



**EAST AFRICAN SCHOOL OF AVIATION  
EXAMINATION**

**FINAL  
ABM SECTION**

**SUBJECT: CREW RESPONSIBILITIES AND  
COOPERATION**

**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. 20 MKS

1. Which of the following is the correct chain of command on board a flight
  - A) Captain- First officer- Senior cabin crew member – Cabin crew
  - B) Captain – First Officer – Engineer – Senior cabin crew member – cabin crew
  - C) ATC- Captain – First Officer – Dispatcher – Senior Cabin Crew member – Cabin crew
  - D) Engineer – ATC- Dispatcher – Captain – First Officer – Cabin crew
2. During the 1970s Investigators discovered that 70% of air crashes were due to:
  - A) Human error
  - B) Poor procedures
  - C) Equipment failure
  - D) Weather conditions
3. The leader of all Cabin Crew in the entire Airline is known as the senior Cabin Crew member.
  - a. True
  - b. False
4. Most of the communication between flight deck and cabin crew during the flight happens:
  - a. During landing and take off
  - b. By sending text messages to each other
  - c. By using aircraft interphone system
  - d. When cabin crew serve meals to the flight deck
5. The ----- sits in the right hand seat in the flight deck, assists the Captain and is often the one flying the aircraft.
  - a. Senior cabin crew member
  - b. First officer
  - c. Engineer
  - d. Observer
6. The senior cabin crew member reports directly to the ----- and is responsible for the assignment of working positions to other cabin crew.
  - a. Engineer
  - b. First Officer
  - c. Chief pilot
  - d. Captain
7. In an emergency situation cabin crew must be confident enough to speak directly to the Captain to save time despite the rigid chain of command on board.
  - a. True
  - b. False
  - c. Depends on the nature of emergency
  - d. Senior cabin crew member must be the only one to report emergencies.

8. Why should a cabin crew be familiar with the responsibilities of every working position in the cabin?
  - a. So they are able to know where their friends are located
  - b. So they are able to pass their exams
  - c. So they can respond quickly in an emergency as well as to know where emergency equipment is located
  
9. Which of the following conditions should a cabin crew bring to the attention of other crew members, particularly the captain?
  - a. A strong odour of smoke or of something burning
  - b. A rude passenger
  - c. A baby crying throughout the flight
  
10. The cabin crew responsibilities can be divided into three main stages namely:
  - a. Preflight activities, emergency activities and post flight responsibilities
  - b. Preflight activities, in flight tasks and post flight responsibilities
  - c. Preflight activities, service tasks, and post flight responsibilities
  
11. The correct definition of CRM is:
  - a. Effective use of all available resources to achieve safe and efficient flight operations.
  - b. Avoiding human error to achieve safe and efficient flight operations.
  - c. Improving morale amongst crew members to achieve safe and efficient flight operations.
  
12. Which of the following is a **NOT** a basic element of CRM?
  - a. Leadership
  - b. Assertiveness and participation
  - c. Situational awareness
  - d. Safety regulations
  
13. Which of the following is a recommended ICAO and IATA best practice and has been successfully incorporated into standard operating procedures by many airlines?
  - a. No Joint preflight briefings
  - b. No Cabin crew on the flight deck
  - c. Flight deck visits during flight
  - d. No joint training sessions
  
14. Cabin doors are numbered starting with number 1 at the front of the aircraft, and then Left or Right, example the door at the front on the right side is door 1R.
  - a. True
  - b. False
  
15. What is the main reason the phonetic alphabet is used on radio communications?
  - a. To appear as very intelligent in the view of the passengers
  - b. To avoid communications landing in the wrong hands
  - c. To avoid passengers' cell phone waves interfering with cockpit communications
  - d. To spell out words and avoid any confusion

16. Much of the way cabin crew communicate with passengers is through
  - a. P.A system
  - b. Interphone
  - c. Body language and sound of voice
  
17. The duration when cabin crew cannot interrupt the flight crew until the aircraft is safely climbing away from the runway is known as:
  - a. "30 second silent review"
  - b. "Take off taxi"
  - c. "Sterile cockpit"
  
18. The passenger safety briefing covers the following topics:
  - a. Smoking regulations
  - b. Oxygen masks and their use
  - c. Location of emergency exits and emergency escape lighting
  - d. All of the above
  
19. Which of the following body language should a cabin crew avoid in the cabin?
  - a. Eye contact
  - b. Smile
  - c. Folding one's arms
  - d. Open body posture
  
20. Which department is responsible for planning which aircraft operate which flight and arranging back up in the event of delays?
  - A. Cabin crew management
  - B. In flight services
  - C. Rostering
  - D. Crewing/Operations

**Part B 50 MKS. You are required to attempt all the questions in the answer booklets provided**

21. List **four** (4) examples of conditions or situations that may affect the safety on board and should be brought to the attention of other crew members, particularly the Captain (4 mks)
22. Briefly describe the responsibilities of the First officer (5 mks)
23. Briefly describe the responsibilities of the senior cabin crew member (5 mks)
24. Explain the meaning of undesirable crowd behavior in crew coordination? (2 mks)
25. Explain briefly why the crew are expected at the airport at least an hour before departure (5 mks)
26. Briefly explain how the following can affect crew performance:
  - Workload
  - Fatigue
  - Cultural differences
  - Fear
  - Language barrier
27. List at least 5 topics covered in the passenger safety briefing (5 mks)
28. List the **five** (5) basic elements of CRM (5 mks)
29. Explain resilience development in CRM (4 mks)
30. Explain surprise and startle effect in CRM (2 mks)
31. List the four (**4**) key interpersonal skills that are crucial for great team synergy (4 mks)