



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

CAT

ABM SECTION

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

STREAM: CABAT 27

DURATION: 1 Hr

DAY/DATE:

TIME: 09:00 AM-10:00 A.M

Instructions to candidate:

1. This paper consists of two (4) printed pages
2. Answer ALL the questions
3. Possible marks 30/30

Airline catering and onboard retail services

1. LFML is an IATA code for which special meal?
 - a. Low calorie meal
 - b. Low cholesterol, low fat 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

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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 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
14. 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
15. 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
16. 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
17. 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
18. 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
19. 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
20. 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
21. 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

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22. 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
23. 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
24. 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
25. 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
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?
 - a. No milk
 - b. No garlic
 - c. No salt is used in food preparation
 - d. No breaded meats
28. The term Customer penetration in on board sales financial reporting refers to:
 - a. Total revenue made on sales
 - b. Total number of sales made on the flight
 - c. Percentage of customers that bought items on the flight
 - d. Total number of customers on the flight
29. Which of the following is **NOT** a duty-free item on board?
 - a. Cigarettes and alcohol
 - b. Men and women's fragrances
 - c. Utensils, crockery and designer clothes
 - d. Electronics
30. Average transaction value is?
 - a. Percentage of customers that that bought items on the flight
 - b. Average revenue per route
 - c. Average spent per head
 - d. Average amount of money spent per transaction