



# **EAST AFRICAN SCHOOL OF AVIATION**

## **END OF COURSE EXAMINATION**

### **CERTIFICATE IN IATA AIRLINE CABIN CREW COURSE**

**SUBJECT: AIR TRANSPORT AND FLIGHT OPERATIONS**

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DATE

TIME: 1400 -1600HRS

### **INSTRUCTIONS TO ALL CANDIDATES**

1. EASA examination rules and procedures apply
2. Answer all questions

1. *What is an airside?*
  - A. The parts of an airport that is accessible to everyone visiting the airport
  - B. The part that has a controlled access and is kept secure
  - C. The place processing of passenger is carried out
  - D. None of the above
2. *The airside of an airport is the side that has controlled access and is considered to be \_\_\_\_\_*
  - A. Secured
  - B. Sealed
  - C. Sterile
  - D. No go
3. *The airport terminal is divided into?*
  - A. Customs and Immigration sections
  - B. Arrival and departure sections
  - C. Civilian and non-Civilian sections
  - D. Crew and passenger sections
4. *During turnaround, the following activities take place. Which is the odd one out?*
  - A. Cleaning
  - B. Catering exchange
  - C. Cargo and baggage loading
  - D. Push back
5. *The four forces acting on an airplane during flight are,*
  - A. Pitch, Roll, Yaw, Glide
  - B. Gravity, Lift, Drag, Thrust
  - C. Roll, Gravity, Yaw, Pitch
  - D. Gravity, Thrust, Pitch, Drag
6. *All airplanes have the following basic parts regardless of their shape and size*
  - A. Cockpit, Cabin, Cargo holds, Lavatories, Galleys
  - B. Wings, Fuselage, Tail, Landing gear, Engines
  - C. Engines, Tyres, Stabilizers, Windows
  - D. Rudder, Slats, Spoilers, Flaps, Elevators
7. *Which boarding option does NOT provide protection from the elements and it exposes passengers to some risks?*
  - A. A walk from the exit door to the aircraft
  - B. A transfer vehicle e.g. a bus or transporter
  - C. A passenger jet bridge
  - D. None of the above
8. *All airports have a common operational structure that includes*
  - A. Landside
  - B. Airside
  - C. Terminal
  - D. A and B only
  - E. All the above
9. *All aircrafts can be classified according to which of the following?*
  - A. Commercial transport aircraft
  - B. Military aircraft
  - C. General aviation aircraft
  - D. All of the above
10. *Which of the following statements about airport security screening is NOT true?*
  - A. When passing through security screening the same rules are applied to staff and passengers alike
  - B. Cargo and catering supplies are searched at various points before being loaded onto the aircraft
  - C. Additional security screening of passengers and staff is carried out by walkthrough metal detector archway
  - D. When passing through security screening, the rules may require passengers and staff to remove shoes
11. *What is the main reason why every flight has at least 2 active pilots?*
  - A. There are 2 sets of controls
  - B. It is required by some airports
  - C. In case one pilot does not feel well
  - D. One pilot cannot fly a large plane alone
12. *Why is the galley electrical power turned off during takeoff?*
  - A. Save energy
  - B. Reduce risk of fire
  - C. Allow food to cool down
  - D. Avoid spilling hot liquids
13. *The \_\_\_\_\_, which is divided into arrival and departure sections provide a physical structure that serves to control access to and from the airside.*
  - A. Airside
  - B. Landside
  - C. Terminal
  - D. Groundside
14. *The \_\_\_\_\_ of an airport is the part accessible to everyone who comes to an airport.*
  - A. Landside
  - B. Groundside
  - C. Terminal
  - D. Airside
  - E. Both A and B
15. *The \_\_\_\_\_ has controlled access and is kept secure.*
  - A. Terminal
  - B. Airside
  - C. Landside
  - D. None of the above
16. *What do you understand by the term fuselage?*
  - A. Body of an aircraft
  - B. The tail of the aircraft
  - C. The nose of the aircraft
  - D. The wheels of an aircraft
17. *The \_\_\_\_\_ includes the general entry areas to the airport, such as access roads and ground transportation access i.e. buses, trains, taxis, limousine.*
  - A. Terminal
  - B. Landside
  - C. Groundside
  - D. Airside
  - E. Both B and C
18. *The flight crew's basic priorities during take-off come in which order?*
  - A. Aviate, Navigate, Communicate
  - B. Navigate, Aviate, Communicate
  - C. Communicate, Navigate, Aviate

19. Which of the following is NOT an area searched by cabin crew during pre-flight checks?
- Cabin
  - Galleys
  - Toilets
  - Engine
20. During the 1970's investigators discovered that 70% of air crashes were due to,
- Human error
  - Poor procedures
  - Equipment failure
  - Weather conditions
21. Planes use \_\_\_\_\_ to get from the gate to the main runway for take-off and from the main runway to the gate after landing.
- Apron
  - Taxiway
  - Ramp
  - Groundside
22. Parking areas for aircrafts away from terminals are called?
- Zones
  - Runways
  - Apron
  - Ramp
23. When you pass through the security checkpoint you should?
- Show the security agent your airline identification card
  - Remove your outer clothing including metal objects
  - Throw away any bottles of water or other liquids in excess of the allowed amount
  - All of the above
24. All times on airline tickets and itineraries are shown in GMT.
- True
  - False
25. The area where aircrafts park next to a terminal to load passengers and baggage is called?
- Tarmac
  - Ramp
  - Apron
  - Both A and B
26. The departure section of the airport terminal is also known as the
- Check-in concourse
  - Claim area
  - Hold
  - None of the above
27. There are several boarding options depending on the airport and type of aircraft. Which is the preferred option as it protects people from the weather elements and ensures security as passengers don't mix with other people
- Passenger jet bridge
  - A transfer vehicle
  - Walk from the exit door to the aircraft
  - None of the above
28. Which airport is the world's busiest and has processed more passengers than any other since 1995?
- London Heathrow
  - John F. Kennedy
  - Hartsfield-Jackson Atlanta International
  - Charles De Gaulle
29. IATA comprised of 57 airlines from 31 countries when it was first established. In which year was it established?
- 1938
  - 1945
  - 1971
  - 1914
30. \_\_\_\_\_ is a way of getting more out of summer days by advancing the clocks by one hour during the summer only
- Daylight saving time
  - Standard clock time
  - Greenwich meridian time
  - Local time
31. The \_\_\_\_\_ is an imaginary line located opposite the prime meridian.
- Equator
  - International date line
  - Longitude
  - Latitude
32. When passing through security screening, the same rules are applied to staff and passengers alike,
- True
  - False
33. The flight crew of an arriving aircraft are advised of their parking space via radio by the \_\_\_\_\_, who are responsible for the management of all airside ground areas.
- Airport ground control
  - Customs and immigration
  - National aviation authority
  - Cabin crew training department
34. A common aircraft cleaning requirement which includes a more thorough cleaning of toilets, cabin seating area, galleys and the flight deck as well as dressing the cabin for passengers is usually categorized as which level of cleaning?
- Transit cleaning
  - Nightstop cleaning
  - Turnaround cleaning
  - Deep cleaning
35. The first officer sits on the right hand seat of the aircraft.
- True
  - False
36. The way in which an aircraft cabin is fitted is known as \_\_\_\_.
- Airline alliance
  - Cabin configuration
  - Aircraft aft
  - Jet stream
37. \_\_\_\_\_ is the natural force that tends to pull an airplane to the earth when in flight.
- Lift
  - Gravity
  - Drag
  - Thrust

38. \_\_\_\_\_ is the force that moves the plane forward.
- Gravity
  - Lift
  - Thrust
  - Drag
39. When an airplane is cruising in level flight, it has balanced \_\_\_\_\_ against \_\_\_\_\_ and \_\_\_\_\_ against \_\_\_\_\_.
- Lift, thrust and drag, gravity
  - Drag, gravity and lift, thrust
  - Lift, gravity and thrust, drag
  - Gravity, thrust and drag, lift
40. In order to climb, the pilot must increase the amount of \_\_\_\_\_ produced by the wings.
- Gravity
  - Lift
  - Drag
  - Thrust
41. To descend, the pilot must decrease the engine power, reducing the plane's \_\_\_\_\_.
- Lift
  - Thrust
  - Drag
  - Gravity
42. \_\_\_\_\_ occurs when one wingtip dips lower than the other and is controlled by the ailerons on the wings.
- Pitch
  - Roll
  - Yaw
  - None of the above
43. Colder and less dense air holds more moisture.
- True
  - False
44. Some medical conditions may be more acute in flight due to the reduced amount of oxygen available. These may include?
- Blood disorders e.g. anaemia
  - Breathing disorders e.g. asthma and bronchitis
  - Disorders of the heart and circulation
  - Illnesses associated with old age
  - All of the above
45. One way of reducing the expanding air pressure inside the ears is by,
- Yawning
  - Taking painkillers
  - Taking a deep breath
  - Breathing more oxygen
46. Where are the spoilers located?
- On the empennage
  - On the slats
  - On the flaps
  - On the wings
47. Airlines are required to follow the cabin seat numbering system adopted by IATA.
- True
  - False
48. No one should approach the aircraft until?
- It has come to a complete stop
  - The engines have stopped
  - The brakes have been applied
  - All of the above
49. What do the initials IATA stand for?
- International Air Travel Association
  - International Air Traffic Association
  - International Air Transport Association
  - International Airline Association
50. Larger aircrafts have two aisles and are referred to as
- Long-body aircrafts
  - Narrow-body aircrafts
  - Wide-body aircrafts
  - Big-body aircrafts
51. By increasing the plane's angle of attack the pilot \_\_\_\_\_
- Increases the rate of climb
  - Increases the amount of yaw
  - Increases the aircraft's speed
  - Decreases the amount of drag
52. Which of the following features are required for both business and economy class seats?
- Life vest stowage
  - Entertainment systems
  - Electrical power supply
  - Convert in to a flat bed
53. The different colored lights located at the area call panels usually indicate?
- Different levels of urgency
  - Different origins of the call
  - Different services requested
  - Different types of emergency situations
54. What is the definition of an airport?
- An airport is the location where an aircraft takes off and lands, and loads and unloads passengers and cargo
  - An airport is a controlled pathway or corridor of flight, a highway in the sky
  - An airport is a location where air traffic controllers can oversee and direct movement
  - An airport is a place in or at the terminal where passengers locate and retrieve their luggage
  - An airport is a location where aircrafts are sheltered and serviced by maintenance personnel
55. Which of the following entities informs the flight crew of an arriving aircraft of their parking space?
- Arrival team
  - Ramp services
  - Ground control
  - Turnaround team

56. What is the definition of a "through passenger" also known as "transit passenger"?
- A person working in air traffic control
  - A person who does not have a confirmed reservation but arrives at the airport with the hope of being accommodated at the departure time
  - A person continuing on through an intermediate stop to a further destination
  - Refers to passengers who pay full fare for air transportation
  - A person travelling often referred to in shortened form as PAX
57. The left side of the aircraft when facing forward is called the?
- Port
  - Starboard
  - Left cabin
  - Left fuselage
58. If you travel east of the Greenwich meridian or prime meridian, the time becomes
- One hour later for each time zone entered
  - One hour earlier for each time zone entered
  - Three hours later for each time zone entered
  - Two hours earlier for each time zone entered
59. The International Date Line is located at what longitude?
- 180
  - 90
  - 45
  - 0
60. Once all passengers are onboard; the cabin crew is very busy preparing for take-off. They must complete many tasks before the aircraft doors are closed. Choose the correct tasks from the pre-take off checklist?
- Confirm that all compartments, closets and overhead bins are opened
  - Inspect the cabin to ensure that lavatories are occupied and unlocked
  - Confirm that all luggage is properly stowed and that galley equipment is secured and locked
  - All of the above
61. The Marshaller's main responsibility is to?
- Ensure safety around the aircraft
  - Help pilots steer correctly to the gate
  - Attach the jet bridge to the passenger door
  - Provide assistance to passengers using wheelchairs
62. Which of the following is NOT one of the pre-flight checks performed by the cabin crew?
- Ensure that each seat has a seatbelt
  - Ensure that no section of the carpet is torn
  - Ensure that the galley equipment works properly
  - Ensure there are no foreign objects on the ramp
63. The force that gets the aircraft off the ground and helps keep it in the air is called?
- Lift
  - Thrust
  - Launch
  - Lift-off
64. An aircraft is in level cruising flight when \_\_\_\_\_ equals the force of gravity and \_\_\_\_\_ equals drag.
- Lift, Thrust
  - Thrust, Lift
  - Lift-out, Propulsion
  - Launch, drive
65. The aircraft's empennage is commonly called the
- Tail
  - Fin
  - Rudder
  - Undercarriage
66. Jet lag is unavoidable if you are travelling over how many time zones?
- 4-5
  - 3-4
  - 2-3
  - 1-2
67. Immigration authorities are responsible for?
- The movement of animals and food in and out of the country
  - Providing safety, service and security to all passengers and crew members
  - Monitoring air traffic controllers and airport security standards
  - Monitoring people entering and leaving a country, making sure they have appropriate authorization to do so by validating passports and visas
  - Collecting duties or taxes on imported goods
68. Which of the following is the correct description of charter airlines?
- Include major airlines and commuter or regional airlines
  - These are not available to the public and can be owned by individuals
  - Flights are arranged through travel agents to meet their specific travel needs of companies or individuals
  - Aircraft that are privately owned by companies and used for business purpose
69. The aircraft's movement on its lateral axis as the nose moves up and down is called?
- Pitch
  - Roll
  - Yaw
  - Ditching
70. The cabin crew seats in an aircraft are called?
- Jump seats
  - Cabin crew work stations
  - Take off seats
  - Emergency seats
71. If the flight offers meals options, the latest time for the passenger to reconfirm their meals options is
- Security check
  - Pre-boarding check
  - Check-in
  - Boarding

72. *When do most in-flight emergencies take place?*
- During take-off and landing
  - After a cabin fire
  - When there is turbulence
  - When the aircraft is at cruising altitude
73. *Which of the following people would require medical clearance to fly?*
- A person with mild asthma
  - A woman who is 8 months pregnant
  - A teenager who has a head cold
  - A first time traveler
74. *The department responsible for providing flight plans, weather reports and other important information about flights to cockpit crew is called the*
- Dispatcher unit
  - Air traffic control
  - Dispatch
  - Flight information Centre
75. *The shape of an aircraft's wing that is flat on the bottom and curved on the top is called an?*
- Airlift
  - Airfoil
  - Aileron
  - Flap
76. *The airline is often liable to fines and penalties if it brings foreign travelers into a country without the required documentation.*
- True
  - False
77. *The cabin zones in large cabins are used to explain seating locations to passengers*
- True
  - False
78. \_\_\_\_\_ *is the force of air opposing the forward movement of the airplane.*
- Drag
  - Thrust
  - Gravity
  - Lift
79. \_\_\_\_\_ *is the force that moves the plane forward.*
- Lift
  - Thrust
  - Gravity
  - Drag
80. *The \_\_\_\_\_ of the airplane extends from the nose to the tail.*
- Fuselage
  - Empennage
  - Wings
  - Engines
81. *This stage starts when the landing gear is retracted and continues until the top of climb*
- Climb
  - Landing
  - Take-off
  - None of the above
82. *What are the three operational areas of all airports?*
- Parking, terminal, runways
  - Customs, security, gates
  - Airside, customer side, freight
  - Landside, airside, terminal
83. *Which of the following is NOT usually a feature of the check-in concourse?*
- A lounge for business or first class
  - A long hallway with doors to an outside car park or roadway
  - A conveyance system for luggage
  - A row of counters, either parallel or perpendicular to the building facade
84. *Unlike commercial scheduled airlines, Charter airlines,*
- Require that seats be booked through travel agents or tour operators, rather than through their websites
  - Have lower standards and lesser hiring requirements
  - Have a greater frequency of flights to a given destination
  - Form cooperative alliances with other airlines to expand their networks overseas without adding new services
85. *Working for a charter airline may offer cabin crew longer layovers and a greater variety of destinations.*
- True
  - False
86. *Unlike charter flights, corporate and private jet travel*
- Are non-scheduled forms of airline transportation
  - Often require cabin crew to work alone
  - Have a varied and unpredictable work schedule
  - Offer flights to popular vacation destinations
87. *The organization that sets standards and rules for training and certification of aviation personnel is*
- IATA
  - ICAO
  - CAA
  - JAA
88. *The state regulatory body for civil aviation in each country is GENERALLY called the?*
- FAA
  - ICAO
  - CAA
  - JAA
89. *As a cabin crew you will use the IATA airport codes to read,*
- Ticket and baggage handling information only
  - Airline timetables, reservations, baggage handling documentation and flight schedule
  - Air traffic control and flight planning
  - Reservations, baggage handling documentation and flight schedule
  - Baggage handling documentation and baggage tags only
90. *Select the correct order of flight departure stages,*
- Boarding, taxi, pushback
  - Boarding, pushback, taxi
  - Taxi, pushback, boarding
  - Pushback, boarding, taxi

91. *Why are passengers using crutches pre-boarded?*
- To offer them a seat closer to the emergency exit
  - To avoid congestion in the aisles during boarding
  - Because they usually have a seat in the back of the cabin
  - Because they usually have a seat in the front of the cabin
92. *What is the main criterion for identifying the minimum number of cabin crew working onboard an aircraft?*
- Safety requirements
  - Duration of flight
  - Number of seats in the business class
  - Number of meals served during a flight
93. *The initial part of the flight when the aircraft leaves the gate is called the?*
- Take-off
  - Pushback
  - Taxi
  - Climb
94. *Cabin crew when in their jump seats before takeoff or landing conduct \_\_\_\_\_*
- Passenger head count
  - Passenger safety briefing
  - Special briefing
  - 30 seconds silent review
95. *The flight takes off in turbulence, 10 seconds later the warning systems in the cockpit bleep indicating an engine failure. The aircraft starts yawing dangerously as it loses altitude. The pilots struggle to control the plane and it lands off the runway. Cabin crew conduct an evacuation and everyone is saved. What type of emergency landing was done by this aircraft?*
- Prepared emergency landing
  - Precautionary emergency landing
  - Unplanned emergency landing
  - Ditching
96. *Where is the flight check-in point placed?*
- Airside
  - Landside
  - Baggage claim
  - Arrivals Hall
97. *Who is the team leader on board an aircraft?*
- The Captain
  - The first officer
  - The senior cabin crew member
  - Whoever is in control of the plane
98. *What is NOT part of cabin crew pre-flight check?*
- Safety equipment
  - Aircraft exterior
  - Toilets, including all cupboards and waste bins
  - Passenger cabin seating areas and overhead lockers
99. *Which of the following is NOT a communication strategy or tool used by cabin crew while preparing for a flight?*
- Checks
  - Pre-flight briefing
  - Internet
  - Public address system
100. *The period of time between an aircraft arriving and departing again is known as \_\_\_\_\_*
- Ground control
  - Disembarking
  - Turnaround
  - Gap