Name……………………………………………………………..Group………….

**Quiz chapter 1**

1. What are the three basic components of the air transport system?

A. Airports, airlines and regulatory bodies

B. Airport police, passengers and crews

C. ICAO, government and private sector

D. Airlines, ICAO and private sector

2. In more recent times, civil aviation has been impacted by:

A. A decline in privatization of airports

B. Decreasing affordability of air travel

C. Rapid technological and engineering changes

D. An increase in acts of terrorism

3. An airport is divided into landside and airside functions to:

A. Promote growth

B. Ensure productivity

C. Facilitate secure operations

D. Allow easier access for vehicles and people

4. All airline crew are considered as:

A. Ground handler

B. Passengers

C. Aircraft Maintenance teams

D. Aircraft cleaners

5. An airport is:

A. A terminal point of an aircraft.

B. An area designed to enable and aircraft to land and take off.

C. An area where only military aircraft operate.

A ship designed to enable an aircraft to land and take off.

6. Select the agencies that operate in an airport.

A. Governments regulatory agencies

B. Security technology venders

C. ICAO

D. Airport and airline operators

E. Aircraft spare part manufacturers

F. Airfreight forwarders

G. Air crew

H. Airline and airport suppliers and sub-contractors

7. The term “ground service providers” is used for:

A. Government agencies, fire service and airport authorities, etc.

B. Airport contractors, passengers and flight crew, etc.

C. Aircraft refuelers, passengers and cleaners, etc.

D. Aircraft refuelers, caterers and cleaners, etc.

8. Fill in the blanks. What are the seven major areas of support the an airport provides to its airlines?

A. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

B. Ramp services

C. Load control, communications and flight operations

D. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

F. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

G. Maintenance/Engineering services

9. Circle one. Which of these services relates to provision of logistics, aircraft cleaning services and catering services?

A. Cargo services

B. Communications

C. Support services

10. This service involves general cargo and mail handling services, customs control, handling of irregularities, documentation processing, physical handling of inbound and outbound cargo and mail, transfer/transit cargo and post office mail:

A. Cargo and mail services

B. Ramp handling

C. Passenger handling

D. All of the above

11. Which of these relate to the provision of load control management, communication between ground and carrier, flight operations for departure, flight preparation for variety of scenarios and crew administration?

A. Passenger handling

B. Support services

C. Security handling

D. Load control, communications and flight operations

12. What is the third phase a passenger will go through when preparing to fly, after “the making a booking” phase and “at the airport” phase?

A. Flying phase

B. Pre-boarding

C. Baggage claim phase

D. Check-in phase

13. What do security handling services involve?

A. Directing passengers to board the aircraft

B. Directing passengers and crews to the gates

C. Keeping all the valuables of the passengers in a safe

D. Screening of cargo, mail and passengers

14. How many States members of ICAO as at June 2015?

A. 171

B. 181

C. 191

D. 201

15. Fill in the blanks. What are the four keys documents that provide guidance and procedures for the handling of passengers and baggage?

A. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

B. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

C. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

D. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

16. Fill in the blanks. The PSCRM contains two parts. Part 1 contains resolutions that cover five key areas. What are they?

A. Passenger processing

B. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

C. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

D. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

17. Which document will provide procedures for Delayed and Lost Baggage tracing?

A. PSCRM

B. BSM

C. AHM

D. ISAGO

18. Fill in the blanks. The AHM is a guide to recommended industry standards and procedures. What does it cover?

A. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

B. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

C. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

D. Aircraft handling and loading

E. Load control

F. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

G. Aircraft movement control

H. Ground handling agreements

I. Airport handling ground support equipment specification

J. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

19. The document that contains the Standards and Recommended Practices to assess the management and control systems of ground handling services for airlines is called:

A. PSCRM

B. AHM

C. ISAGO

D. BSM