



EAST AFRICAN SCHOOL OF AVIATION
EASA FINAL EXAMINATION
AVIATION BUSINESS MANAGEMENT

COURSE: AIRLINE CABIN CREW

SUBJECT: CREW RESPONSIBILITIES AND COOPERATION

DATE

Duration: 2 HRS

TIME: 1400 - 1600

INSTRUCTIONS TO ALL CANDIDATES

1. 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?*
 - 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
 - D. Leadership
19. *Which of the following is NOT a basic element of CRM?*
 - A. Leadership

- B. Assertiveness and participation
 - C. Situational awareness
 - D. 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?
- A. No joint pre-flight briefing
 - B. No cabin crew on the flight deck
 - C. Flight deck visits during flight
 - D. 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.
- A. True
 - B. False
22. What is the main reason the phonetic alphabet is used on radio communication?
- A. To appear as very intelligent in the view of the passengers
 - B. To avoid communication 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
23. How will you direct a passenger who is looking for boarding gate F, concourse 2 using the phonetic alphabets?
- A. Fire, concourse 2
 - B. Foxtrot, concourse 2
 - C. Flower, concourse 2
 - D. None of the above
24. Much of the way cabin crew communicate with passengers is through?
- A. P.A system
 - B. Interphone
 - C. Body language and sound of voice
 - D. None of the above
25. 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
26. Which is the odd one out? The crew briefing is important because it,
- A. Enables crew members to move around the offices greeting their friends
 - B. Establish the basis for communication
 - C. Reviews information and procedures that are important to the safety and service
 - D. Set the tone for how everyone will work together
27. General criteria for passengers in the Exit Rows include,
- A. Must be insufficiently mobile and unable to open emergency exits
 - B. Must be travelling with an infant or someone who requires assistance in the event of an emergency
 - C. Must be at least 15/16 years old (depending on regulation)
 - D. None of the above
28. One of the most important duties of the cabin crew is,
- A. Crew briefing
 - B. Pre-take off preparations
 - C. Passenger safety briefing
 - D. 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,
- A. 30 seconds silent review
 - B. Take off taxi
 - C. Sterile cockpit
 - D. None of the above
30. 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