



EAST AFRICAN SCHOOL OF AVIATION
EASA FINAL EXAMINATION
AVIATION BUSINESS MANAGEMENT

COURSE: AIRLINE CABIN CREW

SUBJECT: INTRODUCTION TO THE AIRLINE INDUSTRY

DATE

Duration: 2 HRS

TIME: 0800 - 1000

INSTRUCTIONS TO ALL CANDIDATES

1. Answer all questions

1. *The first sustained and controlled flights were in the early*
 - A. 2000s
 - B. 1800s
 - C. 1900s
 - D. Millennia
2. *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
3. *The world's first recorded scheduled airline service was launched in,*
 - A. 1920
 - B. 1918
 - C. 1914
 - D. 1916
4. *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
5. *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
6. *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
7. *The world's first recorded scheduled airline service launched in 1914, flying a seaplane from St. Petersburg to Tampa. How many months was it in service before it closed down?*
 - A. 12 months
 - B. 6 months
 - C. 3 months
 - D. 1 month
8. *When were scheduled commercial air services introduced in Africa, Australia, Japan, Mexico and most of South American countries?*
 - A. 1930s
 - B. 1920s
 - C. 2000s
 - D. 1800s
9. *How long was the trip from St. Petersburg to Tampa?*
 - A. 23 minutes
 - B. 23 hours
 - C. 11 hours
 - D. 15 hours
10. *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
11. *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
12. *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
13. *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
14. *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
15. *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
16. *The world's largest commercial aircraft flying today is the?*
 - A. Boeing 787 Dreamliner
 - B. Boeing 747
 - C. Airbus A380
 - D. TU-104
17. *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
18. *Which of the following innovations will help reduce aircraft weight?*
 - A. Changing catering carts to lighter weight versions
 - B. Replacing catering items such as meal trays with recyclable paper/card
 - C. Removing equipment that is seldom used
 - D. All of the above
19. *Which regulatory body has developed a comprehensive strategy to cut the aviation's net carbon emissions by 50% by 2050?*
 - A. CAAR

- B. ICAO
C. IATA
D. IOSA
20. *Passenger routing service in the U.S was developed mostly by*
A. Small airline companies using bomber planes
B. Airline companies flying mail between major cities
C. Commercial companies flying mail between major cities
D. None of the above
21. *The first aircraft which enabled airlines to fly passengers for profit was*
A. DC-3
B. Boeing 247
C. Boeing 307 Stratoliner
D. None
22. *The first aircraft designed with a galley to enable hot meal service was*
A. DC-3
B. Boeing 247
C. Boeing 307 Stratoliner
D. Concorde
23. *What innovation led to the jet era in the late 1940s?*
A. The first Trans-Atlantic none stop flight
B. Building of first pressurized-cabin jetliners
C. First aircraft which enabled airlines to fly passengers for profit
D. None of the above
24. *Which company built the first passenger jet aircraft in 1949?*
A. Boeing
B. 'De Havilland'
C. Douglas Corporation
D. Airbus
25. *Which was the first successful jet airliner, the only one in service between 1956 and 1958?*
A. Boeing 307 Stratoliner
B. TU-104
C. Boeing 707
D. Airbus A380
26. *What led to more passengers travelling by air across the Atlantic Ocean than by ship in 1958?*
A. The TU-104 entered transatlantic service
B. The Boeing 307 Stratoliner entered transatlantic service
C. The Boeing 707 entered transatlantic service
D. None of the above
27. *The first regularly scheduled airmail service was in,*
A. 1810
B. 1910
C. 1918
D. 1818
28. *What was the first major step in building a long range airplane?*
A. The Boeing 727
B. The Airbus A380
C. The Boeing 247
D. The Concorde
29. *Which was the first twin-engine aircraft able to fly on one engine?*
A. The Boeing 727
B. The Airbus A380
C. The Boeing 247
D. The Concorde
30. *When was the DC-3 built?*
A. 1963
B. 1936
C. 1863
D. 1836
31. *The general term used for aircraft with controlled air pressure in the cabin is,*
A. PSU enabled
B. Pressurized cabin
C. Controlled environment
D. Thermostatically correct pressure
32. *The world's first airline's early flights were*
A. Charter flights
B. Scheduled flights
C. Sightseeing tours
D. None of the above
33. *Introduction of _____ and _____ set the stage for the development of a truly global industry.*
A. First class, tourist class
B. Tourist class and economy class
C. First class and economy class
D. Hard class and soft class
34. *Which was the first commercial transport aircraft with a pressurized cabin?*
A. Boeing 307 Stratoliner
B. Boeing 307 Caroliner
C. Boeing 307 Strategizer
D. Boeing 307 Catalizer
35. *The jet era started in the*
A. 1920s
B. 1930s
C. 1940s
D. 1950s
36. *Which company built the first pressurized-cabin jetliners?*
A. Boeing in 1949
B. Airbus in 1949
C. Mercedes in 1949
D. De Havilland in 1949
37. *What was the world's first airline?*
A. Netherland's KLM
B. Australian Qantas
C. Deutsche Lufschiffahrts-Aktiengesellschaft
D. Colombia's Avianca
38. *Which airline was the first to offer free high-speed wireless internet to its passengers on intercontinental flights?*
A. Netherland's KLM
B. Australian Qantas
C. Turkish Airlines
D. Colombia's Avianca
39. *What are the three partnerships airlines enter into for seamless travel?*
A. Interline, Code sharing, airline alliances
B. Interlink, code sharing, airline alliances
C. Interline, code partnering, airline sharing
D. Internet, code pairing, airline alliances

40. *Who was the world's first recorded cabin crew?*
- Ellen Church
 - Eric Kubis
 - Heinrich Kunis
 - Heinrich Kubis
41. *Which airline employed the world's first recorded cabin crew?*
- Boeing Air Transport
 - British Airways
 - German Airship Transportation Corporation
 - KLM
42. *What does LCA stand for in aviation airline types?*
- Low cost airlines
 - Lima, Charlie, Mike
 - Local carriers association
 - Low catering authority
43. *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
44. *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
45. *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
46. *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
47. *IATA was formed in 1945 as a successor to*
- International Civil Aviation Organization
 - National Aviation Authority
 - International Air Traffic Association
 - World Tourism Organization
48. *The International Air Transport Association (IATA) was founded in,*
- The UK in 1919
 - The US in 1919
 - The Hague in 1919
 - Canada in 1919
49. *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
50. *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
51. *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
52. *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
53. *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
54. *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
55. *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
56. *ICAO is a specialized agency of the United Nations*
- True
 - False
57. *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
58. *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

- C. Is normally published in many different sections and parts
D. All of the above
59. *What is an Air Operations Certificate?*
A. A document that describes in details all policies and procedures that the airline will use
B. A document that covers everything the airlines does including organization structure
C. A document that allows an airline to operate aircraft as long as it continues to follow the procedures in the operations manual
D. None of the above
60. *The European Aviation Safety Agency's responsibilities include,*
A. Safety analysis and research
B. Screening of baggage
C. Streamlining crew training
D. None of the above
61. *The person with overall responsibility for all pilot's performance and training is*
A. Director of flight operations
B. Head of operations control
C. Head of flight operations/chief pilot
D. None of the above
62. *When newly employed by an airline, the first department that cabin crew have regular contact with is?*
A. The rostering department
B. The safety department
C. Cabin crew training department
D. None of the above
63. *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?*
A. In-flight services department
B. Crewing/Operations department
C. Safety department
D. None of the above
64. *IATA is NOT a regulator.*
A. True
B. False
65. *IATA is*
A. The forum for cooperation in all fields of civil aviation
B. Part of the national aviation authority
C. Airline's trade association
D. None of the above
66. *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 purpose
67. *Which of the following is NOT a function of the national aviation authority?*
A. Approval of the operations manual
B. Issuance of air operators certificate
C. Inspection of cabin crew performance
D. Development of recommended practices
68. *The main role of IATA's cabin safety task force (CSTF) is to,*
A. Provide safety training for all cabin crew
B. Enforce the safety standards for all airlines
C. Develop safety procedures for evaluating the aircraft
D. Create guidance materials for airlines to operate safely
69. *The final part of the flight when the aircraft is about to land is called the _____*
A. Arrival
B. Approach
C. Holding
D. Advance
70. *The division of the State civil aviation regulatory agency responsible for operational cabin safety issues is generally called?*
A. Cabin Safety office
B. Cabin Safety division
C. Cabin Safety authority
D. Cabin Safety administration