



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

**FINAL
ABM SECTION**

**SUBJECT: INTRODUCTION TO AIRLINE
INDUSTRY**

STREAM: CABAT 28

DURATION: 2 Hr

DAY/DATE:

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

Instructions to candidate:

1. This paper consists of six (6) printed pages
2. Answer ALL the questions
3. Possible marks 70/70

1. Which organization establishes standards and regulations required for aviation safety, security and efficiency?
 - A. Civil aviation authority
 - B. National aviation authority
 - C. International civil aviation organization
 - D. International air transport association

2. What was the one significant limitation of the DC-3 aircraft?
 - A. aircraft cabin temperature
 - B. the altitude at which it could safely fly
 - C. low air pressure
 - D. maximum speed

3. Who is responsible for all aspects of safe operations of the aircraft?
 - A. chief pilot
 - B. director of flight operations
 - C. head of security
 - D. head of operations control

4. Regulations require that once staffs are qualified as cabin crew they will need to receive further training
 - A. prior to every shift
 - B. once every month
 - C. once every year and every three years
 - D. whenever their supervisor determines its necessary

5. When something occurs on board a flight that endangers the crew or passengers, what would the safety department require crew members to do the following day?
 - A. Attend a debriefing to give account of what happened
 - B. Visit the airline counseling services
 - C. Take part in a line evaluation
 - D. Meet with the cabin safety task force

6. A ferry flight is a flight which is conducted?
 - A. Due to operational services
 - B. For observing the performance characteristics of a new aircraft
 - C. Without passengers on board
 - D. For training purposes

7. Line evaluations of all cabin crew members on a regular basis are recommended by
 - A. EASA
 - B. ICAO
 - C. IATA
 - D. CAA

8. A test flight is
- A. A flight that is conducted without passengers on board
 - B. A flight that is conducted for training purposes
 - C. Made for observing the performance and characteristics of a new aircraft
 - D. Conducted due to operational seasons
9. If national aviation authority inspectors noticed that a member of the cabin crew as set out in the airline operations manual, what would they do?
- A. notify the senior cabin crew member
 - B. issue a finding of non-compliance
 - C. speak to the crew member in question
 - D. make an entry in the cabin log
10. Which of the following statement is **NOT** true about low cost airlines?
- A. They generally offer reduced fares
 - B. They sell most of their tickets directly to passengers
 - C. They offer expensive in-flight services included in the fare
 - D. They aim at generating additional revenue as possible by selling products
11. Which of the following is a membership organization that aims to streamline airline processes?
- A. National aviation authority
 - B. National air transport association
 - C. international civil aviation organization
 - D. international air transport association
12. Which organization establishes standards and regulations required for aviation safety, security and efficiency as well as for aviation environmental protection?
- A. Civil aviation authority
 - B. National aviation authority
 - C. International civil aviation organization
 - D. International air transport association
13. A crew member's personal calendar that contains all the details of flight assignment is called _____
- A. Daily plan
 - B. Register
 - C. Timesheet
 - D. Roster
14. How is the cabin log used?
- A. Flight crew report any aircraft faults so they can be addressed by the safety department
 - B. Cabin Crew record any aircraft faults so they can be fixed by the engineering team
 - C. Senior cabin crew member records issues with their team so they can be addressed by the cabin crew management department
 - D. The engineering/maintenance team record any known issues so the cabin crew will address them when doing their preflight inspections
15. The benefit of airline alliances is the ability to offer _____
- A. Less expensive long haul flights
 - B. In flight services in more languages
 - C. Personal entertainment units

- D. More services with the same resources
16. Offering flights from one country to another requires the two nations to have _____
- A. A treaty
 - B. An airline alliance
 - C. A bilateral agreement
 - D. A code sharing agreement
17. Which department is responsible for the catering, cleaning, and entertainment on board an aircraft?
- A. Airport ramp services
 - B. Cabin crew management
 - C. In-flight services
 - D. Crewing/operations
18. When something occurs on board a flight that endangers the crew or passengers, what would the safety department require the crew to do the following day?
- A. Attend a debriefing to give their account of what happened
 - B. Visit the airline counselling services
 - C. Take part in a line evaluation
 - D. Meet with the cabin safety task force
19. Which organization is responsible for ensuring that flights operate without unlawful interference?
- A. National aviation authority
 - B. National security agency
 - C. Sky marshals agency
 - D. International civil aviation organization
20. What was the one significant limitation of the DC-3 aircraft?
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 - C. They offer expensive in-flight services included in the fare
 - D. They aim at generating additional revenue as possible by selling products

PART B (43 MKS)

You are required to attempt all the questions in the answer booklets provided

28. Briefly describe the three (3) different types of airlines (6mks)
29. Explain the roles of the following Aviation bodies, regulators and terms (25mks)
- IATA
 - ICAO
 - NAA
 - EASA
 - Aviation Security Regulations
30. Name and briefly explain the six (6) different types of flights (12mks)