



EAST AFRICAN SCHOOL OF AVIATION
EASA FINAL EXAMINATION
AVIATION BUSINESS MANAGEMENT

COURSE: AIRLINE CABIN CREW

SUBJECT: AIR TRANSPORT AND FLIGHT OPERATIONS

Duration: 2 HRS

DATE

TIME: 1100 - 1300

INSTRUCTIONS TO ALL CANDIDATES

1. 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. *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
3. *All airports have a common operational structure that includes*
 - A. Landside
 - B. Airside
 - C. Terminal
 - D. A and B only
 - E. All the above
4. *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
5. *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
6. *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
7. *The _____ has controlled access and is kept secure.*
 - A. Terminal
 - B. Airside
 - C. Landside
 - D. None of the above
8. *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
9. *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
10. *Planes use _____ to get from the gate to the main runway for take-off and from the main runway to the gate after landing.*
 - A. Apron
 - B. Taxiway
 - C. Ramp
 - D. Groundside
11. *Parking areas for aircrafts away from terminals are called?*
 - A. Zones
 - B. Runways
 - C. Apron
 - D. Ramp
12. *When you pass through the security checkpoint you should?*
 - A. Show the security agent your airline identification card
 - B. Remove your outer clothing including metal objects
 - C. Throw away any bottles of water or other liquids in excess of the allowed amount
 - D. All of the above
13. *All times on airline tickets and itineraries are shown in GMT.*
 - A. True
 - B. False
14. *The area where aircrafts park next to a terminal to load passengers and baggage is called?*
 - A. Tarmac
 - B. Ramp
 - C. Apron
 - D. Both A and B
15. *The departure section of the airport terminal is also known as the*
 - A. Check-in concourse
 - B. Claim area
 - C. Hold
 - D. None of the above
16. *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*
 - A. Passenger jet bridge
 - B. A transfer vehicle
 - C. Walk from the exit door to the aircraft
 - D. None of the above
17. *Which airport is the world's busiest and has processed more passengers than any other since 1995?*
 - A. London Heathrow
 - B. John F. Kennedy
 - C. Hartsfield-Jackson Atlanta International
 - D. Charles De Gaulle

18. IATA comprised of 57 airlines from 31 countries when it was first established. In which year was it established?
- 1938
 - 1945
 - 1971
 - 1914
19. _____ 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
20. The _____ is an imaginary line located opposite the prime meridian.
- Equator
 - International date line
 - Longitude
 - Latitude
21. When passing through security screening, the same rules are applied to staff and passengers alike,
- True
 - False
22. 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
23. 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
24. The first officer sits on the right hand seat of the aircraft.
- True
 - False
25. The way in which an aircraft cabin is fitted is known as _____.
- Airline alliance
 - Cabin configuration
 - Aircraft aft
 - Jet stream
26. _____ is the natural force that tends to pull an airplane to the earth when in flight.
- Lift
 - Gravity
 - Drag
 - Thrust
27. _____ is the force that moves the plane forward.
- Gravity
 - Lift
 - Thrust
 - Drag
28. 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
29. In order to climb, the pilot must increase the amount of _____ produced by the wings.
- Gravity
 - Lift
 - Drag
 - Thrust
30. To descend, the pilot must decrease the engine power, reducing the plane's _____.
- Lift
 - Thrust
 - Drag
 - Gravity
31. _____ 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
32. Colder and less dense air holds more moisture.
- True
 - False
33. 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
34. One way of reducing the expanding air pressure inside the ears is by,
- Yawning
 - Taking painkillers
 - Taking a deep breath
 - Breathing more oxygen
35. Where are the spoilers located?
- On the empennage
 - On the slats
 - On the flaps
 - On the wings
36. Airlines are required to follow the cabin seat numbering system adopted by IATA.
- True

B. False

37. *No one should approach the aircraft until?*

- A. It has come to a complete stop
- B. The engines have stopped
- C. The brakes have been applied
- D. All of the above

38. *What do the initials IATA stand for?*

- A. International Air Travel Association
- B. International Air Traffic Association
- C. International Air Transport Association
- D. International Airline Association

39. *Larger aircrafts have two aisles and are referred to as*

- A. Long-body aircrafts
- B. Narrow-body aircrafts
- C. Wide-body aircrafts
- D. Big-body aircrafts

40. *By increasing the plane's angle of attack the pilot _____*

- A. Increases the rate of climb
- B. Increases the amount of yaw
- C. Increases the aircraft's speed
- D. Decreases the amount of drag

41. *Which of the following features are required for both business and economy class seats?*

- A. Life vest stowage
- B. Entertainment systems
- C. Electrical power supply
- D. Convert in to a flat bed

42. *The different colored lights located at the area call panels usually indicate?*

- A. Different levels of urgency
- B. Different origins of the call
- C. Different services requested
- D. Different types of emergency situations

43. *What is the definition of an airport?*

- A. An airport is the location where an aircraft takes off and lands, and loads and unloads passengers and cargo
- B. An airport is a controlled pathway or corridor of flight, a highway in the sky
- C. An airport is a location where air traffic controllers can oversee and direct movement
- D. An airport is a place in or at the terminal where passengers locate and retrieve their luggage
- E. An airport is a location where aircrafts are sheltered and serviced by maintenance personnel

44. *What is the definition of a "through passenger" also known as "transit passenger"?*

- A. A person working in air traffic control
- B. A person who does not have a confirmed reservation but arrives at the airport with the hope of being accommodated at the departure time
- C. A person continuing on through an intermediate stop to a further destination
- D. Refers to passengers who pay full fare for air transportation
- E. A person travelling often referred to in shortened form as PAX

45. *The left side of the aircraft when facing forward is called the?*

- A. Port
- B. Starboard
- C. Left cabin
- D. Left fuselage

46. *If you travel east of the Greenwich meridian or prime meridian, the time becomes*

- A. One hour later for each time zone entered
- B. One hour earlier for each time zone entered
- C. Three hours later for each time zone entered
- D. Two hours earlier for each time zone entered

47. *The International Date Line is located at what longitude?*

- A. 180
- B. 90
- C. 45
- D. 0

48. *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?*

- A. Confirm that all compartments, closets and overhead bins are opened
- B. Inspect the cabin to ensure that lavatories are occupied and unlocked
- C. Confirm that all luggage is properly stowed and that galley equipment is secured and locked
- D. All of the above

49. *Which of the following entities informs the flight crew of an arriving aircraft of their parking space?*

- A. Arrival team
- B. Ramp services
- C. Ground control
- D. Turnaround team

50. *The Marshaller's main responsibility is to?*

- A. Ensure safety around the aircraft
- B. Help pilots steer correctly to the gate
- C. Attach the jet bridge to the passenger door
- D. Provide assistance to passengers using wheelchairs

51. *Which of the following is NOT one of the pre-flight checks performed by the cabin crew?*

- A. Ensure that each seat has a seatbelt
- B. Ensure that no section of the carpet is torn
- C. Ensure that the galley equipment works properly
- D. Ensure there are no foreign objects on the ramp

52. *The force that gets the aircraft off the ground and helps keep it in the air is called?*

- A. Lift
- B. Thrust
- C. Launch
- D. Lift-off

53. *An aircraft is in level cruising flight when _____ equals the force of gravity and _____ equals drag.*

- A. Lift, Thrust

- B. Thrust, Lift
C. Lift-out, Propulsion
D. Launch, drive
54. *The aircraft's empennage is commonly called the*
A. Tail
B. Fin
C. Rudder
D. Undercarriage
55. *Jet lag is unavoidable if you are travelling over how many time zones?*
A. 4-5
B. 3-4
C. 2-3
D. 1-2
56. *Immigration authorities are responsible for?*
A. The movement of animals and food in and out of the country
B. Providing safety, service and security to all passengers and crew members
C. Monitoring air traffic controllers and airport security standards
D. Monitoring people entering and leaving a country, making sure they have appropriate authorization to do so by validating passports and visas
E. Collecting duties or taxes on imported goods
57. *Which of the following is the correct description of charter airlines?*
A. Include major airlines and commuter or regional airlines
B. These are not available to the public and can be owned by individuals
C. Flights are arranged through travel agents to meet their specific travel needs of companies or individuals
D. Aircraft that are privately owned by companies and used for business purpose
58. *The aircraft's movement on its lateral axis as the nose moves up and down is called?*
A. Pitch
B. Roll
C. Yaw
D. Ditching
59. *The cabin crew seats in an aircraft are called?*
A. Jump seats
B. Cabin crew work stations
C. Take off seats
D. Emergency seats
60. *Which is the least preferred option for boarding passengers on to an aircraft?*
A. Transfer vehicle
B. Using the air-stair
C. Walking to the aircraft
D. Passenger jet bridge
61. *If the flight offers meals options, the latest time for the passenger to reconfirm their meals options is*
A. Security check
B. Pre-boarding check
C. Check-in
D. Boarding
62. *When do most in-flight emergencies take place?*
A. During take-off and landing
B. After a cabin fire
C. When there is turbulence
D. When the aircraft is at cruising altitude
63. *Which of the following people would require medical clearance to fly?*
A. A person with mild asthma
B. A woman who is 8 months pregnant
C. A teenager who has a head cold
D. A first time traveler
64. *The department responsible for providing flight plans, weather reports and other important information about flights to cockpit crew is called the*
A. Dispatcher unit
B. Air traffic control
C. Dispatch
D. Flight information Centre
65. *The shape of an aircraft's wing that is flat on the bottom and curved on the top is called an?*
A. Airlift
B. Airfoil
C. Aileron
D. Flap
66. *The airline is often liable to fines and penalties if it brings foreign travellers into a country without the required documentation.*
A. True
B. False
67. *The cabin zones in large cabins are used to explain seating locations to passengers*
A. True
B. False
68. _____ is the force of air opposing the forward movement of the airplane.
A. Drag
B. Thrust
C. Gravity
D. Lift
69. _____ is the force that moves the plane forward.
A. Lift
B. Thrust
C. Gravity
D. Drag
70. *The _____ of the airplane extends from the nose to the tail.*
A. Fuselage
B. Empennage
C. Wings
D. Engines
71. *This stage starts when the landing gear is retracted and continues until the top of climb*
A. Climb

- B. Landing
- C. Take-off
- D. None of the above