



**EAST AFRICAN SCHOOL OF AVIATION  
EXAMINATION**

**FINAL  
ABM SECTION**

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

**STREAM: CABAT 28**

**DURATION: 2Hrs.**

**DAY/DATE:**

**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. Cabin crew occasionally need to enforce safety regulations (1mrk)
  - A.) Aggressively
  - B.) Passively
  - C.) Assertively
2. Travelling by air is \_\_\_\_\_ times safer than driving an automobile. (1mrk)
  - A.) 19
  - B.) 29
  - C.) 49
  - D.) None of the above
3. According to Air Carrier Access Act regulations, airlines can charge passengers with limited mobility for providing (1mrk)
  - A.) Wheelchairs
  - B.) Oxygen
  - C.) Wheelchair batteries
  - D.) None of the above
4. When a cabin crew is communicating with a passenger and they engage positive body language such as nodding the head, repeating and reflecting back the passenger's concern to check their understanding, the cabin crew is said to be having (1mrk)
  - A.) Good communication skills
  - B.) Empathy
  - C.) Good listening skills
  - D.) None of the above
5. \_\_\_\_\_ is the hardest part of customer service to train as it relates to a crew member's mannerisms and life experiences. (1mrk)
  - A.) Knowledge
  - B.) Situation evaluation
  - C.) Skills
  - D.) Attitude
6. Which of the following is NOT an interpersonal skill required to be a good cabin crew? (1mrk)
  - A.) Communication
  - B.) Empathy
  - C.) Closed nature
  - D.) Managing personal emotions
7. To provide excellent customer service, cabin crew need to demonstrate (1mrk)
  - A.) Knowledge, comfort and safety
  - B.) Knowledge, security and safety
  - C.) Knowledge, skills and attitude
  - D.) None of the above
8. Mention three examples of situations that cause passengers to become fearful and respond with a "flight" reaction. (3mrks)

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9. Match the following codes with their correct description. (8mrks)

<u>CODE</u>	<u>DESCRIPTION</u>
MAAS	Pax traveling with wheelchair fitted with lithium battery
WCOB	Blind passenger on board
LANG	Pax requests the use of an onboard wheelchair
WCBW	Pax needing assistance, meet and assist
BLND	Pax who do not speak the airline's country language
WCLB	Unaccompanied minor, child between 5-12 years
UMNR	Pax travelling with wheelchair with dry cell battery
WCBD	Pax travelling with wheelchair with wet cell battery

10. The cabin crew's attitude and behaviour is more important than ever to keep passengers choosing an airline because(1mrk)

A.) The aviation industry is dominated by Charter airlines

B.) Passengers are willing to pay for their meals and beverages on board than ever before on short flights

C.) Low- cost airlines are providing passengers with meals and beverages at no extra cost on short flights

D.) All of the above

11. Customer service is what passengers remember from a safe flight.(1mrk)

A.) True

B.) False

12. Cabin crew should use straight commands and strong forceful tone during emergency evacuations (1mrk)

A.) Yes

B.) No

C.) Sometimes

D.) All the time

13. Mention four words or phrases that cabin crew should use. (4mrks)

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14. List the levels of disruptive behaviour. (4mrks)

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15. The fear of flying causes several anxiety disorders accompanied by certain physical symptoms. Name nine recognizable symptoms. (9mrks)

PART TWO.

16. Explain the three main reasons that cause passengers to become fearful and respond with a “flight” reaction. (6mrks)

17. Explain guidelines that cabin crew follow for handling unaccompanied minors, UMNR. (12mrks)

18. Discuss five factors that contribute to fear of flying. (10mrks)

19. Passengers only remember the crew behaviour and customer service on board. Elaborate.(4mrks)