



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

**FINAL
ABM SECTION**

**SUBJECT: CUSTOMER SERVICE AND
INTERACTION WITH PASSENGERS**

STREAM: CABAT 28

DURATION: 2 Hrs.

DAY/DATE:

TIME: 10:30 AM-12:30 P.M

Instructions to candidate:

1. This paper consists of three (3) printed pages
2. Answer ALL the questions
3. Possible marks 70/70

PART ONE.

1. Claustrophobic persons experience fear of flying because (1mrk)
 - A.) They had a prior turbulence experience
 - B.) They are afraid of heights
 - C.) They are afraid to depend on other individuals
 - D.) The aircraft cabin is a closed space

2. Which of the following is NOT an interpersonal skill required to be a good cabin crew? (1mrk)
 - A.) Communication
 - B.) Empathy
 - C.) Vulnerability
 - D.) Body language

3. Name four desirable attributes of a cabin crew that promote customer service. (4mrks)
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4. Mention three examples of situations that cause passengers to become fearful and respond with a “flight” reaction. (3mrks)
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5. Passengers with a fear of flying have it show through some certain physical symptoms. List four examples, physical and psychological. (4mrks)
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6. Match the following codes with their correct description. (7mrks)

| <u>CODE</u> | <u>DESCRIPTION</u> |
|-------------|--|
| MEDA | Blind passenger, may have a service animal. |
| STCR | Passenger travelling with a wet cell battery wheelchair. |
| WCBW | Medical case passenger with reduced mobility. |
| BLND | Passengers requiring oxygen on board. |
| DPNA | Left leg in cast, passenger unable to bend. |
| LEGL | Disabled passengers with intellectual disabilities. |
| OXYG | Pre-booked passengers travelling on stretchers. |

7. What is the effect of alcohol on passengers who have taken sleeping pills?(1mrk)
- A.) It helps them feel more relaxed
 - B.) Passengers sleep better
 - C.) It leads to unpredictable behavior
 - D.) It calms them down
8. Customer service is what passengers remember from a safe flight.(1mrk)
- A.) True
 - B.) False
9. Mention four words or phrases that cabin crew should avoid. (4mrks)
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10. The fear of flying causes several anxiety disorders accompanied by certain physical symptoms. Name nine recognizable symptoms. (9mrks)

PART TWO.

11. Explain the five main factors that contribute to an individual's phobia of air travel. (10mrks)
12. Discuss the four levels of passenger disruptive behavior on board. (8mrks)
13. There are several interpersonal skills that distinguish a good cabin crew from a mediocre one. Explain them. (12mrks)
14. Describe the impact of good customer service on the environment on board the aircraft. (5mrks)