



**EAST AFRICAN SCHOOL OF AVIATION
EXAMINATION**

**FINAL
ABM SECTION**

**SUBJECT: MANAGING ABNORMAL AND
EMERGENCIES SITUATIONS**

STREAM: CABAT 28

DURATION: 2 Hr

DAY/DATE:

TIME: 12:30 PM-15:30 P.M

Instructions to candidate:

1. This paper consists of eleven (11) printed pages
2. Answer ALL the questions
3. Possible marks 70/70

1. The Chain of command on an aircraft is:
 - a) Captain, First Officer, Flight Engineer, Senior cabin crew member, Cabin crew
 - b) Captain, First Officer, Senior cabin crew member, Cabin crew
 - c) Captain, Flight Engineer, First Officer, Senior cabin crew member, Cabin crew

2. The pre departure mandatory safety announcements must include; seatbelt fastening/ adjusting and:
 - a) Customs regulations, exit locations, floor proximity lighting, oxygen mask location and life vest donning
 - b) Safety card, exit location, floor proximity lighting, oxygen mask location and life vest donning
 - c) Safety card, smoking regulations, meal service, floor proximity lighting, oxygen mask location and life vest donning

3. During light turbulence you should
 - a) Continue with the service exercising caution
 - b) Discuss its severity with the Captain before suspending the service
 - c) Suspend service immediately

4. At an out station you find the flight attendant jump seat is inoperative. Your actions are:
 - a) Inform the Captain
 - b) Occupy a passenger seat for take-off and landing
 - c) Both A and B above are correct

5. Cabin baggage should be:
 - a) Secured under a passenger seat or in an overhead stowage
 - b) Off-loaded into the aircraft hold for safe keeping
 - c) Strapped into a passenger seat if that seat is unoccupied

6. Rules for SPATs are as follows:
 - a) Seated at an over-wing exit with an ABP and given a SPAT briefing
 - b) Regulations provide for a SPAT to be given a briefing and not placed at an emergency exit
 - c) Seated at an emergency exit, given a briefing and asked to read the safety card

7. A crew safety briefing must be conducted:
 - a) At the start of each day or with a crew change
 - b) At home over the phone
 - c) In the crew transport on the way back to the hotel

8. The best method of flight deck/cabin crew communication; **in a smoke filled cabin or hijack situation** is:
 - a) Face to face
 - b) Over the interphone
 - c) Asking a passenger to relay information to the flight deck

9. Whilst refueling with passengers on board; cabin crew should ensure:
 - a) Passengers record the event on camera
 - b) J- Class passengers have refreshments
 - c) Passengers remain seated with seat-belts un fastened

10. During take-off and landing the cabin crew should be:
 - a) Clearing away the galley
 - b) Sitting in their jump seats in brace position
 - c) Sitting in their jump seats watching passengers

11. What is the correct preflight check for the megaphone?
 - a) Secure in its bracket in the emergency equipment stowage
 - b) Test it
 - c) Test it and secure it back to its bracket in the emergency equipment stowage

12. What is the correct preflight check for the oxygen bottle?
 - a) Secure, wire locked, PSI gauge in red zone, mask attached
 - b) Secure, wire locked, PSI gauge in green zone, mask attached
 - c) Secure, wire locked, PSI gauge in yellow zone, mask attached

13. What is the correct pre-flight check for the PA?
 - a) Check that the RED communication light comes on
 - b) Make an announcement and ensure you can be heard in the cabin
 - c) Lift it off its hook and drop it

14. "Positive panic" in a passenger is someone who has:
 - a) Complete control or concern to take positive action to save his own life
 - b) Sudden unreasonable hysterical fear
 - c) Complete lack of concern for his own life

15. General rules for all known emergencies are:
 - a) Evacuate using all exits before the aircraft impacts the ground
 - b) Cabin Crew to liaise with the flight deck crew and do not open exits in flight
 - c) Make a PA announcement so all passengers know about the emergency

16. Catastrophic emergencies requiring cabin crew to notify the flight deck during the take off phase of flight include only the following:
- Bird strike on passenger window, passenger choking
 - Uncontrolled irate passenger creating a disturbance
 - External and Internal fire
17. Preparation for landing in an anticipated emergency includes:
- Cabin Crew Preparation
 - Cabin and passenger preparation
 - Both A and B above are correct
18. An unanticipated emergency is:
- When the pilots are not sure of an impending emergency
 - One that happens abruptly within a few seconds /minutes after take-off or landing
 - When you don't have time to secure the galley
19. An anticipated emergency is:
- When the pilots are sure of an impending emergency
 - More than 15 minutes
 - One that happens at cruise level thus enough time to prepare for impact
20. 15 seconds after a **non-catastrophic** emergency landing, no communication is provided to the cabin crew from the flight deck, you must:
- Wait for 30 minutes before attempting to call the flight deck
 - Wait for 15 minutes before attempting to call the flight deck
 - Commence the evacuation immediately
21. What does the E stand for in the TESTS sequence?
- Emergency situation
 - To evacuate or not
 - An emergency evacuation
22. The command to advise cabin crew of an emergency is:
- A single chime
 - Continuous ringing of the crew call bell
 - Both A and B above are correct
23. In a decompression , you would:
- Immediately don the next available oxygen mask and secure yourself
 - Shout "brace"
 - Shout "grab oxygen mask"

24. Water extinguishers are suitable for fighting all classes of fire in the cabin
- True
 - False
 - Depending on the situation
25. If you discover an oven fire you will:
- Shut the door and monitor till the fire goes out
 - Pull the circuit breaker, close the oven door and continue with primary fire fighting responsibilities
 - Call the purser or captain
26. You detect smoke in the cabin, but you cannot locate the source. Your immediate action would be:
- Inform the flight deck immediately as you continue searching for the source
 - Obtain an extinguisher, PBE and try and locate the source silently
 - Obtain an extinguisher, PBE try and locate the source then latter inform the flight deck if necessary
27. During a fire drill the captain must be informed on:
- Location of fire and what's being done about it
 - Location, intensity, smoke type, equipment required
 - Location, intensity, smoke, type of fire, equipment required, if it's neutralized or not
28. If a suspicious package is found in the aircraft toilet you would:
- Inform the captain
 - Ignore it if it isn't ticking
 - Call another flight attendant to check it out
29. Over the wing Exit seat briefings are mandatory
- Yes
 - No
 - Depending on time available
30. How many classes of fire are there and what is a class C fire in Australia?
- 4 classes - flammable liquids
 - 4 classes – combustible materials
 - 7 classes – burning gas
31. May a “popped” circuit breaker be re set by a Cabin crew without Captain's permission?
- No
 - Yes
 - Only once then report

32. A Cabin / Toilet check must be conducted at least every _____ minutes when a service is not being offered
- a) 30 mins
 - b) 20 mins
 - c) 45 mins
33. What procedure should be followed when using a HALON fire extinguisher
- a) Pull the pin, aim at the base of the fire, squeeze the trigger and extinguish
 - b) Pull the pin, aim at the base of the fire, squeeze the trigger and sweep extinguisher from side to side
 - c) Aim at the base of the fire and sweep extinguisher from side to side
34. When fighting a fire, the initial discharge should be aimed at the:
- a) Top of the flames
 - b) Entire fire
 - c) Base of the flames
35. What should the Cabin Crew who finds a fire do first?
- a) "panic" but get equipment to start fighting the fire
 - b) Get equipment to fight the fire and call for back up
 - c) Call someone else to fight the fire
36. The fire triangle consists of:
- a) Fuel, Oxygen, Nitrogen
 - b) Material, Weight, Oxygen
 - c) Fuel, Heat, Oxygen
37. Who is the team leader on board a flight?
- A) The captain
 - B) The first officer
 - C) The senior cabin crew member
 - D) Whoever is in control of the plane
38. Airlines determine the minimum number of required cabin crew to be carried and this number is approved by the:
- A) National Aviation security Authority
 - B) National Airlines Alliance
 - C) National Aviation Authority
 - D) ICAO
39. Which of the following is one of the reasons a crew briefing is important?
- A) Agree on which meals to serve the flight crew
 - B) Determine the route for the flight
 - C) Review information and procedures for safety and service for the flight
 - D) Not to establish the basis for communication

40. What is the main reason that every flight has at least two active pilots?
- A) There are two sets of controls
 - B) It is required by some airports
 - C) In case one pilot does not feel well
 - D) One pilot cannot fly alone
41. What should a cabin crew do if he/she notices that something is wrong during takeoff?
- A) Yell out to the captain immediately
 - B) Get off their jump seat and open the flight deck door to notify the captain immediately
 - C) Wait until immediately after takeoff and then notify the captain
 - D) Make an announcement over the public address system
42. Who is the leader of the cabin crew on board a flight?
- A) The engineer
 - B) The first officer
 - C) The senior cabin crew member
 - D) All cabin crew on board are leaders
43. What is the purpose of Crew Resource Management?
- A) To create a more efficient scheduling solution
 - B) To reduce labor cost by determining efficient staffing numbers
 - C) To ensure flight crews work together for a safe operation of flight
 - D) To automate processes and reduce the likelihood of human error
44. Which of the following is a communication strategy or tool used by cabin crew while preparing for a flight?
- A) Interphone
 - B) Letters
 - C) Internet
 - D) Short message system(SMS)
45. During 'sterile cockpit' the flight crews' basic priorities in order of importance are:
- A) Aviate, navigate, communicate
 - B) Communicate, Aviate, Navigate
 - C) Aviate, Communicate, Navigate
46. Some proactive measures taken by cabin crew to ensure preparedness for an emergency include:
- A) Allowing abnormalities to escalate, assessing passengers during boarding, monitoring the amount of cabin baggage, enforcing safety regulations
 - B) Not allowing abnormalities to escalate, assessing passengers during boarding, monitoring of cabin baggage, enforcing safety regulations
 - C) Allowing abnormalities to escalate, not assessing passengers as they board, not monitoring cabin baggage, not enforcing safety regulations

47. Which of the following safety procedure would NOT be taken by a member of the cabin crew during severe turbulence
- A) Cabin crew stops serving meals, returns trolley and stows galley as well as service equipment.
 - B) Cabin crew returns to his/her jump seat or takes and nearby empty seat and fastens their seatbelt
 - C) Cabin crew needs to ensure that all PAX have returned their seats to the upright positions.
 - D) Cabin crew gets seated immediately and remains seated even if all the equipment's were not stored
48. Which of the following must occur before anyone may approach a newly arrived A/C?
- A) The engines have stopped
 - B) The wheels have been "choked"
 - C) The doors have been disarmed
 - D) The marshaller has put safety cones around the aircraft
49. What is a smoke hood used for?
- A) Ventilation to draw smoke out of the cabin
 - B) Deprive a fire of oxygen
 - C) Contain a fire to a small area
 - D) Provide oxygen to crew when fighting a fire
50. 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?
- 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
51. Ditching is
- A) Water evacuation
 - B) Land evacuation
 - C) Performing an emergency landing on water
 - D) Disembarking of an A/C during an emergency landing
52. Within an airline, who has the overall responsibility for all aspects of safe operations of the A/C?
- A) Director of Flight Operations
 - B) Head of Flight Operations/Chief Pilot
 - C) Head of In-flight Services
 - D) Head of Operations Control
53. Why is the galley electrical power turned off during takeoff?
- A) Save energy
 - B) Reduce risk of fire
 - C) Allow food to cool down
 - D) Avoid spilling hot liquids

54. Select the correct order of flight **departure** stages?
- A) Boarding, taxi, pushback
 - B) Boarding, pushback, taxi
 - C) Taxi, pushback, boarding
 - D) Pushback, boarding, taxi
55. Why are PAX using crutches pre boarded?
- A) To offer them a seat closer to the emergency exit
 - B) To avoid congestion in the aisles during boarding
 - C) Because they usually have a seat in the back of the cabin
 - D) Because they usually have a seat in the front of the cabin
56. What is the main criterion for identifying the minimum number of cabin crew working on board an aircraft
- A) Safety requirements
 - B) Duration of flight
 - C) Number of seats in the business class
 - D) Number of meals served during a flight
57. Which of the following is not an area checked by cabin crew during preflight checks?
- A) Cabin
 - B) Galleys
 - C) Toilet
 - D) Pilot seats
58. Select the correct order of a flight's final stages?
- A) Boarding, pushback, taxi
 - B) Approach, landing, after landing/ taxi
 - C) Descent, approach, landing
 - D) Boarding, Pushback, taxi
59. During the 1970s Investigators discovered that 70% of air crashes were due to:
- A) Human error
 - B) Poor procedures
 - C) Equipment failure
 - D) Weather conditions
60. Which of the following entities informs the flight crew of an arriving aircraft of their parking space?
- A) Arrival team
 - B) Ramp services
 - C) Ground control
 - D) Turn around team

61. Which of the following is considered an on board emergency situation?
- A) Fire and smoke removal
 - B) Cabin decompression
 - C) Turbulence during the flight
 - D) All of the above
62. Keeping equipment secured when not in use is a proactive way cabin crew can prevent emergencies on board
- A) True
 - B) False
63. The very first movement of a flight when the A/C leaves the gate is called the?
- A) Take off
 - B) Pushback
 - C) Taxi
 - D) Climb
64. Cabin crew when in their jump seats before takeoff or landing conduct:
- A) Passenger head count
 - B) Passenger safety briefing
 - C) Special briefing
 - D) 30 second silent review
65. Three (3) minutes after take-off, the flight warning systems indicate an engine failure. The aircraft loses altitude as the pilots try to stabilize the flight. The plane lands off the runway five minutes later and Cabin crew conduct an evacuation.
What type of emergency landing was done by this aircraft?
- A) Prepared emergency landing
 - B) Precautionary emergency landing
 - C) Unanticipated emergency landing
 - D) Ditching
66. Aircraft emergency equipment can be classified according to which of the following four categories?
- A) Ditching, firefighting, evacuation, turbulence
 - B) Ditching, firefighting, crash landing, evacuation
 - C) Ditching, firefighting, evacuation, first aid and medical
 - D) Ditching, firefighting, navigation, first aid
67. In a **flight**, who has the overall responsibility for all aspects of safe operations of the A/C?
- A) Director of Flight Operations
 - B) Head of Flight Operations/Chief Pilot
 - C) Pilot in command/Commander/Captain
 - D) Head of Operations Control

68. When dealing with smoke on board, an acrid odor most likely is as a result of what heating up/burning?
- A. Fuel line
 - B. Engine hydraulics
 - C. Electrical equipment/ I.F.E system
 - D. Wiring
69. If there is smoke in the cabin after a fire, what should cabin crew provide to the passengers to assist in breathing?
- A. Portable breathing equipment
 - B. Oxygen masks
 - C. Wet towels
 - D. Smoke hoods
70. What is the first sign of a slow decompression?
- A. Lung damage
 - B. Misting in the air
 - C. Boiling of hot liquids
 - D. Dropped oxygen masks