

IMBA ATM (NEP) Semester 2 Examination

DSC-C-AVI 121

Intro to Cabin Crew Duties & CCM

Time : 2-00 Hours]

June-2024

[Max. Marks : 50

Note: There are 5 questions; each question carries (10 Marks).

Q1. Answer the following questions:

- 1) Explain Coffee. Write down at least 4 ways of having a coffee on board.
- 2) Write full forms for:
 - a) DFDR
 - b) LSU
 - c) LRBL
 - d) CDLB
 - e) ATC

OR

Q1. Answer the following questions:

- 1) What is Depressurization? Name two types of Depressurization and explain in detail.
- 2) Give names for the following Meal codes:
 - a) GFML
 - b) BBML
 - c) VGML
 - d) MOML
 - e) LCML

Q2. Answer the following questions:

- 1) What are the guidelines to be followed during Service and Clearance round?
- 2) In case of a planned emergency, what are the 9 steps to be followed? In how much time cabin crew are supposed to evacuate the passengers?

OR

Q2. Answer the following questions:

- 1) If a passenger complains of a foreign object in the eye, what treatment would you give?
- 2) How is a fire formed? Write the process of fighting the fire.

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Q3. Answer the following questions:

- 1) Explain the two categories of Cold Alcoholic beverages. Give two examples for each.
- 2) What is Turbulence? Write three categories of turbulence & cabin conditions for each one of them.

OR

Q3. Answer the following questions:

- 1) Explain Hijack. What you as a cabin crew would do in case of Hijack situation? (Write 5 Do's)
- 2) What is the full form of CPR? Explain the criteria for CPR.

Q4. Answer the following questions:

- 1) Write the carriage policy of UMNR.
- 2) What is Heart Attack? Explain in detail the signs, symptoms and its treatment.

OR

Q4. Answer the following questions:

- 1) Write in detail about a 'A Day In A Life Of A Cabin Attendant'.
- 2) Explain Glassware. Name 5 types of glasses and explain them in detail.

Q5. Choose the correct answer (Any ten, each question carries one mark)

- 1) _____ is a spirit obtained by the distillation of molasses, a by-product made from the juice of sugar cane.
 - a) Vodka
 - b) Whiskey
 - c) Rum
 - d) Brandy
- 2) What helps the aircraft in rolling/banking?
 - a) Rudder
 - b) Ailerons
 - c) As in b, they are attached to the trailing edge of the wing on either side
 - d) As in a, it is attached to the trailing edge of the vertical stabilizer
- 3) What are the signs and symptoms of second-degree burns?
 - a) Pain
 - b) Swelling & Redness

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- c) Blisters
 - d) All of the above
- 4) Winds which blow approximately parallel and in opposite direction to the path of the aircraft, which decreases the speed of aircraft are called:
- b) Head winds
 - c) Tail winds
 - d) Wind shear
- 5) If a Prisoner is to be carried on board, how many hours prior the airline to be notified?
- a) 24 hours
 - b) 72 hours
 - c) 48 hours
 - d) 36 hours
- 6) What will be the treatment given to a child suffering from acidity/heartburn?
- a) Tab Digene
 - b) Tab Meftal Spas
 - c) No medicine to be given
 - d) As in a, 1 Tab to be given
- 7) _____ is a practical manual to be used by Cabin crew for the conduct of cabin operation as a reference document in normal and emergency operations.
- a) EELC
 - b) LOPA
 - c) QRH
 - d) IATA Manual
- 8) Ice pails, bread basket and sauce boat are a part of:
- a) Table ware
 - b) Food cart
 - c) Service ware
 - d) None of the above
- 9) How much excess baggage weight is allowed on Domestic & International flight respectively?
- a) 10 kgs & 15 kgs
 - b) 15 kgs & 20 kgs
 - c) 10 kgs & 15 kgs
 - d) 10 kgs & 20 kgs
- 10) If the fire is in the Oven, what is the first thing you will do?
- a) Grab the nearest fire extinguisher

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- b) Don the PBE
- c) Pull out the circuit breakers
- d) Wear protective gloves

11) Who is an Infant passenger?

- a) A pax who has not reached his/her 5th birthday
- b) A pax who has not reached his/her 2nd birthday
- c) A pax who has not reached his/her 4th birthday
- d) A pax who has not reached his/her 3rd birthday

12) What is the correct way of serving?

- a) Aisle to Window
- b) Window to Aisle
- c) As in b), exceptions for kids/ elderly. They are to be given priority.
- d) Serve Middle seat first, then Window and Aisle passengers

End
