



EAST AFRICAN SCHOOL OF AVIATION
EASA FINAL EXAMINATION
AVIATION BUSINESS MANAGEMENT

COURSE: AIRLINE CABIN CREW

SUBJECT: AIRLINE CATERING

DATE

Duration: 2 HRS

TIME: 1400 - 1600

INSTRUCTIONS TO ALL CANDIDATES

1. Answer all questions

1. *LFML is an IATA code for which special meal?*
 - A. Low calorie meal
 - B. Low cholesterol, low fat meal
 - C. 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. *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
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

- D. None of the above
19. *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
20. *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
21. *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
22. *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
23. *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
24. *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
25. *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
26. *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
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 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
29. *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
30. *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