



EAST AFRICAN SCHOOL OF AVIATION

END OF COURSE EXAMINATION

CERTIFICATE IN IATA AIRLINE CABIN CREW COURSE

SUBJECT: CREW RESPONSIBILITIES AND COOPERATION

DATE

TIME: 0900 -1100HRS

INSTRUCTIONS TO ALL CANDIDATES

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

1. *Which of the following is the correct chain of command on board a flight.*
 - A. Captain-First officer-senior cabin crew-cabin crew
 - B. Captain-First Officer-Engineer-Senior cabin crew-cabin crew
 - C. ATC-Captain-First officer-Dispatcher-Senior cabin crew-cabin crew
 - D. Engineer-ATC-Dispatcher-Captain-First officer-cabin crew
2. *During the 1970's, investigators discovered that 70% of air crashes were due to?*
 - A. Human error
 - B. Poor procedures
 - C. Equipment failure
 - D. Weather conditions
3. *The flight crew's basic priorities during take-off come in which order?*
 - A. Aviate, navigate, communicate
 - B. Navigate, aviate, communicate
 - C. Communicate, navigate, aviate
 - D. None of the above
4. *Once an airline has determined the minimum number of required cabin crew to be carried, this number has to be approved by,*
 - A. Air Traffic Control
 - B. IATA
 - C. ICAO
 - D. National Aviation Authority
5. *Why is the galley electrical power turned off during takeoff*
 - A. Save energy
 - B. Reduce risk of fire
 - C. Allow food to cool down
 - D. Avoid spilling hot liquids
6. *Select the correct order of flight departure stages?*
 - A. Boarding, taxi, pushback
 - B. Boarding, pushback, taxi
 - C. Taxi, pushback, boarding
 - D. Pushback, boarding, taxi
7. *What is the main criterion for identifying the minimum number of cabin crew working on board an aircraft?*
 - A. Safety requirements
 - B. Duration of flight
 - C. Number of seats in the business class
 - D. Number of meals served during a flight
8. *The senior cabin crew member is the leader of the cabin crew in a specified flight.*
 - A. TRUE
 - B. FALSE
9. *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
10. *Why are passengers using crutches pre-boarded?*
 - A. To offer them a seat closer to the emergency exit
 - B. To avoid congestion in the aisles during boarding
 - C. Because they usually have a seat in the back of the cabin
 - D. Because they usually have a seat in the front of the cabin
11. *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
 - B. First officer
 - C. Engineer
 - D. Observer
12. *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
13. *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 members must be the only ones to report emergencies
14. *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
 - D. None of the above
15. *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
 - D. None of the above
16. *Cabin crews should be familiar with each other's duty positions and responsibilities in a flight.*
 - A. TRUE
 - B. FALSE
17. *The cabin crew responsibilities can be divided into three main stages:*
 - A. Pre-flight activities, emergency activities and post flight responsibilities
 - B. Pre-flight activities, in flight tasks and post flight responsibilities
 - C. Pre-flight activities, service tasks and post flight responsibilities
 - D. None of the above

18. *The correct definition of CRM is?*
- Effective use of all available resources to achieve safe and efficient flight operations
 - Avoiding human error to achieve safe and efficient flight operations
 - Improving morale amongst crew members to achieve safe and efficient flight operations
19. *Which of the following is NOT a basic element of CRM?*
- Leadership
 - Assertiveness and participation
 - Situational awareness
 - Safety regulations
20. *Which of the following is a recommended ICAO and IATA best practice and has been successfully incorporated into standard operating procedures by many airlines?*
- No joint pre-flight briefing
 - No cabin crew on the flight deck
 - Flight deck visits during flight
 - No joint training sessions
21. *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.*
- TRUE
 - FALSE
22. *What is the main reason the phonetic alphabet is used on radio communication?*
- To appear as very intelligent in the view of the passengers
 - To avoid communication landing in the wrong hands
 - To avoid passengers cell phone waves interfering with cockpit communications
 - To spell out words and avoid any confusion
23. *How will you direct a passenger who is looking for boarding gate F, concourse 2 using the phonetic alphabets?*
- Fire, concourse 2
 - Foxtrot, concourse 2
 - Flower, concourse 2
 - None of the above
24. *Much of the way cabin crew communicate with passengers is through?*
- P.A system
 - Interphone
 - Body language and sound of voice
 - None of the above
25. *Which of the following body language should a cabin crew avoid in the cabin?*
- Eye contact
 - Smile
 - Folding one's arms
 - Open body posture
26. *Which is the odd one out? The crew briefing is important because it,*
- Enables crew members to move around the offices greeting their friends
 - Establish the basis for communication
 - Reviews information and procedures that are important to the safety and service
 - Sets the tone for how everyone will work together
27. *General criteria for passengers in the Exit Rows include,*
- Must be insufficiently mobile and unable to open emergency exits
 - Must be travelling with an infant or someone who requires assistance in the event of an emergency
 - Must be at least 15/16 years old (depending on regulation)
 - None of the above
28. *One of the most important duties of the cabin crew is,*
- Crew briefing
 - Pre-take off preparations
 - Passenger safety briefing
 - Disembarkation
29. *The duration when cabin crew cannot interrupt the flight crew until the aircraft is safely climbing away from the runway is known as,*
- 30 seconds silent review
 - Take off taxi
 - Sterile cockpit
 - None of the above
30. *The passenger safety briefing covers the following topics,*
- Smoking regulations
 - Oxygen masks and their use
 - Location of emergency exits and emergency escape lighting
 - All of the above
31. *The Captain or Commander sits on the right - hand seat in the flight deck and is completely in charge of the aircraft.*
- TRUE
 - FALSE
32. *The Co-pilot is also referred to as the Commander and sits on the left-hand seat in the flight deck.*
- TRUE
 - FALSE
33. *Another term for the senior cabin crew member is/are*
- In-flight supervisor
 - Purser
 - Lead cabin crew
 - Number one flight attendant
 - All of the above
34. *For large aircraft, some airlines have a cabin crew member in charge of each class of service*
- TRUE
 - FALSE
35. *The number of cabin crew on a particular flight depends on the size and type of the aircraft*
- TRUE
 - FALSE
36. *It is always a good idea for airlines to fly with the minimum number of cabin crew*
- TRUE
 - FALSE
37. *During the 1970s. Aviation accidents investigators discovered that more than 70 percent of air crashes involve failure of equipment or weather rather than human error.*
- TRUE
 - FALSE

38. *The senior cabin crew member is the leader of the cabin crew*
- TRUE
 - FALSE
39. *Who is responsible for the assignment of working positions to cabin crew, the pre-flight briefing and management and co-ordination of all cabin crew duties?*
- The Captain
 - The Co-pilot
 - The Senior cabin crew
 - None of the above
40. *The ICAO requires cabin crew management (CRM) training for all airlines*
- TRUE
 - FALSE
41. *You are a flight attendant on board a flight where there is a strong odor of smoke as if something is burning. To whose attention should you bring this matter?*
- Captain
 - First officer
 - Purser
 - Flight engineer
42. *There are many factors that challenge communication between crew. Some of these are*
- Fatigue, stress, cultural differences, poor listening and communication skills, bias
 - Workload, cultural differences, language barriers, fear and bias
 - The introduction of the locked cockpit door and controlled, secured access procedures during flight have limited and changed the communication between the flight and cabin crew
 - Lack of understanding of another's situation, job and responsibilities
 - All of the above
43. *As a cabin crew member, you will be required to report to the airport or at an assigned location up to*
- At least an hour before a domestic flight departs and usually two hours before international flights for pre-flight preparations
 - Two hours before a domestic flight departs and usually three hours before international flights for pre-flight preparations
 - No specific time is recommended
 - Two hours before both domestic and international flights for pre-flight preparations
 - One and a half hours before a domestic flight departs and usually two and a half hours before international flights for pre-flight preparations
44. *What is the definition and criteria of an EXIT ROW passenger?*
- An exit row passenger must be willing to assist in the event of an emergency and be at least 15 years' old
 - An exit row passenger must be travelling with an infant or someone who requires assistance in the event of an emergency
 - An exit row passenger is the first to leave the aircraft after landing
 - An exit row passenger has mobility problems therefore these designated seats are reserved for these passengers
 - All the above
45. *The first step in preparing for take-off after all passengers have boarded is*
- The captain signs the flight release
 - The designated cabin crew member secures the door
 - The cabin crew take their assigned seats
 - The captain reviews and confirms flight information
46. *What should a cabin crew member do if the captain issues an order that requires a course of action that is different from the written procedure?*
- Follow the captain's order rather than the written procedure
 - Follow the written procedure and disregard the captain's order
 - Seek approval for the course of action from the senior cabin crew member
 - Ask the captain to explain why his or her order differs from the written procedure
47. *What is the main reason that every flight has at least two active pilots?*
- There are two sets of controls
 - It is required by some airports
 - In case one pilot does not feel well
 - One pilot cannot fly a large aircraft
48. *What is the main criterion for identifying the minimum number of cabin crew working on board the aircraft?*
- Safety requirements
 - Duration of the flight
 - Number of seats in the business class
 - Number of meals served during a flight
49. *Cabin crew are assigned to the same positions with every team they fly*
- TRUE
 - FALSE
50. *In an emergency situation the cabin crew member that notices the emergency should first of all report it to*
- The captain
 - The first officer
 - The immediate supervisor
 - All other cabin crew members
51. *During the 1970s, investigators discovered 70 percent of air crashes involved*
- Human error
 - Poor procedures
 - Equipment failure
 - Weather conditions
52. *Most of the communication between the flight deck and the cabin crew during the flight happens*
- During landing and take off
 - By sending text messages to each other
 - By using the aircraft's interphone system
 - When cabin crew serve meals to the flight crew
53. *As a cabin crew member serves refreshments he is asked by a passenger whose exit is blocked by the trolley when he is going to move the trolley away. Which of the following behaviors is a manifestation of good situational awareness?*
- Offer the passenger an additional drink or snack
 - Find out why the passenger is disturbed by the trolley
 - Assure the passenger that he is going to be moved shortly
 - Move the trolley immediately and report the passenger's concern to the senior cabin crew

54. *Much of the way cabin crew communicate with passengers is by the interphone*
- TRUE
 - FALSE
55. *One of the strategies recommended in this lesson for reducing stress is*
- High emotional arousal
 - Increase intake of food and caffeine
 - Increase mental and physical alertness
 - Full understanding of the safety procedures and drills
56. *Which of the following is NOT an area searched by cabin crew during the pre-flight security checks?*
- Galleys
 - Toilets
 - Flight deck
 - Passenger seating area
57. *What is the main reason that the galley electrical power is turned off during takeoff?*
- To save energy
 - To reduce risk of fire
 - To allow food to cool down
 - To avoid spilling hot liquids
58. *Which of the following is an important reason why passengers using crutches should be offered pre-boarding?*
- To offer them a seat closer to the emergency exit
 - To avoid congestion in the aisles during boarding
 - Because they usually have a seat in the back of the cabin
 - Because they usually have a seat in the front of the cabin
59. *Why do cabin crew have to check that lavatories are unoccupied and locked before closing the aircraft door?*
- To ensure no passenger is in the lavatory
 - To confirm that all necessary supplies are in place
 - To verify that no extraneous object is hidden in the lavatory
 - To ensure that the smoke detectors are functioning properly
60. *Since safety briefing is demonstrated these days on video equipment, cabin crew are only responsible for answering questions about safety procedures*
- TRUE
 - FALSE
61. *What should a cabin crew member do if he or she notices that smoke was entering the galley?*
- Ring the fire alarm
 - Notify the passengers
 - Notify the captain
 - Notify whoever is nearby
62. *Unaccompanied minor refers to a child travelling alone without a parent or a guardian. What is the age considered as UM?*
- 5 – 12 years
 - 0 – 2 years
 - 2 – 4 years
 - 12 – 16 years
63. *Before a flight departs, the captain must sign*
- Push back
 - Flight release
 - Flight plan
 - Passenger manifest
64. *CSTF stands for*
- Co-opted service Training Force
 - Cabin Safety Task Force
 - Cabin Service Training Features
 - None of the above
65. *The disabled persons Transport Advisory Committee (ADPTAC) is an independent body in which country*
- United States of America
 - United Arab Emirates
 - United Kingdom
 - Netherlands
66. *IOSA is an abbreviation for*
- International Operation of safety audit
 - IATA Operational and safety audit
 - IATA Operation and safety allowance
 - Investigative Option of safety audit
67. *International Air Transport Association (IATA) has made a significant impact on reducing the cost and _____*
- Attract customers
 - Making travel easy
 - Improving efficiency
 - Making travel so difficult
68. *A condition where the slide accidentally deploys when the door is opened is an _____ slide deployment.*
- Irregular
 - Accidental
 - Inadvertent
 - Advertent
69. *What is circadian rhythm?*
- Another name of heart rhythmic pattern
 - Wake and sleep patterns of a human being
 - Retarded rhythm of heart beats
 - A pattern of blood circulation
70. *Psychoactive substances are those that*
- Improve one's performance
 - Enhances one's ability to understand commands
 - Affect one's ability to perform
 - Keep one alert