

CABIN CREW PROFESSIONAL DEVELOPMENT (SUPPLEMENTARY)

1. Which of the following elements is generally included in licensing requirements by national aviation authorities?
 - A. Self-defense skills
 - B. Customer service skills
 - C. Handling of dangerous goods
 - D. Principles of financial management

2. Which of the following can lead to mood swings and depression if not managed properly?
 - A. Protein rich diet
 - B. Tiredness and fatigue
 - C. Flying at high altitude
 - D. Sleeping according to the circadian rhythm

3. 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

4. Regardless of whether licensing by the national aviation authority is required or not, cabin crew training comprises which of the following elements as required by ICAO,
 - A. Initial training
 - B. Recurrent training
 - C. Familiarization training
 - D. Aircraft type conversion
 - E. All of the above

5. Airlines design the service they wish to provide to their customers based on
 - A. Business objectives
 - B. Product ambition
 - C. Available funding
 - D. All of the above

6. Special meal codes are standardized through reservations systems and are published by
 - A. Airlines
 - B. Hotels
 - C. IATA
 - D. ICAO

7. Inflight catering is the third highest cost element of running an airline, after
 - A. Fuel
 - B. Maintenance
 - C. Entertainment
 - D. Both A and B

8. There are currently different types of inflight retail services offered to airline customers onboard the majority of the world's airlines. They include
 - A. Duty free
 - B. Tax free
 - C. Buy onboard
 - D. All of the above

9. Subjects covered during the cabin crew initial training includes which of the following
 - A. Dangerous goods
 - B. First aid
 - C. Evacuation devices
 - D. Both A and B

10. When people start working as cabin crew, it takes at least _____ to become comfortable and efficient in the role
 - A. 2 years
 - B. 1 month
 - C. 6 months
 - D. 2 months

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11. The types of training courses which may be useful for cabin crew role include all following except
 - A. Negotiation skills
 - B. Customer service
 - C. Giving and receiving feedback
 - D. Additional languages
 - E. None of the above

12. Cabin crew training is regulated by
 - A. National Aviation authorities
 - B. ICAO
 - C. IATA
 - D. Both A and B

13. There are strict rules regarding the consumption of alcohol and drugs as they may negatively affect one's ability to perform their work properly. The requirements state that alcohol must not be consumed within _____ period prior to starting a duty
 - A. 2 hours
 - B. 8 hours
 - C. 30 minutes
 - D. 1 hour

14. Average transaction value refers to
 - A. Average amount of money spent per transaction
 - B. Percentage of customers that bought items on the flight
 - C. Amount of revenue divided by total number of customers on board
 - D. None of the above

15. The term product merchandising refers to
 - A. Product presentation
 - B. The discount offered on the product
 - C. Public announcement of the retail service
 - D. Accounting report on the retail activity

16. What does the term "two-point service" refer to?
 - A. Meal service that starts at two points
 - B. The meal service consists of two items
 - C. Two meals are served during the flight
 - D. Different meals are served in the economy and first class

17. A passenger orders her second drink and tells the cabin crew member that she wants to "celebrate being on vacation". She does not show any signs of intoxication. What should the cabin crew member serving her do?
 - A. Serve her a drink
 - B. Refuse to serve her
 - C. Offer her food or non-alcoholic drinks instead
 - D. Serve her a drink but be alert to her drinking thereafter

18. The process of removing an intoxicated passenger from an airplane immediately before or after boarding is known as _____
 - A. Disembarking
 - B. Offloading
 - C. Divesting
 - D. Departure

19. On an aircraft, who can give permission for a passenger to be restrained?
 - A. Any cabin crew member
 - B. The senior cabin crew member
 - C. The captain
 - D. A friend or family member travelling with the passenger

20. When interacting with a passenger with special needs, cabin crew members should _____
 - A. Speak slowly and clearly
 - B. Recognize that these passengers do not travel very often
 - C. Introduce themselves and ask how they can assist
 - D. Explain all aspects of the flight, airplane and services offered

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21. Which of the following procedures do NOT apply to Unaccompanied Minors (UMNR)?
- A. Deplane with a cabin crew member
 - B. Attended by the senior cabin crew member
 - C. Sit where visible by the cabin crew
 - D. Released to specified person on arrival
22. During boarding, a passenger begins yelling at the person seated next to him because there isn't any room in the overhead compartment for his carry-on bag. Which level of disruptive behavior is this example of?
- A. Level 1
 - B. Level 2
 - C. Level 3
 - D. Level 4
23. An attempt to open the flight deck door is considered to be which level of disruptive behavior?
- A. Level 1
 - B. Level 2
 - C. Level 3
 - D. Level 4
24. A passenger has become upset during a flight, and has kicked the door of one of the toilets. What should the cabin crew members do?
- A. Organize other passengers to restrain him
 - B. Instruct the passenger to return to his seat
 - C. Use a firm and calm approach to identify the issue
 - D. Call the captain to assist with settling the passenger
25. A passenger who is starting to speak loudly and ordering doubles is at which "traffic light" stage?
- A. Green
 - B. Red
 - C. Walk
 - D. Amber