

Alaska Customer Service Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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. **CTRL H stands for?**
 - A. Help/Instant Mask
 - B. Highlight Text
 - C. Home
 - D. Hide Window

2. **Which is the correct pairing for JUMPSEAT PILOT?**
 - A. TK
 - B. J3Y
 - C. J6Y
 - D. TE

3. **The word EXCEPT corresponds to which symbol?**
 - A. X
 - B. H
 - C. V
 - D. Q

4. **6 LETTERS ONLY maps to?**
 - A. PNR SEARCH KEY FUNCTION
 - B. E TICKET/VCR
 - C. ASSIGN PRINTER
 - D. RECORD LOCATOR

5. **CTRL R stands for?**
 - A. Read Text Aloud
 - B. Restore Settings
 - C. Reload Route
 - D. Reprint Boarding Pass/Quick Way to Change Seats

6. **PTK maps to?**
 - A. RECORD LOCATOR
 - B. JUMPSEAT PILOT
 - C. E TICKET/VCR
 - D. PERSONAL TRANSFER KIT

- 7. Which line addresses verifying all international documents?**
- A. 1ST POINT OF CONTACT**
 - B. Who is responsible for verifying all international docs**
 - C. 2 Diagonal Lines**
 - D. False**
- 8. What is the UMNR age range?**
- A. 5-12**
 - B. 2-6**
 - C. 10-15**
 - D. 12-18**
- 9. Which code maps to the 737-700?**
- A. dh4**
 - B. 73j**
 - C. 73g**
 - D. 739**
- 10. CUSTOMER CHECKING A FIREARM MUST FILL OUT WHAT**
- A. Firearm Declaration Card**
 - B. Declaration of Firearm**
 - C. Gun Permit**
 - D. Firearm Transfer Form**

Answers

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

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Explanations

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1. CTRL H stands for?

- A. Help/Instant Mask**
- B. Highlight Text**
- C. Home**
- D. Hide Window**

Keyboard shortcuts use a modifier key with a letter to perform a task quickly. In this context, Ctrl+H is mapped to Help or Instant Mask. The Help interpretation is common because the H often signals help in shortcut naming, so pressing Ctrl+H opens the program's built-in guidance. The Instant Mask interpretation reflects a feature that lets you start masking immediately during image-editing work, giving quick access to a masking mode. The other options don't align with typical Ctrl+H mappings in most software, where Home, Highlight Text, or Hide Window aren't the standard outcomes of this shortcut. This material specifically teaches Ctrl+H as a quick path to Help or Instant Mask.

2. Which is the correct pairing for JUMPSEAT PILOT?

- A. TK**
- B. J3Y**
- C. J6Y**
- D. TE**

Jumpseat pilot designations are identified by a specific roster code that marks the crew member as eligible for the cockpit jumpseat. The correct code follows the pattern used for jumpseat entries: it starts with a J to signal a jumpseat role, includes a middle character that matches the internal roster convention, and ends with a Y to denote the pilot category. Among the given codes, J3Y is the one that fits this jumpseat designation format. The other codes don't serve as jumpseat identifiers: TK and TE are airline designator codes for carriers, not jumpseat roster entries, and J6Y uses a middle digit that isn't the standard jumpseat designation in this context. Therefore, J3Y is the appropriate pairing for a Jumpseat Pilot.

3. The word EXCEPT corresponds to which symbol?

- A. X**
- B. H**
- C. V**
- D. Q**

Exclusion is shown by a symbol that marks something to leave out. In many exam-style mappings, the word EXCEPT is paired with the letter X because X visually signals crossing out or excluding. So when you see EXCEPT, think of the symbol X as representing that idea of excluding one item from the rest. The other symbols don't carry that exclusion meaning in this context, so they aren't used to stand for EXCEPT. Keep this shorthand in mind for similar items.

4. 6 LETTERS ONLY maps to?

- A. PNR SEARCH KEY FUNCTION
- B. E TICKET/VCR
- C. ASSIGN PRINTER
- D. RECORD LOCATOR**

A six-character reservation code that identifies a specific booking in the airline system is called the record locator. This code is what you enter to pull up the passenger name record quickly, giving you access to the itinerary, passenger details, and any changes you need to make. The record locator is the actual identifier used to locate a reservation, and it's commonly shown on tickets and confirmations. The PNR search key function describes how you search for a record, but it is not the six-character code itself. The other options refer to tasks or documents rather than the identifier used to retrieve a particular booking.

5. CTRL R stands for?

- A. Read Text Aloud
- B. Restore Settings
- C. Reload Route
- D. Reprint Boarding Pass/Quick Way to Change Seats**

In this context, the shortcut is a quick way to handle two common customer-service tasks at once: reprinting a boarding pass and making a seat-change adjustment. The idea is to speed up the process so you can issue a new boarding document or update a passenger's seating without digging through menus. That makes it the best choice because it directly aligns with the actions agents most often need to perform during check-in or seating changes. Other functions like reading text aloud, restoring settings, or reloading a route aren't related to reissuing passes or changing seats, so they don't fit the practical use of this shortcut in Alaska's service tools.

6. PTK maps to?

- A. RECORD LOCATOR
- B. JUMPSEAT PILOT
- C. E TICKET/VCR
- D. PERSONAL TRANSFER KIT**

PTK maps to the Personal Transfer Kit. This item tests your familiarity with the internal acronyms Alaska Airlines agents use for customer-service tools. The Personal Transfer Kit is the resource set agents rely on to help guests who need to be transferred or rebooked, including the forms, guidelines, and any vouchers or notes that support the process. It's distinct from a record locator (the reservation code), a jumpseat pilot (a crew member), or E-ticket/VCR (ticketing or media terms), which aren't the tool kit used for transfers.

7. Which line addresses verifying all international documents?

A. 1ST POINT OF CONTACT

B. Who is responsible for verifying all international docs

C. 2 Diagonal Lines

D. False

The main idea tested here is assigning responsibility for a task within a process. Verifying all international documents is a step that must have a clear owner, so the line that asks who is responsible for verifying all international docs directly identifies the person or role in charge of that task. This makes the process unambiguous and ensures accountability, which is essential for accuracy and compliance in handling international documentation. The other lines don't address who handles verification: one points to who to contact at the start of the process, which is about initiating contact rather than who performs the verification; another is unrelated has graphical marks; and one simply states something false rather than specifying responsibility.

8. What is the UMNR age range?

A. 5-12

B. 2-6

C. 10-15

D. 12-18

A child traveling alone who needs airline staff to assist is called an unaccompanied minor. That service is typically offered to a specific age window, commonly five through twelve. This range is chosen because younger kids often aren't ready to travel solo and require more supervision, while older children beyond twelve are generally treated as older travelers and don't fall under the UMNR category. So the five-to-twelve window best fits the typical policy, explaining why this choice is correct.

9. Which code maps to the 737-700?

A. dh4

B. 73j

C. 73g

D. 739

Codes that map aircraft types use a two-part approach: the two digits identify the aircraft family, and the letter identifies the specific variant within that family. For Boeing 737s, the family is shown by the digits 73, and the single letter distinguishes the model like -700, -800, or -900. The 737-700 is represented by the letter G, so the code is 73g. This is why the 73g option maps to the 737-700. The other codes don't fit: dh4 isn't in the 737 family; 73j would point to a different variant; and 739 clearly indicates the 737-900 family, not the -700.

10. CUSTOMER CHECKING A FIREARM MUST FILL OUT WHAT

A. Firearm Declaration Card

B. Declaration of Firearm

C. Gun Permit

D. Firearm Transfer Form

When a firearm is checked in, the key step is documenting its details to establish accountability and ensure safe handling. The form used is the Declaration of Firearm, which records identifying information about the firearm (make, model, serial number, caliber), who is handling it, the date and time, and the reason for check-in. This creates a clear record that the item is in the facility's custody and will be returned, helping prevent mix-ups, loss, or theft. Other options don't fit because they imply ownership, transfer, or a general card rather than an item-specific log used at check-in.

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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://alaskacustomerservice.examzify.com>

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

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