



EAST AFRICAN SCHOOL OF AVIATION

END OF COURSE EXAMINATION

CERTIFICATE IN IATA AIRLINE CABIN CREW COURSE

SUBJECT: INTRODUCTION TO THE AIRLINE INDUSTRY

DATE

TIME: 0900 -1100HRS

INSTRUCTIONS TO ALL CANDIDATES

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

1. *One of the most dynamic developments of the 20th century was,*
 - A. Cabin boys
 - B. The Airline industry
 - C. Hot meal service onboard aircraft
 - D. Boeing 777
2. *During the World War 1,*
 - A. More jet planes were built
 - B. More powerful engines were developed
 - C. More people were employed to fly
 - D. More civilian planes were built
3. *Which of the milestones in aircraft manufacturing was achieved in the early 1900s?*
 - A. Russian manufacturer Tupolev launched the first successful jet airliner
 - B. Boeing 707 entered transatlantic service
 - C. First sustained and controlled airships and airplanes took people for short rides
 - D. None of the above
4. *The world's first recorded scheduled airline service was launched in 1914, flying a seaplane from St. Petersburg to Tampa. How many miles was the service and how many minutes did it take?*
 - A. 23 miles, 18 minute
 - B. 18 miles, 23 minutes
 - C. 28 miles, 13 minutes
 - D. 15 miles, 25 minutes
5. *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
6. *Line evaluations of all cabin crew members on a regular basis are recommended by _____*
 - A. EASA
 - B. ICAO
 - C. IATA
 - D. CAA
7. *A crew member's personal calendar that contains all the details of flight assignments is called _____*
 - A. Duty plan
 - B. Register
 - C. Timesheet
 - D. Roster
8. *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
9. *The quality department is a function to monitor?*
 - A. Compliance with fatigue risk management systems
 - B. Compliance of the organizations with the relevant requirements
 - C. Pre-departure safety and security procedures
 - D. Quality of procedures and manuals
10. *Which of the following is NOT an airline alliance?*
 - A. Star Alliance
 - B. Boeing
 - C. Oneworld
 - D. SkyTeam
11. *The benefit of airline alliances is the ability to offer _____*
 - A. Less expensive long-haul flights
 - B. In-flight service in more languages
 - C. Personal entertainment units
 - D. More services with the same resources
12. *Which major milestone came with World War 1?*
 - A. The first Trans-Atlantic nonstop flight
 - B. The jet era
 - C. Significant investment of resources in the technological development of airplanes
 - D. None of the above
13. *Which of the following events did NOT take place during the World War 1?*
 - A. More powerful engines were developed
 - B. Military aircraft became twice as fast as pre-war aircraft
 - C. Increase in engine power made possible construction of larger aircraft
 - D. Airplanes became pressurized
14. *Which of the following factors were challenges faced by airlines in the early decades?*
 - A. Aircraft capability
 - B. Cost of operation
 - C. Public perception of safety
 - D. All of the above
15. *Which airline was the first in the world to offer free high-speed wireless internet to its passengers on intercontinental flights?*
 - A. KLM Royal Dutch
 - B. Easy jet
 - C. Turkish airlines
 - D. British airways
16. *Airplanes were used to carry mail as soon as,*
 - A. 1918
 - B. They became a reliable means of transportation
 - C. The United States postal service initiated a route between Washington, DC and New York
 - D. None of the above
17. *What was the notable advantage the Boeing 747 had over the Boeing 707?*
 - A. It was two and a half times bigger
 - B. It was two and a half times faster
 - C. It was two and a half times more comfortable
 - D. None of the above
18. *The world's largest commercial aircraft flying today is the?*
 - A. Boeing 787 Dreamliner
 - B. Boeing 747
 - C. Airbus A380
 - D. TU-104
19. *Which of the following is an advantage the Airbus A380 has over other aircraft operating today?*
 - A. Provides the lowest fuel burn per seat
 - B. Quietest long haul aircraft flying today
 - C. Carrying 40% more passengers
 - D. All of the above

20. *Which of the following innovations will help reduce aircraft weight?*
- Changing catering carts to lighter weight versions
 - Replacing catering items such as meal trays with recyclable paper/card
 - Removing equipment that is seldom used
 - All of the above
21. *Which regulatory body has developed a comprehensive strategy to cut the aviation's net carbon emissions by 50% by 2050?*
- CAAR
 - ICAO
 - IATA
 - IOSA
22. *Passenger routing service in the U.S was developed mostly by*
- Small airline companies using bomber planes
 - Airline companies flying mail between major cities
 - Commercial companies flying mail between major cities
 - None of the above
23. *The first aircraft which enabled airlines to fly passengers for profit was*
- DC-3
 - Boeing 247
 - Boeing 307 Stratoliner
 - None
24. *The first aircraft designed with a galley to enable hot meal service was*
- DC-3
 - Boeing 247
 - Boeing 307 Stratoliner
 - Concorde
25. *What innovation led to the jet era in the late 1940s?*
- The first Trans-Atlantic none stop flight
 - Building of first pressurized-cabin jetliners
 - First aircraft which enabled airlines to fly passengers for profit
 - None of the above
26. *Which company built the first passenger jet aircraft in 1949?*
- Boeing
 - 'De Havilland'
 - Douglas Corporation
 - Airbus
27. *Which was the first successful jet airliner, the only one in service between 1956 and 1958?*
- Boeing 307 Stratoliner
 - TU-104
 - Boeing 707
 - Airbus A380
28. *What led to more passengers travelling by air across the Atlantic Ocean than by ship in 1958?*
- The TU-104 entered transatlantic service
 - The Boeing 307 Stratoliner entered transatlantic service
 - The Boeing 707 entered transatlantic service
 - None of the above
29. *What was the first major step in building a long range airplane?*
- The Boeing 727
 - The Airbus A380
 - The Boeing 247
 - The Concorde
30. *Which was the first twin-engine aircraft able to fly on one engine?*
- The Boeing 727
 - The Airbus A380
 - The Boeing 247
 - The Concorde
31. *The general term used for aircraft with controlled air pressure in the cabin is,*
- PSU enabled
 - Pressurized cabin
 - Controlled environment
 - Thermostatically correct pressure
32. *The world's first airline's early flights were*
- Charter flights
 - Scheduled flights
 - Sightseeing tours
 - None of the above
33. *Introduction of _____ and _____ set the stage for the development of a truly global industry.*
- First class, tourist class
 - Tourist class and economy class
 - First class and economy class
 - Hard class and soft class
34. *Which was the first commercial transport aircraft with a pressurized cabin?*
- Boeing 307 Stratoliner
 - Boeing 307 Caroliner
 - Boeing 307 Strategizer
 - Boeing 307 Catalizer
35. *Which company built the first pressurized-cabin jetliners?*
- Boeing in 1949
 - Airbus in 1949
 - Mercedes in 1949
 - De Havilland in 1949
36. *What was the world's first airline?*
- Netherland's KLM
 - Australian Qantas
 - Deutsche Lufschiffahrts-Aktiengesellschaft
 - Colombia's Avianca
37. *What are the three partnerships airlines enter into for seamless travel?*
- Interline, Code sharing, airline alliances
 - Interlink, code sharing, airline alliances
 - Interline, code partnering, airline sharing
 - Internet, code pairing, airline alliances
38. *Who was the world's first recorded cabin crew?*
- Ellen Church
 - Eric Kubis
 - Heinrich Kunis
 - Heinrich Kubis
39. *Which airline employed the world's first recorded cabin crew?*
- Boeing Air Transport
 - British Airways
 - German Airship Transportation Corporation
 - KLM

40. *What does LCA stand for in aviation airline types?*
- Low cost airlines
 - Lima, Charlie, Mike
 - Local carriers' association
 - Low catering authority
41. *Scheduled airlines are those that*
- Operate on need basis mainly by holiday companies
 - Are owned by business and wealthy individuals and their flights are not open to the general public
 - Operate flights to a published timetable which is open to direct booking from members of the public
 - None of the above
42. *Charter airlines are those that*
- Operate on need basis mainly by holiday companies
 - Are owned by business and wealthy individuals and their flights are not open to the general public
 - Operate flights to a published timetable which is open to direct booking from members of the public
 - None of the above
43. *Corporate and private jet airlines are those that*
- Operate on basis mainly by holiday companies
 - Are owned by business and wealthy individuals and their flights are not open to the general public
 - Operate flights to a published timetable which is open to direct booking from members of the public
 - None of the above
44. *Working as a cabin crew for this airline type is varied and typical onboard services are aimed at generating as much additional revenue as possible by selling additional food, tickets, car hire etc.*
- Scheduled
 - Charter
 - Low cost
 - None of the above
45. *Offering flights from one country to another requires the two nations to have _____*
- A treaty
 - An airline alliance
 - A bilateral agreement
 - A codesharing agreement
46. *IATA was formed in 1945 as a successor to*
- International Civil Aviation Organization
 - National Aviation Authority
 - International Air Traffic Association
 - World Tourism Organization
47. *In order for an airline to obtain and maintain its Air Operator's certificate, it has to demonstrate that it has*
- Carriers liability insurance
 - Sufficient finances to fund the operations
 - Airworthy aircraft, suitable for the type operations requested
 - All of the above
48. *The person with the responsibility for everything inside the cabin, e.g. cabin crew performance and training, product and service is?*
- Head of Operations control
 - Head of flight operations/Chief pilot
 - Head of in-flight services
 - Senior flight attendant
49. *The department responsible to ensure that the right amount of galley equipment is loaded on each flight and is fit for the purpose is?*
- Rostering department
 - Operations department
 - In-flight services department
 - Catering and cleaning department
50. *Airlines are often classified by*
- The type of aircraft they operate
 - The routes they operate
 - The market segment or the type of services that they offer
 - None of the above
51. *What is a bilateral agreement?*
- An agreement between two countries allowing them to fly into each other's territory
 - An agreement between two airlines allowing them to share a code on some routes
 - An agreement between two airlines allowing them to share aircraft, crew and tickets on some routes
 - None of the above
52. *What is known as a national flag carrier?*
- The airline that only carries the country's president
 - An airline that flies the country's flag
 - An airline owned, all or in part, by the government
 - None of the above
53. *ICAO,*
- Sets standards and regulations necessary for aviation safety, security, efficiency as well as aviation environmental protection
 - Is the forum for cooperation in all fields of civil aviation
 - Is part of the national aviation authority
 - None of the above
54. *ICAO is a specialized agency of the United Nations*
- True
 - False
55. *Which of the following is NOT one of the primary responsibilities of the cabin crew?*
- Serving passengers food and beverages
 - Teaching passengers' safety procedures
 - Maintaining safe conditions in the airplane cabin
 - Assisting passengers during emergency situations
56. *The National Aviation Authority,*
- Sets standards and regulations necessary for aviation safety, security and efficiency, as well as aviation environmental protection
 - Is a forum for cooperation in all fields of civil aviation
 - Adopts and develops standards and regulations that are followed by each airline in the country
 - None of the above
57. *The airline's Operations Manual,*
- Describes in details all policies and procedures that the airline will use
 - Covers everything the airline does including organization structure
 - Is normally published in many different sections and parts
 - All of the above

58. *What is an Air Operations Certificate?*
- A document that describes in details all policies and procedures that the airline will use
 - A document that covers everything the airlines does including organization structure
 - A document that allows an airline to operate aircraft as long as it continues to follow the procedures in the operations manual
 - None of the above
59. *The European Aviation Safety Agency's responsibilities include,*
- Safety analysis and research
 - Screening of baggage
 - Streamlining crew training
 - None of the above
60. *The person with overall responsibility for all pilot's performance and training is*
- Director of flight operations
 - Head of operations control
 - Head of flight operations/chief pilot
 - None of the above
61. *When newly employed by an airline, the first department that cabin crew have regular contact with is?*
- The rostering department
 - The safety department
 - Cabin crew training department
 - None of the above
62. *Which department is responsible for setting safety policies, identifying and managing the safety hazards and risks evident through operating aircraft, promoting safety awareness among staff within an airline?*
- In-flight services department
 - Crewing/Operations department
 - Safety department
 - None of the above
63. *IATA is*
- The forum for cooperation in all fields of civil aviation
 - Part of the national aviation authority
 - Airline's trade association
 - None of the above
64. *The main role of IATA's cabin safety task force (CSTF) is to,*
- Provide safety training for all cabin crew
 - Enforce the safety standards for all airlines
 - Develop safety procedures for evaluating the aircraft
 - Create guidance materials for airlines to operate safely
65. *The final part of the flight when the aircraft is about to land is called the _____*
- Arrival
 - Approach
 - Holding
 - Advance
66. *The division of the State civil aviation regulatory agency responsible for operational cabin safety issues is generally called?*
- Cabin Safety office
 - Cabin Safety division
 - Cabin Safety authority
 - Cabin Safety administration
67. *What event in 1927 led to a major increase in investment in the airline industry?*
- The end of World War 1
 - The introduction of airmail services
 - The first transatlantic non-stop flight
 - The move to repurpose World War 1 aircraft for civilian use
68. *A Ferry flight is a flight which is conducted _____*
- Due to operational reasons
 - For observing the performance characteristics of a new aircraft
 - Without passengers on board
 - For training purposes
69. *When a flight is operated by one airline but the flight code is for another airline, this is known as _____*
- Codesharing
 - Code splitting
 - Airline alliances
 - Interline agreements
70. *What type of airline provides mostly seasonal services to major tourist destinations?*
- Tourist airline
 - Charter airline
 - Scheduled airline
 - Low-cost airline
71. *If national aviation authority inspectors noticed that a member of the cabin crew was not following the procedures as set out in the airline's Operations Manual, what would they do?*
- Notify the senior cabin crew member
 - Issue a finding of non-compliance
 - Speak to the crew member in question
 - Make an entry in the cabin log
72. *Which organization is responsible for ensuring that flights operate without unlawful interference?*
- National aviation authority
 - National security agency
 - Sky marshals' agency
 - International Civil Aviation Organization
73. *Within an airline, who has the overall responsibility for all aspects of safe operations of the aircraft?*
- Director of Flight Operations
 - Head of Flight Operations/Chief Pilot
 - Head of Inflight services
 - Head of Operations Control
74. *Regulations require that once staff are qualified as cabin crew they need to receive further training _____*
- Prior to every shift
 - Once every month
 - Once every year and every three years
 - Whenever their superior determines it is necessary
75. *Which department is responsible for the catering, cleaning and entertainment on board an aircraft?*
- Airport Ramp Services
 - Cabin Crew Management
 - Inflight Services
 - Crewing/Operations

76. *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?*
- Attend a debriefing to give their account of what happened
 - Visit the airline counseling services
 - Take part in a line evaluation
 - Meet with the Cabin Safety Task Force
77. *Which department is responsible for planning which aircraft operate which flights and arranging back up in the event of delays or changes?*
- Cabin Crew Management
 - Inflight services
 - Rostering
 - Crewing/Operations
78. *What is the purpose of the quarantine authority at the airport?*
- To protect the country's cultural heritage
 - To limit the amount of money people can bring into the country
 - To protect a country's wildlife, natural environment and agriculture
 - To ensure that all cargo is documented appropriately
79. *Why do passengers on the same flight sometimes have tickets with different flight numbers?*
- The passengers have been moved from different flights that were delayed or cancelled
 - The flight is stopping at more than one city
 - The flight is operated by an airline that has a codeshare agreement with another airline
 - The passengers started their journey in different locations
80. *Which of the following is NOT part of the primary role aircraft maintenance teams fulfill between flights?*
- Check all the faults or defects
 - Record any faults in a Technical Log
 - Inspect the aircraft interior for faults or defects
 - Meet with the pilots to discuss any faults that occurred during the flight
81. *The period of time between an aircraft arriving and departing again is known as _____*
- Ground control
 - Disembarking
 - Turnaround
 - Gap
82. *Select the correct order of flight departure stages*
- Boarding, taxi, pushback
 - Boarding, pushback, taxi
 - Taxi, pushback, boarding
 - Pushback, boarding, taxi
83. *What is the benefit of working as cabin crew for a scheduled airline rather than a charter airline?*
- More flexible timetable and cheaper fares
 - Not working during the peak seasons
 - Travel to top holiday destinations
 - More predictable schedule and pay
84. *Which document issued by the national aviation authority allows an airline to operate?*
- Air Operator's Certificate
 - Manual for Air Operators
 - Operations Manual
 - Certificate of Safety
85. *The purpose of crew briefing led by the captain or senior cabin crew member is to?*
- Review safety practice and procedures and assign duties
 - Prepare the aircraft for boarding by passengers
 - Discuss the handling of passengers with special needs on the flight
 - Complete security checks for the flight