

AIRLINE CATERING AND ON-BOARD RETAIL SERVICES (SUPPLEMENTARY)

1. Which of the following is NOT a factor considered 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

2. 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

3. A typical airline container for storing and serving food is called _____
 - A. Cart
 - B. Chiller
 - C. Canister
 - D. Bulk loaded

4. 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

5. which of the following should NOT be in a Hindu meal?
 - A. Beef
 - B. Pork
 - C. Fish
 - D. Milk

6. Which of the following is an example of typical food offering on short flight operated by a Low Cost airline?
 - A. Pizza
 - B. Wok-fried beef
 - C. Roasted chicken
 - D. Braised lamb shank

7. Which of the following is a factor that can lead to food being contaminated?
 - A. Serving cold food
 - B. Sneezing on food
 - C. Loading food in bulk
 - D. Loading food on tray set ups

8. The biggest cause of customer complaints 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

9. 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 it 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

10. 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 us uneaten
 - D. Report the case to the senior cabin crew

11. 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

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12. Most airlines recognize the long-term service of their cabin crew by _____
 - A. Giving them priority on trip bidding
 - B. Allowing them to skip safety examinations
 - C. Allowing them to skip medical assessments
 - D. Giving them priority on which models of aircraft to fly

13. Cabin crew are required to take recurrent training every _____ months
 - A. Six
 - B. Twelve
 - C. Eighteen
 - D. Twenty-four

14. The rules regarding serving alcohol on board an aircraft are determined by the _____
 - A. Country of airline registration
 - B. Country of departure
 - C. Destination country
 - D. International regulations

15. 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

16. What is the responsibility of the cabin crew in the process of loading catering onto the aircraft?
 - A. Verify that the food is properly sealed
 - B. Stay out of the galleys during catering loading
 - C. Distribute the containers according to the loading plan
 - D. Verify the correct amount of food and drinks are loaded

17. What is the most distinct characteristic of a gluten-free meal?
 - A. the food should be wheat free
 - B. the meal should not contain any nuts
 - C. the food should not contain any beans
 - D. the meal should not contain any dairy products

18. 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

19. 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

20. Which of the following options is a good course for cabin crew professional development?
 - A. Wine tasting certificate
 - B. Learning a new language
 - C. Air traffic management course
 - D. Aircraft engine maintenance course

21. 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

22. What is the main reason that dry ovens in the galley should be kept clean of grease?
 - A. To prevent food contamination
 - B. To prevent unpleasant smell
 - C. To increase oven efficiency
 - D. To avoid causing fire

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23. The term used to refer to non-food items that are needed for inflight services such as napkins and paper towels, plastic glasses is _____
- A. Dry stores
 - B. Holloware
 - C. Deadhead
 - D. Insert
24. What kind of meal service is more likely to be offered on a 40 minutes' flight?
- A. Hand held hot item
 - B. Hot meal with tea or coffee
 - C. Hot meal with salad and beverages
 - D. Two full meals
25. Which of the following is a code designating baby food?
- A. DBML
 - B. CHML
 - C. BBML
 - D. BLML