



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

**FINAL
ABM SECTION**

**SUBJECT: AIRLINE CATERING & ONBOARD
RETAIL SERVICES**

STREAM: CABAT 28

DURATION: 2 Hr

DAY/DATE:

TIME: 13:30 PM-15:30 P.M

Instructions to candidate:

1. This paper consists of five (5) printed pages
2. Answer ALL the questions
3. Possible marks 70/70

1. GFML is an IATA code for which special meal?
 - a. Low calorie meal
 - b. Gluten free meal
 - c. Bland soft meal
2. Airlines design the service they wish to provide to their customers based on:
 - A) Region, season, and length of flights
 - B) Business objectives, available funding, and product ambition
 - C) Region, type of clientele, religion
3. Flights departing at breakfast time often include three course dinners:
 - a. True
 - b. False
4. Why are airline menus refreshed at regular intervals?
 - a. To ensure every customer gets their favorite choice
 - b. To avoid food poisoning
 - c. To prevent regular customers getting bored with the same meals every time they travel
5. Cabin crew need to be familiar with the menus offered on each flight so that:
 - a. They can present the meals to the passengers correctly and answer any questions when asked
 - b. So they can recommend the meals to the flight deck crew
 - c. So they can taste every meal before serving it to the passengers.
6. The first in-flight meals were offered in:
 - a. 1909
 - b. 1919
 - c. 1918
7. Who purchases the plates, bowls, silverware, and trays on which food is served to passengers?
 - a. Catering companies
 - b. In flight services design team
 - c. Commercial department
8. _____ are experienced in obtaining the ingredients in the required quantities and planning the preparation and heating time of the food.
 - a. Catering companies
 - b. In flight services design team
 - c. Commercial department
9. Galleys that do not have sinks or water are known as:
 - a. Non-water galleys
 - b. Dry galleys
 - c. Water Free Galleys
10. Which was the first airline to install a galley on board the aircraft?
 - a. Kenya airways
 - b. Emirates Airways
 - c. KLM Royal Dutch

11. When the term '**atlas box**' is used with regard to the galley it means:
 - a. A gadget in the galley showing the location of galley items
 - b. A drawing of the galley indicating the location of meal stowage
 - c. A small metal box loaded and secured in the galley containing items required for service

12. A bland/soft meal includes?
 - a. No highly seasoned foods, low fat foods low in dietary fiber/residue
 - b. Sweetened fruit juice
 - c. Highly seasoned foods
 - d. No beef, veal or pork

13. What is the main reason that dry ovens in the galley should be kept clean of grease?
 - a. To prevent food contamination
 - b. To increase oven efficiency
 - c. To avoid causing fire

14. Which of the following rules apply in successful use of the PA as an on-board sales strategy?
 - a. Use of emotive words
 - b. Savings to be made
 - c. Mentioning product brand name
 - d. All of the above

15. When a cabin crew recommends a higher priced product when the customer has selected a similar type product is:
 - a. Relationship selling
 - b. Up-selling
 - c. Cross selling

16. In Airline catering and on-board retail services, what does the abbreviation VIP mean?
 - a. Very intoxicated passenger
 - b. Virtual Inventory Products
 - c. Very Important Passengers

17. While strategizing for on board sales, which of the following skills does a cabin crew take into consideration?
 - a. Financial reporting
 - b. Sales accounting
 - c. Sales awareness

18. Correct definition of duty-free on-board sales:
 - a. When the airline pays tax on behalf of the customer to the different countries it flies in and out of.
 - b. Selling of different types of boutique items to passengers travelling to another country without having to pay the local duty or tax.
 - c. Airlines selling food and beverage on board to their customers for consumption during the flight
 - d. On board electronic point of sale devices

19. What is the main reason dry ice packages need to be removed before switching ovens on
 - a. Packages can be a fire hazard
 - b. Ovens will not function properly
 - c. Foods will become contaminated
 - d. Extra energy will be lost to melt the ice
20. Which of the following is NOT a factor taken into account when designing the menu for a particular flight?
 - a. The season of the year
 - b. The length of the flight
 - c. The time of the day of the flight
 - d. The number of Cabin Crew on board
21. Which of the following is an alternate name for a low-calorie meal?
 - a. Vegetarian meal
 - b. Dairy-free meal
 - c. Gliadin restricted meal
 - d. Weight loss/reduction
22. The term used to refer to non-food items that are needed for in-flight services such as napkins and paper towels is?
 - a. Dry stores
 - b. Hollowware
 - c. Deadhead
 - d. Insert
23. What is the main reason that cabin crew should avoid moving carts containing meals between each galley?
 - a. The trays set up may be affected
 - b. The food safety may be compromised
 - c. Cabin crew can be injured in the process
 - d. The balance of the aircraft may be affected
24. Which of the following is an example of typical food offering on a short flight operated by a Low-Cost Airline?
 - a. Pizza
 - b. Roasted chicken
 - c. Braised lamb shank
25. What does the term “two-point service” refer to?
 - a. Meal service that starts at two points
 - b. The meal service consists of two items
 - c. Different meals are served in Economy and First class
26. What are the 3 main factors that contribute to food borne illnesses (FBI)?
 - a. Climate of country, flight duration, and aircraft pressurization
 - b. Time and temperature abuse, cross contamination, and poor personal hygiene
 - c. Type of food, temperature on board, and number of Cabin Crew serving

27. Which of the following is a characteristic of a low sodium meal?
- No milk
 - No garlic
 - No salt is used in food preparation
 - No breaded meats
28. The term Customer penetration in on board sales financial reporting refers to:
- Total revenue made on sales
 - Total number of sales made on the flight
 - Percentage of customers that bought items on the flight
 - Total number of customers on the flight
29. Which of the following is **NOT** a duty-free item on board?
- Cigarettes and alcohol
 - Men and women's fragrances
 - Utensils, crockery and designer clothes
 - Electronics
30. Average transaction value is?
- Percentage of customers that that bought items on the flight
 - Average revenue per route
 - Average spent per head
 - Average amount of money spent per transaction

Part B 40 mks

you are required to attempt all the questions in the answer booklets provided

31. What is an Atlas box? (2 mks)
32. What does the term bulk loaded refers to in In Airline catering? (2 mks)
33. How is dry ice used in Airline catering? (2mks)
34. Define 'special meals in Airline catering (5mks)
35. List and explain the **three** (3) main factors that contribute to food borne illness (FBI) (10 mks)
36. Outline the **eight** (8) steps involved in a multi-step service in premium cabins (8mks)
37. Explain the safety measures to take when operating galley boilers (3mks)
38. Name **four** (4) types of foreign objects which have been known to be found in meals (4)
39. Name **four** (4) types of in-flight retail services (4 mks)