



# **EAST AFRICAN SCHOOL OF AVIATION**

## **END OF COURSE EXAMINATION**

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

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

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DATE

TIME: 0900 -1100HRS

#### **INSTRUCTIONS TO ALL CANDIDATES**

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

1. *LFML is an IATA code for which special meal?*
  - A. Low calorie meal
  - B. Low cholesterol, low fat meal
  - C. Last meal in a flight
  - D. None of the above
2. *Airlines design the service they wish to provide to their customers based on?*
  - A. Religion, season and length of flights
  - B. Business objectives, available funding and product ambition
  - C. Religion, type of clientele, religion
  - D. None of the above
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
  - D. None of the above
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
  - D. None of the above
6. *The first in-flight meals were offered in which year?*
  - A. 1909
  - B. 1919
  - C. 1918
  - D. 1970
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
  - D. The captain
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
  - D. Engineers
9. *Galleys that do not have sinks or water are known as,*
  - A. Non-water galleys
  - B. Dry galleys
  - C. Water free galleys
  - D. None of the above
10. *Which was the first airline to install a galley on board the aircraft?*
  - A. Kenya airways
  - B. Emirates airways
  - C. KLM Royal Dutch
  - D. British airways
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
  - D. None of the above
12. *A bland/soft meal includes?*
  - A. No highly seasoned foods, low fat foods, low in dietary fibre/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 onboard
15. *Which of the following is an alternative name for a low-calorie meal?*
  - A. Vegetarian meal
  - B. Dairy-free meal
  - C. Gliadin restricted meal
  - D. Weight loss/reduction
16. *Which of the following is an alternative term designating a diabetic meal?*
  - A. Vegetarian meal
  - B. Dairy-free meal
  - C. Gliadin restricted meal
  - D. Carbohydrate restricted meal
17. *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. Hollow ware
  - C. Deadhead
  - D. Insert
18. *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
19. Which of the following is an example of typical food offering on a short flight operated by a Low-Cost Airline?
- Pizza
  - Roasted chicken
  - Braised lamb shank
  - None of the above
20. What does the term "two-point service" refer to?
- Meal service that starts at two points
  - The meal service consists of two items
  - Different meals are served in economy and first class
  - None of the above
21. What is the main reason that dry ovens in the galley should be kept clean of grease?
- To prevent food contamination
  - To increase oven efficiency
  - To avoid causing fire
  - None of the above
22. Which of the following rules apply in successful use of the PA as an onboard sales strategy?
- Use of emotive words
  - Savings to be made
  - Mentioning product brand name
  - All of the above
23. When a cabin crew recommends a higher priced product when the customer has selected a similar type of product is
- Relationship selling
  - Up-selling
  - Cross-selling
  - None of the above
24. In airline catering and onboard retail services, what does the abbreviation VIP mean?
- Very intoxicated passenger
  - Virtual Inventory products
  - Very Important passenger
  - None of the above
25. While strategizing for onboard sales, which of the following skills does a cabin crew take into consideration?
- Financial reporting
  - Sales accounting
  - Sales awareness
  - None of the above
26. The correct definition of duty free onboard sales is?
- When the airline pays tax on behalf of the customer to the different countries it flies in and out of
  - Selling of different types of boutique items to passengers travelling to another country without having to pay the local duty or tax
  - Airlines selling food and beverage on board to their customers for consumption during the flight
  - On board electronic point of sale device
27. What are the three (3) main factors that contribute to food borne illnesses (FBI)
- Climate of country, flight duration and aircraft pressurization
  - Time and temperature abuse, cross contamination and poor personal hygiene
  - Type of food, temperature onboard and number of cabin crew serving
  - None of the above
28. 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
29. What is the most distinct characteristic of a gluten-free meal?
- The food should be wheat free
  - The meal should not contain any nuts
  - The food should not contain any beans
  - The meal should not contain any dairy products
30. The term customer penetration in onboard 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
31. Which of the following is NOT a duty-free item onboard?
- Cigarettes and alcohol
  - Men and women's fragrances
  - Utensils, crockery and designer clothes
  - Electronics
32. Average transaction value is?
- Percentage of customers that bought items on the flight
  - Average revenue per head
  - Average spent per head
  - Average amount of money spent per transaction
33. Which of the following should NOT be in a Hindu meal?
- Beef
  - Pork
  - Fish
  - Milk
34. Which of the following is a factor that can lead to food being contaminated?
- Serving cold food
  - Sneezing on food
  - Loading food in bulk
  - Loading food on tray set ups
35. What is the main reason that dry ovens in the galley should be kept clean of grease?
- To prevent food contamination
  - To prevent unpleasant smell
  - To increase oven efficiency
  - To avoid causing fire
36. The biggest cause of customer complaint regarding food served during the flight is that food is \_\_\_\_\_
- Tasteless

- B. Served on plastic trays  
C. Served too late after take-off  
D. Too cold by the time it is served
37. *On long flights the flight crew is required to eat their meals*  
A. In the galleys  
B. On the flight deck  
C. In the crew rest area  
D. In the business class cabin
38. *With respect to drinks, the best practice for cabin crew during the flight is to \_\_\_\_\_*  
A. Drink plenty of water to avoid dehydration  
B. Drink plenty of coffee as it helps keep the mind alert  
C. Drink fizzy (soft) drinks as they quench the thirst better  
D. Avoid drinking too much liquid as there is little time to use the bathroom
39. *What should a cabin crew do if a passenger returns a meal that is uneaten?*  
A. Ignore the fact and offer desert  
B. Apologize and offer a free drink  
C. Find out the reason why the food is uneaten  
D. Report the case to the senior cabin crew member
40. *What is the best strategy for reporting the presence of several cockroaches found in the food served on a flight from Buenos Aires to Shanghai?*  
A. Place the food in a plastic bag and send it to the catering company  
B. Ask the captain to take a look at the insects and report in the aircraft log  
C. Take several pictures of the insects in the food and attach the pictures to the report  
D. Place the food with insects in an airtight container and send it to the airline headquarters
41. *What is the main purpose of the galley plan?*  
A. To ensure that food is cooked properly  
B. To ensure all galley equipment works properly  
C. To ensure that enough food supplies are loaded for the flight  
D. To ensure that weight is spread evenly throughout the galleys
42. *A typical airline container for storing and serving food is called \_\_\_\_\_*  
A. Cart  
B. Chiller  
C. Canister  
D. Bulk loaded
43. *Which of the following can be an early symptom of a food-borne illness?*  
A. Severe coughing  
B. Abdominal cramps  
C. High blood pressure  
D. Loss of consciousness
44. *On long flights the flight crew is required to eat their meals?*  
A. In the galleys  
B. On the flight deck  
C. In the crew rest area  
D. In the business class cabin
45. *The most common customer complaint regarding food served during the flight is that food is \_\_\_\_\_?*  
A. Tasteless  
B. Served on plastic trays  
C. Served too late after take-off  
D. Too cold by the time it is served
46. *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
47. *The term Tray Set Up refers to \_\_\_\_\_*  
A. The arrangement of the passenger's meal tray  
B. The trolley that contains all passenger's meal trays  
C. The space in the galley designated for storing meal trays  
D. The silverware that is placed on the passenger's meal trays
48. *A typical airline container for storing and serving food is called?*  
A. Cart  
B. Chiller  
C. Canister  
D. Bulk loaded
49. *A passenger orders her second drink and tells the cabin crew member that she wants to "celebrate being on vacation". She does not show any signs of intoxication. What should the cabin crew member serving her do?*  
A. Serve her a drink  
B. Refuse to serve her  
C. Offer her food or non-alcoholic drinks instead  
D. Serve her a drink but be alert to her drinking thereafter
50. *The process of removing an intoxicated passenger from an airplane immediately before or during boarding is known as?*  
A. Disembarking  
B. Offloading  
C. Divesting  
D. Departure
51. *what type of plates and silverware is more appropriate to use in the cabin's business class?*  
A. Cardboard  
B. Plastic  
C. Paper  
D. China
52. *What is the difference between the bar box and other containers located in the galley?*  
A. It is designed to hold dry ice  
B. It is used only in dry galleys  
C. It has a different configuration inside  
D. It is usually sealed with customs seals
53. *The \_\_\_\_\_ is responsible for completing the cabin crew flight report in which details of any problems encountered onboard are written.*  
A. Captain  
B. Cabin crew

- C. Senior cabin crew  
D. Passenger
54. *Cabin crew should remember to check on the welfare of flight crew around every \_\_\_\_\_ either in person or by using the interphone.*  
A. 2 hours  
B. 1.30 hours  
C. 3 hours  
D. 20 minutes
55. *There are three main factors that contribute to food borne illnesses, they include?*  
A. Time and temperature abuse  
B. Cross contamination  
C. Poor personal hygiene  
D. All of the above
56. *In general, the most common foods that are likely to carry food borne illnesses are*  
A. Undercooked meat  
B. Raw eggs  
C. Non-pasteurized milk  
D. All Of the above
57. *Inflight catering is the third highest cost element of running an airline after fuel and maintenance costs.*  
A. True  
B. False
58. *The first inflight meals were offered in \_\_\_\_\_ year when passengers flying from London to Paris were offered packed lunches for an extra 3 shillings.*  
A. October 1919  
B. January 1908  
C. April 1934  
D. September 1917
59. *Menus are refreshed at regular intervals during the flight to?*  
A. Avoid passengers becoming bored with the same food if they travel regularly  
B. Ensure passengers get a taste of all the meals being served  
C. Generate more revenue for the airline  
D. None of the above
60. *All galleys have sinks or water*  
A. True  
B. False
61. *Catering has implications for cultural, religious and health related sensitivities.*  
A. True  
B. False
62. *The aircraft's \_\_\_\_\_ is the cabin crews "workshop" that provides all the necessary equipment for the preparation and delivery of food and drinks.*  
A. Cockpit  
B. Cabin  
C. Galley  
D. Lavatory
63. *The document outlining the details of equipment, number and type of meals and supplies for a flight is called the\_\_\_\_\_?*  
A. Aircraft catering order  
B. Meal delivery sheet  
C. Meal order sheet  
D. Catering order
64. *Children over what age can generally eat a regular passenger meal?*  
A. 7 years  
B. 5 years  
C. 4 years  
D. 3 years
65. *A diabetic meal includes?*  
A. High fibre foods such as vegetables, fresh fruits and wholegrain breads and cereals  
B. Sweetened fruit juices  
C. High fat dairy products  
D. Canned fruit salad with syrup
66. *A gluten-free meal includes?*  
A. Milk and milk products  
B. Cereals such as wheat, rye, barley and oats  
C. Corn, potatoes and rice  
D. Breaded meats and vegetables
67. *Generally, the food served onboard the aircraft is prepared by*  
A. Airport services  
B. Local restaurants chefs  
C. Contracting catering companies  
D. The inflight services department
68. *The term "dry galley" refers to?*  
A. Galleys that have no sinks  
B. Galleys that are kept clean  
C. Flights that serve only snacks  
D. Flights that don't serve alcohol
69. *What is the term used for galley equipment that is loaded only for the purpose of transporting it to an airport to which a flight is operated that does not have a full load of passengers?*  
A. Chiller  
B. Deadhead  
C. Hollowware  
D. Bulkloaded
70. *Which of the following is one of the restrictions of a moslem meal?*  
A. No milk  
B. No garlic  
C. No gelatin  
D. No breaded meats
71. *Which of the following is a code designating baby food?*  
A. BBML  
B. BLML  
C. CHML  
D. DBML
72. *What is the disadvantage of the light refreshments snack box?*  
A. The box can become wet  
B. It can be served only on short flights

- C. The boxes cannot be stored properly
- D. It takes more cabin crew to collect them

73. *The distinctive feature of the hybrid premium service is that*

- A. It has a distinct tray set up
- B. It does not include a hot dish
- C. It is served soon after take-off
- D. Components of the meal are brought when needed

74. *What is the main reason that cabin crew should avoid moving carts containing meals between each galley?*

- A. The tray set up may be affected
- B. The food safety may be compromised
- C. Cabin crew can be injured in the process
- D. None of the above

75. *What is the main reason dry ice packages need to be removed before switching ovens on?*

- A. Packages can be a fire hazard
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