



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

**FINAL
ABM SECTION**

**SUBJECT: AIRLINE CATERING AND 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

Part A (30mks)

1. Which of the following is NOT offered to cabin crew based on seniority
 - a. Request for specific destinations
 - b. Request for a specific roster pattern
 - c. Request for specific holiday or vacation days
 - d. Request to operate on specific model of aircraft
2. Which of the following is a fair description of cabin crew licensing requirements established by National Aviation Authorities in some countries?
 - a. It is adopted by all IATA member states
 - b. It is viewed with suspicion by cabin crew unions
 - c. Leads to greater respect for cabin crew members
 - d. Licensing requirements leads to shortage of cabin crew
3. Cabin crew aircraft type conversion training includes which of the following topics?
 - a. Emergency oxygen system
 - b. Cabin fixtures and fittings
 - c. Evacuation devices
 - d. All of the above
4. Cabin crew recurrent training is taken after every:
 - a. 6 months and again after every 12 months covering the subjects required by ICAO and the national authority
 - b. 12 months and again after every 36 months covering the subjects required by ICAO and the national authority
 - c. 12 months only
5. Which of the following is a good strategy for becoming an optimistic person?
 - a. Setting stretch goals
 - b. Avoid stressful situations
 - c. Avoiding too much responsibility
 - d. Focusing on the positive things in life
6. Fatigue is a term used in aviation to describe:
 - a. Excessive tiredness caused by overeating
 - b. A reduction in performance caused by a person not having the required amount of sleep
 - c. A condition caused by crossing more than 2-3 time zones
7. Generally requirements state that alcohol must not be consumed:
 - a. Within 6 hours prior to starting a duty, nor while on duty
 - b. Within 14 hours prior to starting a duty, nor while on duty
 - c. Within 8 hours prior to starting a duty, nor while on duty
 - d. At any given time in the lifetime of a cabin crew
8. Whenever on a flying duty, cabin crew should avoid taking:
 - a. Anti histamines, anti-sickness or other medications which could make them drowsy or sleepy
 - b. Crew meals with lots of spices
 - c. Purified drinking water
9. Which of the following is a disadvantage of the cabin crew role?
 - a. Irregular sleeping patterns and sleeping in hotels
 - b. Shopping when shopping centers and supermarkets are quite
 - c. A variety of destinations and travel to places not otherwise seen
 - d. Not having to do the daily commute to work in rush hour

10. 'Letting off steam' is:
 - a. Yelling at the top of one's voice in a secluded area when stressed
 - b. Ignoring everyone else around you when stressed and minding your own business
 - c. Talking to a sympathetic colleague about problems encountered
11. What is the purpose of the medical assessment of the nose when cabin crew candidates are considered for hire?
 - a. To ensure candidates can easily operate with an oxygen mask
 - b. To ensure candidates are sensitive to detect smoke in the cabin
 - c. To ensure that air pressure changes does not impact candidate's health
12. True or False: The diversity of skills which cabin crew have puts them at a career development advantage because they have specialized skills.
 - a. True
 - b. False
13. Short term effects of stress include:
 - a. Skin dryness
 - b. Irritable bowel syndrome
 - c. Reddening of face
14. True or False: Stress cannot be eliminated from our lives and there will be times when we are more exposed to the possibility of stress than others.
 - a. True
 - b. False
15. When first employed by an airline, cabin crew will undergo a medical assessment to demonstrate:
 - a. That they have passed all their initial training requirements
 - b. That they do not have any underlying medical conditions which could worsen when flying at altitude
 - c. That they are stressed or fatigued
16. Cabin crew medical assessment does not include:
 - a. Digestive system
 - b. Bone marrow content
 - c. Eyesight
 - d. Heart and lung functions
17. True or False: When reporting for a flight, cabin crew have to prepare themselves to work for the maximum permitted number of hours, regardless of the flight that was assigned to them.
 - a. True
 - b. False
18. When a cabin crew member accidentally deploys a slide, it is known as:
 - a. Accidental deployment
 - b. Irregular evacuation
 - c. Inadvertent slide deployment
19. It is generally accepted that most people need an average of _____ hours of sleep every night in order to remain free from tiredness and fatigue.
 - a. 6 hours
 - b. 12 hours
 - c. 8 hours
20. Which of the following practices will NOT lead to a crew member having good quality sleep?
 - a. Leaving the television, mobile phone or computers on as they sleep
 - b. Darkening the room or wearing eyeshades if the room is light
 - c. Wearing earplugs if there are distracting noises around

21. Assuming an average rate of alcohol metabolism, how long will it take to digest a small glass of wine?
 - a. 3 hours
 - b. 1.5 hours
 - c. 2 hours
22. Assuming an average rate of alcohol metabolism, how long will it take to digest a large can of beer?
 - a. 3 hours
 - b. 1.5 hours
 - c. 2 hours
23. Which of the following will NOT add stress to cabin crew in their duties?
 - a. Sufficient rest and healthy diet
 - b. Time
 - c. Passengers
 - d. Technical problems
24. Which of the following is NOT a strategy for overcoming fatigue?
 - a. Leading an active social life
 - b. Taking naps from time to time
 - c. Adopting a diet rich in carbohydrates
 - d. Adopting a sleep pattern according to the circadian rhythm
25. Which one of the following is NOT a suitable training course useful for the cabin crew role?
 - a. Additional languages
 - b. Customer service
 - c. Giving and receiving feedback
 - d. Farming
26. On average, the body digests alcohol at a rate of ___ /___ per hour varying according to age, sex, and weight.
 - a. 10ml/5g
 - b. 8ml/10g
 - c. 10ml/8g
27. Psychoactive drugs are:
 - a. Those drugs that pump up the muscles
 - b. Those drugs that makes people drowsy and sleepy
 - c. Those drugs that affect the operation of the brain
28. True or False: Whenever on a flying duty, cabin crew should avoid taking antihistamines, anti sickness or other medications which could make them drowsy or sleepy.
 - a. True
 - b. False
29. Which of the following is TRUE regarding passenger's contribution to the stress of a cabin crew member in their duties?
 - a. With more passengers come more opportunities to practice customer service and interpersonal skills
 - b. With more passengers come more demands and requests and problems to solve
 - c. With more passengers come more opportunities to put into practice problem solving skills
30. Long term effects of stress do NOT include:
 - a. Mood swings, depression, and anxiety
 - b. Heart, lungs, and circulation disorders
 - c. Coughing and sneezing

Part B (40mks)

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

1. Name **seven** (7) key principles of managing fatigue (7 mks)
2. Name **eight** (8) tips recommended for managing stress and helping prevent the long term effects taking over. (8 mks)
3. List **seven** (7) symptoms of stress (7 mks)
4. Explain what Aircraft type conversion training is and name **five** (5) topics covered in this training (6 mks)
5. What is a familiarization training? (1 mk)
6. List the **seven** (7) subjects covered in a Cabin crew initial training (7mks)
7. Name **four** (4) types of training courses which may be useful to the Cabin Crew role (4 mks)