

EXAMINATION (THEORY)

Student ID : _____

Student Name : _____

Subject Code & Name : DHA – CC & AIRPORT MANAGEMENT

Semester & Year : August Intake, 2021

Lecturer/Examiner : Yalina Keith

Duration : 1 HOUR

Mark : 30 %

INSTRUCTIONS TO CANDIDATES

- This question paper consists of ONE (1) section questions:
- Students are required to answer ALL SECTIONS.
- Study the “REQUIRED” section of each question carefully. Then extract the data required for your answers from the information supplied.
- Write your answers in blue or black ink/ballpoint. You can only use pencil for graphs, charts, diagrams, etc.
- Begin your answer to each question on a new page.
- All answers must be correctly numbered but need not be in numerical order.
- Workings must be shown.
- You may use a calculator provided the calculator gives no printout, has no word display facilities, is silent and cordless. The provision of batteries and their condition is your responsibility.
- Marks may be lost through lack of neatness and poor presentation
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
- This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.

WARNING:

EC Global Academy regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from EC Global Academy

1. Body language refers to _____ signals that we use to communicate
 - A. Hand
 - B. Non-verbal
 - C. Universal



2. What does this picture express?
 - A. Happiness
 - B. Hunger
 - C. Sadness
3. What does frequent 'face-touching' mean?
 - A. Dishonest & not trustworthy
 - B. Healthy skin
 - C. Curiosity
4. What is the importance of maintaining eye contact during an interview?
 - A. To show your pretty eyes
 - B. Through eye contact we can tell if the person is lying or not

C. Good eye contact means you are interested and appreciative of the employer's time

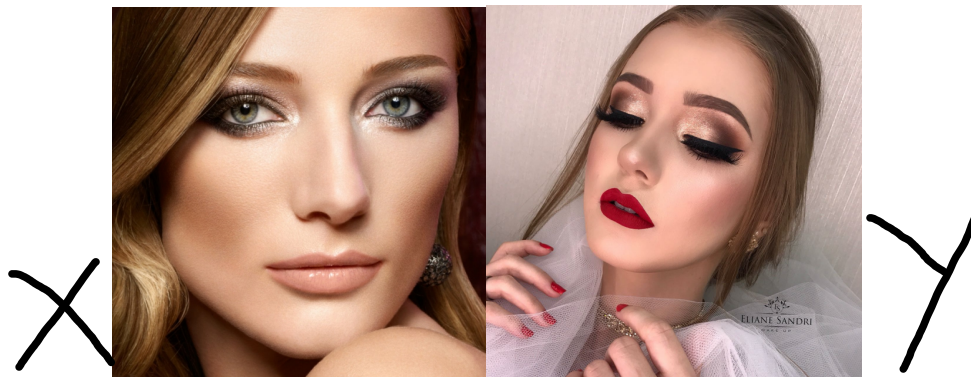
5. What is the example of 'Active Listening'?

- A. Tugging your hair behind the ears to show you are listening
- B. Usage of responsive words like, "I see.. Hmm.. "
- C. Actively asking questions



6. What is this expression?

- A. Tired
- B. Confused
- C. Hungry



7. Which one is the appropriate make up for Singapore Airlines Interview?

- A. X
- B. y

8. Grooming includes all EXCEPT :

- A. Personal hygiene
- B. Oral care
- C. Health

9. What mustn't you talk about in the round "Tell me about yourself" of a cabin crew interview

- A. Your hobbies
- B. Your achievement in life
- C. Work experience

10. What is the example of Dangerous goods?

- A. Toy gun
- B. Dry Ice
- C. Baseball bat

11. What can you do to help with your nervous feeling before an interview?

- A. Practice in front of mirror
- B. Drink alcohol
- C. Bribe the interviewer

12. How should you address a female interviewer when entering the interview hall?

- A. Hi, Sis
- B. What's up?
- C. Good day Miss

13. What is the best way to carry your documents for the interview?

- A. In a transparent folder
- B. In a plastic bag
- C. In a big bag

14. Select the correct chain of command for technical crew

- A. Second officer, Captain, Technician
- B. Captain, Second officer, First officer
- C. First officer, Captain, Second officer

15. Whose responsible it is to check in the passenger for their flights?

- A. Cabin crew
- B. Ramp officer
- C. Ground staff

16. Catering all over the airline world work within what shift?

- A. 9am – 5pm Only
- B. 24 hours
- C. 10am – 10pm

17. What is cabin crew main duty on board?

- A. As airline ambassador
- B. As nanny
- C. For safety

18. Teamwork is one of the most important element when flying as a cabin crew

- A. True
- B. False

19. When it comes to grooming for men, what must match and in the same color?

- A. Shirt and pants
- B. Pants and belt
- C. Shoes and belt

20. How do you handle demanding passengers on board?

- A. By understanding what is the root of the issue and try your level best to solve it
- B. By ignoring the situation
- C. By handing it over to the other member of the crew

21. What is in the context of good courtesy?

- A. Good looks, fashionable style
- B. Good set of manners
- C. Good financial background

22. How do you maintain a healthy lifestyle as a cabin crew?

- A. Eat healthily
- B. Exercise regularly
- C. All of the above

23. What kind of hairstyle can the ladies wear for interview?

- A. Bun or ponytail
- B. Mohawk
- C. Bleach blonde

24. What is the function of purser in flight?

- A. To boss everyone around
- B. To do everyone's job
- C. To supervise the whole crew team

25. How many cm must one be able to reach for middle eastern airline interview?

- A. 222cm
- B. 212cm
- C. 202cm

26. What is another term to call the pilot crew?

- A. The technical crew
- B. The flying crew
- C. The driver crew

27. Why is it important for us crew to be punctual when working as cabin crew?

- A. Because every second is money to airline
- B. Because the management wants us to work like army
- C. Because we want to please people

28. What is the exception of required documents to bring for a cabin crew interview?

- A. MyKad
- B. Utility bills
- C. Resume

29. How do you treat others with respect?

- A. By accepting their opinion and appreciating their efforts
- B. Only respect those who respect you

30. Ice breaking is necessary when it comes to group discussion during interview

A. False.

B. True