



**EAST AFRICAN SCHOOL OF AVIATION**  
**EASA FINAL EXAMINATION**  
**AVIATION BUSINESS MANAGEMENT**

**COURSE: AIRLINE CABIN CREW**

**SUBJECT: CUSTOMER SERVICE AND INTERACTIONS**

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DATE

**Duration: 2 HRS**

TIME: 1100 - 1300

**INSTRUCTIONS TO ALL CANDIDATES**

*1. Answer all questions*

1. *An internal customer is a(n)*
  - A. Customer who knows top management personally
  - B. Person within the company who uses your output
  - C. Person who buys a product or service in person
  - D. Employee who acts as a customer spokesperson
2. *Studies indicate that an upset or angry customer tells an average of between \_\_\_\_\_ and \_\_\_\_\_ people about an unhappy experience.*
  - A. 1, 5
  - B. 6, 9
  - C. 10, 20
  - D. 25, 75
3. *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
4. *The most important communication skill is?*
  - A. Writing
  - B. Listening
  - C. Talking
  - D. All of the above
5. *It is all right to argue with customers when you know you are right*
  - A. True
  - B. False
6. *It is important to encourage customers to complain when they are upset about something.*
  - A. True
  - B. False
7. *The ability to cope with stress improves with?*
  - A. Regular exercise
  - B. Eating healthy
  - C. Positive outlook on life
  - D. All of the above
8. *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
9. *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
10. *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
11. *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
12. *In the case of angry, upset or difficult customers, a small amount of assertiveness helps to control a difficult situation.*
  - A. True
  - B. False
13. *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
14. *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
15. *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
16. *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
17. *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
18. *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
19. *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
20. *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
21. *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?*
- A. Are you aware that you are no longer permitted to use your phone?  
B. By talking on your phone you are endangering everyone on board  
C. We have already made an announcement regarding cell phones. Please turn off immediately  
D. 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
22. *A fear of flying is a type of*
- A. Air sickness  
B. Claustrophobia  
C. Loss of control  
D. Anxiety disorder
23. *Mirroring is a technique for calming down passengers who display the fight response. A cabin crew member who is mirroring would?*
- A. Repeat back what the passenger has just said  
B. Adopt the same body language as the passenger  
C. Match the passenger's level of anger  
D. Describe the passenger's behavior so they realize how they are behaving
24. *Which of the following is NOT one of the effects of the "fight or flight" response?*
- A. Irritability  
B. Mental clarity  
C. Agitation  
D. Increased adrenalin levels
25. *Which of the following activities is NOT part of active listening?*
- A. Nodding and using open body language  
B. Accepting personal responsibility for the issue  
C. Acknowledging what the person is saying  
D. Checking your understanding of the issue
26. *When interacting with passengers with special needs, cabin crew members should?*
- A. Speak slowly and clearly  
B. Recognize that these passengers do not travel very often
- C. Introduce themselves and ask how they can assist  
D. Explain all aspects of the flight, airplane and services offered.
27. *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?*
- A. level 1  
B. Level 2  
C. Level 3  
D. Level 4
28. *An attempt to open the flight deck door is considered to be which level of disruptive behavior?*
- A. Level 1  
B. Level 2  
C. Level 3  
D. Level 4
29. *A passenger who is starting to speak loudly and ordering doubles is at which traffic light stage?*
- A. Green  
B. Red  
C. Walk  
D. Amber
30. *A passenger has been caught smoking in the lavatory. What should the cabin crew member do first?*
- A. Warn the passenger that it is forbidden to smoke on board  
B. Notify the captain so that he/she can reprimand the passenger  
C. Use service-oriented language to request that the passenger stop smoking  
D. Inform the senior cabin crew member so that he/she can call the appropriate authorities at the destination to arrest the passenger