



EAST AFRICAN SCHOOL OF AVIATION
EASA FINAL EXAMINATION
AVIATION BUSINESS MANAGEMENT

COURSE: AIRLINE CABIN CREW

SUBJECT: CABIN CREW PROFESSIONAL DEVELOPMENT

DATE

Duration: 2 HRS

TIME: 0800 - 1000

INSTRUCTIONS TO ALL CANDIDATES

1. 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?*
- Accidental deployment
 - Irregular evacuation
 - Inadvertent slide deployment
 - 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.*
- 6 hours
 - 12 hours
 - 8 hours
 - 18 hours
21. *Which of the following practices will NOT lead to a crew member having good quality sleep?*
- Leaving the television, mobile phone or computers on as they sleep
 - Darkening the room or wearing eyeshades if the room is light
 - Wearing earplugs if there are distracting noises around
 - None of the above
22. *On average, the body digests alcohol at a rate of ___ /___ per hour varying according to age, sex and weight.*
- 10ml/5g
 - 8ml/10g
 - 10ml/8g
 - None of the above
23. *Psychoactive drugs are?*
- Those drugs that pump up the muscles
 - Those drugs that makes people drowsy and sleepy
 - Those drugs that affect the operation of the brain
 - 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?*
- People management
 - Customer Service
 - Crew Resource Management (CRM)
 - 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?*
- With more passengers come more opportunities to practice customer service and interpersonal skills
 - With more passengers come more demands and requests and problems to solve
 - With more passengers come more opportunities to put into practice problem solving skills
26. *A cabin crew member's motivation for working with an airline varies according to their?*
- Country of origin and culture
 - Exposure and high expectations
 - Age and experience
 - None of the above
27. *What is the purpose of the medical assessment of the nose when cabin crew candidates are considered for hire?*
- To ensure candidates can easily operate with an oxygen mask
 - To ensure candidates are sensitive to detect smoke in the cabin
 - To ensure that air pressure changes does not impact candidate's health
28. *The diversity of skills which cabin crew have puts them at a career development advantage because they have specialized skills.*
- True
 - False
29. *Long term effects of stress do not include,*
- Skin dryness
 - Irritable bowel syndrome
 - Muscle and joint soreness
 - 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.*
- True
 - False