



# **EAST AFRICAN SCHOOL OF AVIATION**

## **END OF COURSE EXAMINATION**

**CERTIFICATE IN IATA AIRLINE CABIN CREW COURSE**

**SUBJECT: CABIN CREW PROFESSIONAL DEVELOPMENT**

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DATE

TIME: 1100 - 1300HRS

### **INSTRUCTIONS TO ALL CANDIDATES**

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

1. *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
  - D. None of the above
2. *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
  - D. None of the above
3. *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
4. *Which of the following is NOT a strategy for managing fatigue?*
  - A. Managing social activities and eating healthy diet
  - B. Taking naps from time to time
  - C. Adopting a diet rich in carbohydrates
  - D. Adopting a sleep pattern according to the circadian rhythm
5. *Which one of the following is NOT a training course useful for the cabin crew role?*
  - A. Additional languages
  - B. Customer Service
  - C. Giving and receiving feedback
  - D. Farming
6. *Which one 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
7. *Which of the following is a fair description of cabin crew licensing requirements established by National Aviation Authorities (NAA) 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
8. *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
9. *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 36 months covering the subjects required by ICAO and the national authority
  - C. 12 months only
  - D. None of the above
10. *Which of the following is a good strategy for becoming optimistic person?*
  - A. Setting stretch goals
  - B. Avoid stressful situations
  - C. Avoid too much responsibilities
  - D. Focusing on the positive things in life
11. *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
  - D. None of the above
12. *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 in the lifetime of a cabin crew
13. *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
  - D. None of the above
14. *Which of the following is a disadvantage of the cabin crew role?*
  - A. Irregular sleeping patterns and sleeping in hotels
  - B. Shopping when shopping Centres 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
15. *'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
  - D. None of the above
16. *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
  - D. None of the above
17. *Cabin crew medical assessment does NOT include?*
  - A. Digestive system
  - B. Tone of voice
  - C. Eyesight
  - D. Heart and lung functions
18. *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
19. *When a cabin crew member accidentally deploys a slide, it is known as?*  
A. Accidental deployment  
B. Irregular evacuation  
C. Inadvertent slide deployment  
D. None of the above
20. *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  
D. 18 hours
21. *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  
D. None of the above
22. *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  
D. None of the above
23. *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  
D. None of the above
24. *Cabin crew are generally very team oriented and are able to share work between them as they have training in?*  
A. People management  
B. Customer Service  
C. Crew Resource Management (CRM)  
D. None of the above
25. *Which of the following is TRUE regarding passengers 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  
D. None of the above
26. *A cabin crew member's motivation for working with an airline varies according to their?*  
A. Country of origin and culture  
B. Exposure and high expectations  
C. Age and experience  
D. None of the above
27. *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  
D. None of the above
28. *The diversity of skills which cabin crew have puts them at a career development advantage because they have specialized skills.*  
A. True  
B. False
29. *Long term effects of stress do not include,*  
A. Skin dryness  
B. Irritable bowel syndrome  
C. Muscle and joint soreness  
D. Persistent coughs leading to tuberculosis
30. *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
31. *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
32. *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
33. *Cabin crew are required to take recurrent training every \_\_\_\_\_ months*  
A. Six  
B. Twelve  
C. Eighteen  
D. Twenty-four
34. *What is the main reason that airlines have new cabin crew hires undergo medical assessment?*  
A. To ensure they can lift heavy luggage and safety equipment  
B. To ensure they are fit to offer physical resistance to interfering passengers  
C. To ensure they are physically fit to open the cabin door during emergency procedures  
D. To ensure they do not have a medical condition that could worsen when flying at high altitude
35. *Which of the following options is a good course for cabin crew professional development?*  
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C. Air traffic management course  
D. Aircraft engine maintenance course
36. *Which of the following is/are recommended for managing stress?*  
A. An active lifestyle  
B. Connecting with people  
C. Adopting positive attitude  
D. Avoiding unhealthy habits

- E. All of the above
37. Each airline has its own requirements relating to credit card acceptance and foreign currencies which can be accepted
- True
  - False
38. Airports duty free shops sell around \_\_\_\_\_ percent of the world's duty free items.
- 20
  - 80
  - 50
  - 60
39. The airline brochure often contains the information about the amount of merchandise that can be brought into the country
- True
  - False
40. Typical food offerings on short low cost airlines may include
- Sweets and chocolates
  - Potato chips
  - Nuts
  - All of the above
41. Customer penetration is a term that refers to
- Average amount spent per transaction
  - Revenue divided by total number of customers onboard
  - Percentage of customers that bought items on the flight
  - None of the above
42. Some key principles of managing fatigue are
- Cabin crew should ensure they get good quality sleep
  - Cabin crew should make sure they eat properly
  - Cabin crew can take short naps from time to time
  - All of the above
43. The types of training courses which may be useful for the cabin crew role include
- Negotiation/influencing skills
  - Customer service
  - Additional languages
  - Giving and receiving feedback
  - All of the above
44. A cabin crew member's motivation for working with an airline varies according to their?
- Age
  - Experience
  - Color
  - Both A and B
  - All of the above
45. Which of the following may add stress to cabin crew in their duties?
- Time
  - Passengers
  - Technical problems
  - All of the above
46. The pass mark for exams are generally set at \_\_\_\_\_ percent or higher, according to the authority and the airline
- 80
  - 60
  - 75
  - 50
47. Where licensing is required, the initial training may be carried out by an airline or approved training provider. A candidate who fails with a mark of above 68 %,
- May apply in writing for a remark within 30 days from the date of receiving the results
  - May apply to be entered for the following/next exam sitting
  - Has to wait for six months before applying to enter again
  - Will have to wait for 12 months before applying to enter again
48. Cabin crew licensing is the same from country to country
- True
  - False
49. Most people need an average of \_\_\_\_\_ hours of sleep every night in order to remain free from tiredness and fatigue
- 5
  - 12
  - 8
  - 16
50. Stressful situations and fatigue can be avoided, but they cannot be managed.
- True
  - False
51. When providing customer service, when you remain calm and collected we say you are \_\_\_\_\_
- Sensitive
  - Aggressive
  - Alert
  - Assertive
52. As a trained cabin crew all the time crew should be able to give passengers what they want.
- True
  - False
53. From the moment the passenger sets foot on the aircraft, cabin crew are responsible for
- Their comfort and safety and satisfaction
  - Their well-being, comfort and safety
  - Their happiness, comfort and safety
  - Service
54. 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
55. On long flights the flight crew is required to eat their meals
- In the galleys
  - On the flight deck
  - In the crew rest area
  - In the business class cabin
56. With respect to drinks, the best practice for cabin crew during the flight is to \_\_\_\_\_
- Drink plenty of water to avoid dehydration
  - Drink plenty of coffee as it helps keep the mind alert
  - Drink fizzy (soft) drinks as they quench the thirst better
  - Avoid drinking too much liquid as there is little time to use the washroom

57. *What is the main reason that airlines have new cabin crew hires undergo medical assessment?*

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- B. To ensure they are fit to offer physical resistance to interfering passengers
- C. To ensure they do not have a medical condition that could worsen when flying at high altitude

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