



EAST AFRICAN SCHOOL OF AVIATION

END OF COURSE EXAMINATION

CERTIFICATE IN IATA AIRLINE CABIN CREW COURSE

SUBJECT: CUSTOMER SERVICE

DATE

TIME: 1400 -1600HRS

INSTRUCTIONS TO ALL CANDIDATES

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

1. *Satisfied employees are the most likely to*
 - A. Not pay too much attention to customers
 - B. Feel secure enough to enter into conflict with customers
 - C. Satisfy customers
 - D. Ask to be transferred away from customer service positions
2. *The most important communication skill is?*
 - A. Writing
 - B. Listening
 - C. Talking
 - D. All of the above
3. *It is all right to argue with customers when you know you are right*
 - A. True
 - B. False
4. *It is important to encourage customers to complain when they are upset about something.*
 - A. True
 - B. False
5. *The ability to cope with stress improves with?*
 - A. Regular exercise
 - B. Eating healthy
 - C. Positive outlook on life
 - D. All of the above
6. *What is a really good customer service?*
 - A. When they receive exactly what they want
 - B. When the service provider knows all their needs
 - C. When they receive more than they expect
 - D. Both A and B
7. *Which of the following statements is FALSE?*
 - A. All people feel the same amount of stress from the same life events
 - B. Ability to cope with stress improves with higher levels of fitness
 - C. Stress is a biological reaction of the body
 - D. Some level of stress is necessary, even beneficial, in order to function
8. *To create a good first impression and get a good start in dealing with a customer, you should?*
 - A. Quickly acknowledge a customer's presence
 - B. Use customer's name when you are able
 - C. Continue other activities while talking to your customer
 - D. All of the above
 - E. A and B only
9. *Good customer service includes the following.*
 - A. Acknowledging the customer
 - B. Validating the needs of the customer
 - C. Charging reasonable commissions
 - D. A and B only
10. *In the case of angry, upset or difficult customers, a small amount of assertiveness helps to control a difficult situation.*
 - A. True
 - B. False
11. *A passenger has become upset during a flight, and has kicked the door of one of the toilets. What should the cabin crew member 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
12. *The rules regarding serving of alcohol on board are determined by the _____*
 - A. Country of airline registration
 - B. Country of departure
 - C. Destination country
 - D. International regulations
13. *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. Refuse to serve her
 - B. Serve her a drink
 - C. Offer her food or non-alcoholic drinks instead
 - D. Serve her a drink but be alert to her drinking thereafter
14. *An intoxicated passenger orders a double drink. What should the cabin crew member do?*
 - A. Refuse to serve the passenger
 - B. Serve the customer, but dilute the drink with ice
 - C. Mix the drink by pouring in the alcohol shots last
 - D. Politely explain why the customer cannot be served
15. *The IATA code in the Passenger Information List for a passenger who is completely immobile and requires a wheelchair to/from aircraft, and must be carried up/down steps and to/from the cabin seat is _____*
 - A. WCHS
 - B. WCBW
 - C. WCOB
 - D. WCHC
16. *Assistance animals must be transported?*
 - A. In the hold
 - B. In the cabin
 - C. In the cabin wearing a muzzle
 - D. In the cabin inside a travel carrier
17. *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
18. *During boarding, a man who is travelling with his wife and infant son approaches a cabin crew member. The couple have just realized that they are seated in different rows, and he would like to be seated side by side. What should the cabin crew member say?*
 - A. You are not very far away as you are seated directly in front of her
 - B. Unfortunately, sir, our flight is full, but we can check after take-off to see if anyone wants to move
 - C. Let me check with other passengers in those rows and see if they will be willing to change seats with you

- D. I don't assign the seats but you can go back to the gate agent to see if he can switch your seat assignment
19. *Following an announcement regarding turning off mobile devices, one passenger is still taking on her cell phone. What should the cabin crew member say to her?*
- Are you aware that you are no longer permitted to use your phone?
 - By talking on your phone you are endangering everyone on board
 - We have already made an announcement regarding cell phones. Please turn off immediately
 - I understand this may be an important call but it would be best if you end it shortly as cell phones should be turned off at this time
20. *A fear of flying is a type of*
- Air sickness
 - Claustrophobia
 - Loss of control
 - Anxiety disorder
21. *Mirroring is a technique for calming down passengers who display the fight response. A cabin crew member who is mirroring would?*
- Repeat back what the passenger has just said
 - Adopt the same body language as the passenger
 - Match the passenger's level of anger
 - Describe the passenger's behavior so they realize how they are behaving
22. *Which of the following is NOT one of the effects of the "fight or flight" response?*
- Irritability
 - Mental clarity
 - Agitation
 - Increased adrenalin levels
23. *Which of the following activities is NOT part of active listening?*
- Nodding and using open body language
 - Accepting personal responsibility for the issue
 - Acknowledging what the person is saying
 - Checking your understanding of the issue
24. *When interacting with passengers with special needs, cabin crew members should?*
- Speak slowly and clearly
 - Recognize that these passengers do not travel very often
 - Introduce themselves and ask how they can assist
 - Explain all aspects of the flight, airplane and services offered.
25. *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 an example of?*
- level 1
 - Level 2
 - Level 3
 - Level 4
26. *An attempt to open the flight deck door is considered to be which level of disruptive behavior?*
- Level 1
 - Level 2
 - Level 3
 - Level 4
27. *A passenger who is starting to speak loudly and ordering doubles is at which traffic light stage?*
- Green
 - Red
 - Walk
 - Amber
28. *A passenger has been caught smoking in the lavatory. What should the cabin crew member do first?*
- Warn the passenger that it is forbidden to smoke on board
 - Notify the captain so that he/she can reprimand the passenger
 - Use service-oriented language to request that the passenger stop smoking
 - Inform the senior cabin crew member so that he/she can call the appropriate authorities at the destination to arrest the passenger
29. *On an aircraft, who can give permission for a passenger to be restrained?*
- Any cabin crew member
 - The senior cabin crew member
 - The captain
 - A friend or family member travelling with the passenger
30. *Which of the following activities is NOT part of active listening?*
- Nodding and using open body language
 - Accepting personal responsibility for the issue
 - Acknowledging what the person is saying
 - Checking your understanding of the issue
31. *Which of the following can lead to mood swings and depression if not managed properly?*
- Protein rich diet
 - Tiredness and fatigue
 - Flying at high altitudes
 - Sleeping according to the circadian rhythm
32. *Which of the following elements is generally included in licensing requirements by national aviation authorities?*
- Self-defense skills
 - Customer service skills
 - Handling of Dangerous Goods
 - Principles of financial Management
33. *What does the term "two-point service" refer to?*
- Meal service that starts at two points
 - The meal service consists of two items
 - Two meals are served during the flight
 - Different meals are served in the economy and first class

34. *When interacting with a passenger with special needs, cabin crew members should _____*
- Speak slowly and clearly
 - Recognize that these passengers do not travel very often
 - Introduce themselves and ask how they can assist
 - Explain all aspects of the flight, airplane and services offered
35. *If a passenger gained access to the flight deck, what level of response would be appropriate?*
- Restraining the passenger
 - Locking the passenger in one of the lavatories
 - Requesting that the passenger return to his/her seat
 - Warning the passenger that this behavior is unacceptable
36. *On an aircraft, who can give permission for a passenger to be restrained?*
- Any cabin crew member
 - The senior cabin crew member
 - The captain
 - A friend or family member traveling with the passenger
37. *If a cabin crew member notices that a passenger is already intoxicated during boarding, what should he/she do?*
- Inform the captain
 - Inform the senior cabin crew member
 - Ask the passenger to disembark
 - Contact the ground staff
38. *The process of removing an intoxicated passenger from an airplane immediately before or during boarding is known as?*
- Disembarking
 - Offloading
 - Divesting
 - Departure
39. *During reparation for landing one passenger has not stowed his carry-on baggage appropriately. What should the cabin crew member say to the passenger?*
- May I assist you by putting that in the overhead compartment?
 - You have to put that away now, sir
 - Having a bag on the seat like that is against the rules
 - You must put that bag under the seat in front of you, or in the overhead compartment
40. *A passenger appears to be getting agitated on the flight. What should a cabin crew do when serving him?*
- Be empathetic to the passenger and realize that traveling can be stressful
 - Tell him to relax and ask him not to disturb any of the other passengers
 - Stand next to him with arms crossed to express authority and strength
 - Offer to bring him an alcoholic drink to calm him down
41. *Which of the following are examples of positive body language?*
- Asking clarifying questions
 - Speaking in a loud, clear voice and using gestures
 - Sighing, raising eyebrows and shrugging shoulders
 - Making eye contact, having open body posture and smiling
42. *The Senior Cabin Crew member asks the cabin crew to do something that the team does not agree with. What should the team members do?*
- Be supportive of the decision
 - Contact the captain to overrule the decision
 - Contact the captain to inform him the team does not agree
 - Ask the senior cabin crew member to explain his/her decision
43. *Which of the following is NOT one of the reasons a crew briefing is important?*
- Review information and procedures for safety and service
 - Establish the basis for communication
 - Determine the route for that day's flight
 - Set the tone for how everyone will work together during the flight
44. *During the crew briefing, what is the senior cabin crew member responsible for?*
- Filling in departure cards
 - Quizzing the cabin crew on the safety and medical procedures
 - Walking around the outside of the aircraft to identify any visible faults
 - Providing each crew member with a clean uniform
45. *During the boarding process, a woman traveling with her 18-month old child sits down in an exit row. As a crew member, what would you do?*
- Allow them to sit there
 - Find another seat for them and help them move
 - Ask her to sit nearest the emergency exit so that they could get out of the way in the event of an emergency
 - Make sure there is another able-bodied adult seated in the row as well
46. *During the boarding of a sold out flight, a cabin crew member notices that a passenger has two suitcases with him, which exceeds the allowance for carry-on baggage. What should the cabin crew member do?*
- Ask the passenger to disembark
 - Offer to stow one suitcase in the galley
 - Have the excess bag moved to the hold
 - Determine if another passenger can stow one of the bags