. Non-IATA carriers, non-airline Handling Agencies, Customs and Security representatives, Airport authorities and Interline delivery agencies are all encouraged to participate in the LBC meeting and they have a vote  
 A. True B. False
56. Baggage agents should be trained on loading and unloading baggage, tracing, customer service and baggage claims  
 A. True B. False
57. A baggage agent at your airline has been performing poorly when it comes to communicating with passenger. What is the main risk for the station?  
 A. It will upset the baggage agent's manager  
 B. Passenger's will be distracted and miss their flights  
 C. Passenger's will not file baggage claims  
 D. None of the above
58. An LRT should be redeemed for all type baggage  
 A. True B. False
59. Make-up is the process of sorting and preparing baggage for loading into the aircraft:  
 A. True B. False
60. The main categories of baggage make-up are:  
 A. Sorting by flight and destination  
 B. Separation by type-interline transfer, on-line transfer  
 C. Elite frequent flyer status  
 D. All of the above
61. Two basic principles of loading is \_\_\_\_\_ and \_\_\_\_\_  
 A. deliver, charge  
 B. deliver, satisfy  
 C. loading to facilitate handling and loading to prevent damage  
 D. None of the above
62. MCT refers the maximum connecting times  
 A. True B. False
63. Make-up is not amongst the stages of baggage handling  
 A. True B. False
64. On-time baggage must not fit within the acceptable limits set out by the airline  
 A. True B. False
65. Passenger baggage reconciliation refers to \_\_\_\_\_  
 A. Ensuring that no passenger is on board without his luggage  
 B. No baggage is loaded until his owner has boarded  
 C. Every bag loaded has a tag  
 D. All bags are properly locked
66. \_\_\_\_\_ one of the following is not among the categories of baggage handling  
 A. Baggage Source message C. Baggage Processed Message  
 B. Baggage Transfer message D. Baggage Unload message
67. How many stages of baggage handling are there?  
 A. 2 C. 4  
 B. 3 D. 5
68. \_\_\_\_\_ one of the following is not among the baggage tags  
 A. Checked bag tags C. Special purpose tags  
 B. Expedite baggage tags D. Originating baggage tags
69. \_\_\_\_\_ are funds provided to the passenger to cover his out-of- pocket expenses until his luggage arrives  
 A. Pocket money  
 B. Interim fund  
 C. Interim expenses  
 D. Into-the-pocket money
70. The main categories of baggage make-up do not include \_\_\_\_\_  
 A. Sorting by flight and destination  
 B. Separation by class of service  
 C. Elite Frequent Flyer status  
 D. Passenger itinerary

