

AA CUSTOMER SERVICE AGENT (CSA) NEW HIRE WEEK 2 PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which shortcut is used to retrieve a PNR?**
 - A. Ctrl + R
 - B. Shift + R
 - C. Alt + P
 - D. Shift + P

- 2. Which key combination opens the keypad to view or update your flight remarks?**
 - A. Shift + Alt + R
 - B. Ctrl + Z, F4
 - C. Ctrl + F3, Option one
 - D. In web ref (Ctrl + D, F5)

- 3. Yes—this must be done before boarding. Which option summarizes the pre-boarding requirement?**
 - A. Yes—this must be done before boarding
 - B. No—this is not required
 - C. Only for international flights
 - D. Only if the passenger requests

- 4. What is the entry used to print the F/a preliminary report using QIK?**
 - A. Ctrl + L, F1
 - B. Ctrl + Z, S3
 - C. Ctrl + Z, F 10, F1, option one
 - D. Ctrl + Z, F1

- 5. Cancel a segment**
 - A. Ctrl + X
 - B. Alt + I, F2
 - C. Ctrl + C, F2
 - D. Ctrl + I, F3

- 6. What is the difference between a voluntary oversold seat and an involuntary oversold seat?**
- A. A volunteer offers to give up their seat for compensation and an involuntary customer does not wish to give up their oversold seat.
 - B. An involuntary oversell means all passengers agree to exchange seats for compensation.
 - C. A voluntary oversell means passengers are not asked to give up seats.
 - D. Involuntary oversell occurs only on international flights.
- 7. Which sequence would display the priority list and gate reader?**
- A. Ctrl + Z, S3
 - B. Ctrl + L, F1
 - C. Ctrl + Z, F1
 - D. Ctrl + Z, F 10, F1
- 8. Which gate reader entry would you use to view FLIFO?**
- A. Ctrl + B, F8
 - B. Ctrl + Z, F1
 - C. Ctrl + I, F3
 - D. F11
- 9. Which shortcut opens the QIK entry to display a list of passengers requiring special services?**
- A. Alt + L, F2
 - B. Ctrl + L, F3
 - C. Ctrl + L, F2
 - D. Ctrl + L, F1
- 10. What is the QIK entry to print a preliminary flight attendant report?**
- A. Ctrl + T, F5, option three
 - B. Alt + B
 - C. Ctrl + Z, F6
 - D. Ctrl + Z, F10, F1, option 1

Answers

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1. A
2. A
3. A
4. C
5. D
6. A
7. A
8. A
9. C
10. D

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Explanations

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1. Which shortcut is used to retrieve a PNR?

- A. Ctrl + R**
- B. Shift + R
- C. Alt + P
- D. Shift + P

Retrieving a PNR is about quickly pulling up a passenger's booking record in the reservation system. The shortcut to do this is Ctrl plus R, which triggers the system's retrieve function so you can load the PNR into your workspace and view or modify it as needed. Enter the locator first if required, then press Ctrl+R to bring the record into focus. Other shortcuts map to different actions in the workflow and won't load a PNR in this context, so Ctrl+R is the efficient, standard way to grab a PNR quickly.

2. Which key combination opens the keypad to view or update your flight remarks?

- A. Shift + Alt + R**
- B. Ctrl + Z, F4
- C. Ctrl + F3, Option one
- D. In web ref (Ctrl + D, F5)

Accessing the flight remarks keypad is meant to be a deliberate action, so it uses a distinct multi-key shortcut. Shift + Alt + R is the best fit because it combines two modifiers with the R key, making accidental activation unlikely and giving a clear mnemonic link to "remarks." That direct association helps you quickly open the keypad to view or update your remarks. The other combos align with more generic actions (undo, close, refresh, or bookmarking) and don't map to the specific function of opening the remarks keypad, so they wouldn't bring up the needed screen.

3. Yes—this must be done before boarding. Which option summarizes the pre-boarding requirement?

- A. Yes—this must be done before boarding**
- B. No—this is not required
- C. Only for international flights
- D. Only if the passenger requests

Pre-boarding requirements are steps that must be completed before you can board. The option that states this must be done before boarding captures the essential idea: it communicates a mandatory action tied to the timing right before boarding. The other choices imply it isn't required, or that it only applies in certain cases or at the passenger's discretion, which would not accurately summarize a universal pre-boarding requirement.

4. What is the entry used to print the F/a preliminary report using QIK?

- A. Ctrl + L, F1
- B. Ctrl + Z, S3
- C. Ctrl + Z, F 10, F1, option one**
- D. Ctrl + Z, F1

Start with Ctrl + Z to access the Quick print path, then press F 10 to open the print options, followed by F1 to initiate the print, and finally choose option one to select the F/a preliminary report. This sequence specifically navigates to the print path and selects the F/a preliminary report in one smooth flow, which is why it's the correct entry. The other sequences skip a step or use keys that don't navigate to the correct print option.

5. Cancel a segment

- A. Ctrl + X
- B. Alt + I, F2
- C. Ctrl + C, F2
- D. Ctrl + I, F3**

This item tests using a two-key sequence to cancel a selected segment in the software. The first part activates the cancellation for the segment, and the second part confirms the action. In this workflow, Ctrl+I initiates or opens the cancel option for the current segment, and F3 completes the cancellation by confirming it. This two-step pattern helps prevent accidental cancellations, which is why this sequence is the correct choice. The other options perform common editing actions like cut or copy (and use function keys that don't align with the cancel workflow), so they don't accomplish the intended cancellation.

6. What is the difference between a voluntary oversold seat and an involuntary oversold seat?

- A. A volunteer offers to give up their seat for compensation and an involuntary customer does not wish to give up their oversold seat.**
- B. An involuntary oversell means all passengers agree to exchange seats for compensation.
- C. A voluntary oversell means passengers are not asked to give up seats.
- D. Involuntary oversell occurs only on international flights.

Overbooking creates a situation where more passengers have tickets than there are seats. The key idea is whether someone freely steps forward or someone is selected against their will. In a voluntary scenario, a passenger agrees to give up their seat in exchange for compensation, such as a travel voucher, meals, or a future flight credit. In an involuntary scenario, there aren't enough volunteers, so the airline must reassign seats to others against the passenger's wishes, following policy and regulatory guidelines. This explains why the correct description highlights a voluntary case of willingly giving up a seat for compensation versus an involuntary case where a passenger does not want to give up their seat. The other statements blur who is agreeing, limit the situation to international flights, or misstate that volunteers aren't asked to give up seats, which aren't accurate.

7. Which sequence would display the priority list and gate reader?

- A. Ctrl + Z, S3**
- B. Ctrl + L, F1
- C. Ctrl + Z, F1
- D. Ctrl + Z, F10, F1

Think of this as a two-part shortcut: a prefix action to enable navigation, then a second key to choose the screen. Ctrl+Z acts as the prefix to start the navigation, and the second key selects the target view. In this workflow, pressing the second key S3 opens the Priority List and Gate Reader, so Ctrl+Z followed by S3 displays that screen exactly. The other sequences rely on function keys like F1 or F10, which are mapped to different functions (such as help or other screens) and don't open the Priority List and Gate Reader. So they wouldn't show the intended display. If you ever need to verify, check the shortcut mappings in the training materials, noting that S3 is the key that brings up this view.

8. Which gate reader entry would you use to view FLIFO?

- A. Ctrl + B, F8**
- B. Ctrl + Z, F1
- C. Ctrl + I, F3
- D. F11

Gate readers use specific shortcuts to pull up the exact screen you need. FLIFO is the Flight Information view for the gate, so the system is set up to open it with a particular two-step entry: press Ctrl + B, then press F8. This two-step sequence is designed to quickly take you to the live flight data without triggering other screens, and it keeps access controlled to the right screen. When FLIFO is open, you'll see real-time flight details for the gate—flight number, destination, scheduled and estimated times, current status (on time, delayed, etc.), and the gate assignment. This helps you verify what's happening with the flight and communicate accurate information to teammates and passengers. Other key combinations go to different screens or perform other actions, so they won't display FLIFO.

9. Which shortcut opens the QIK entry to display a list of passengers requiring special services?

- A. Alt + L, F2
- B. Ctrl + L, F3
- C. Ctrl + L, F2**
- D. Ctrl + L, F1

Shortcuts for QIK navigation start with Ctrl + L to open the QIK entry, then a function key selects the exact view. Pressing F2 after Ctrl + L brings up the list of passengers requiring special services, which is the specific screen you need. The other options mix Alt with L or use different function keys that correspond to other views, so they won't display that particular list.

10. What is the QIK entry to print a preliminary flight attendant report?

- A. Ctrl + T, F5, option three
- B. Alt + B
- C. Ctrl + Z, F6
- D. Ctrl + Z, F10, F1, option 1**

Activating a QIK entry uses a quick sequence to reach the exact task fast. Start by entering the quick-entry mode with Ctrl+Z, which signals the system you're about to perform a rapid, targeted action. Then open the print options with F10, which brings up the printing functionality. Next, use the guidance (often via F1) to proceed to the specific print action you want. Finally, select the exact report you need—the preliminary flight attendant report—from the list. This direct path sticks to the goal of printing that particular report, making it the best choice. The other sequences either skip entering QIK, bypass the print step, or pick a different report, so they wouldn't produce the desired document.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://aacsanewhireweek2.examzify.com>

We wish you the very best on your exam journey. You've got this!

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