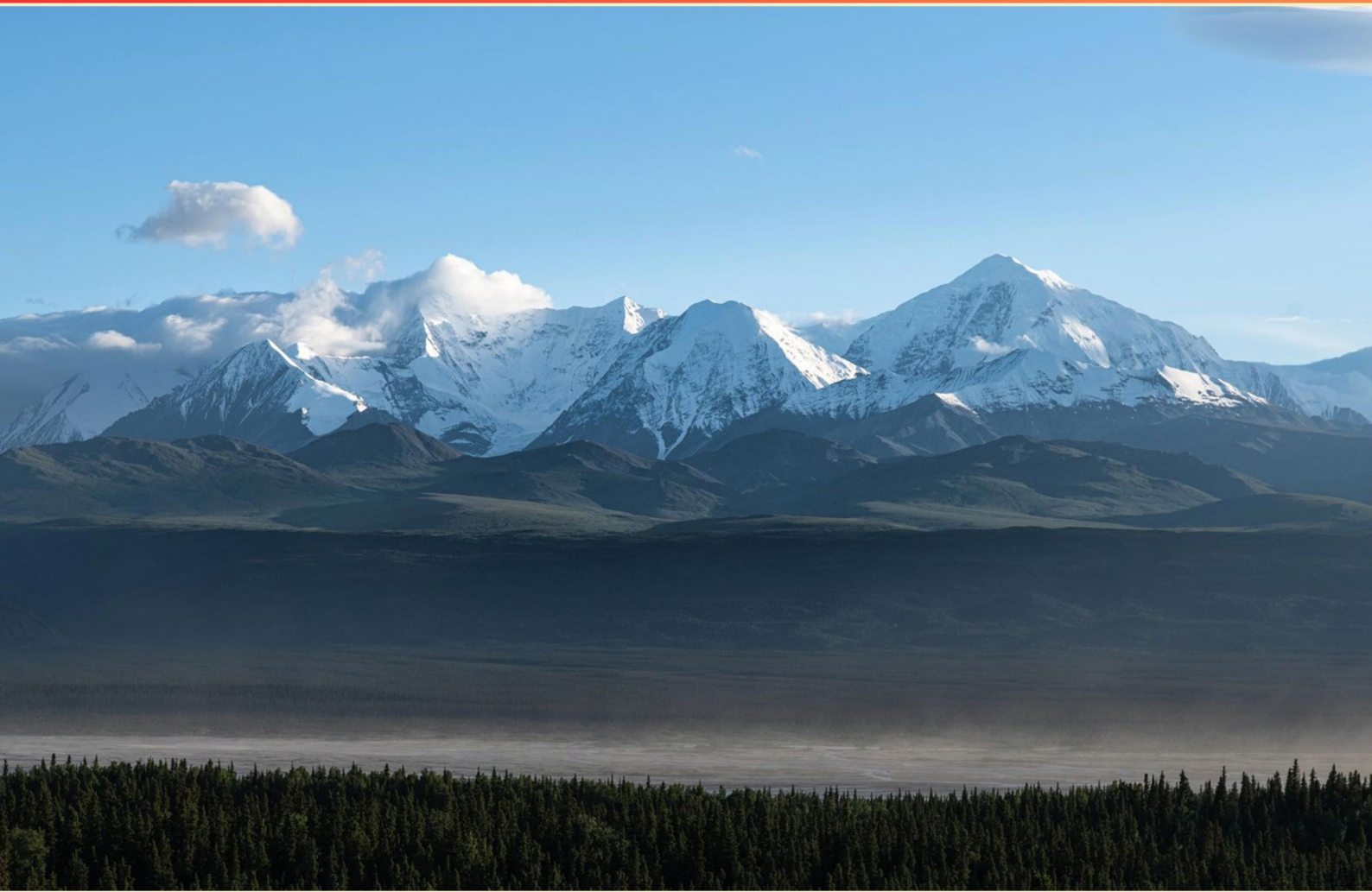


ALASKA CUSTOMER SERVICE PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://alaskacustomerservice.examzify.com>



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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. Is a validator imprint needed for refund drafts and refund applications?

- A. True
- B. False
- C. Not applicable
- D. Required elsewhere

2. Which option denotes an upgrade option?

- A. On Board
- B. Tsa
- C. Ready To Travel
- D. Upgrades

3. Can you earn miles with an EXST?

- A. No, EXST does not earn miles.
- B. Yes, call in to CS after flight is completed.
- C. Only on international flights.
- D. It depends on the fare type.

4. How do you access the help screen?

- A. CTRL H
- B. CTRL G
- C. CTRL S
- D. CTRL A

5. Which code indicates the passenger will be boarded by for UMN/TEEN ASSIST?

- A. TBMB
- B. TEEN ASSIST
- C. TBBB
- D. WCHS

- 6. Which statement correctly describes the State of Alaska baggage policy regarding number of bags?**
- A. You are allowed 1 bag
 - B. You are allowed 3 bags
 - C. You are allowed 2 bags
 - D. You are allowed 4 bags
- 7. The security exemption for UMNR applies to which age group?**
- A. Teens 13-17
 - B. All Minors
 - C. Kids 12 And Younger
 - D. Kids 18 And Older
- 8. APIS IS DESCRIBED AS WHICH OF THE FOLLOWING?**
- A. It tracks frequent flyer miles
 - B. It collects passenger data for security screening
 - C. It manages crew schedules
 - D. It handles cargo shipments
- 9. In the mapping, the code FQTV corresponds to which label?**
- A. OTHER AIRLINE MP #
 - B. MVP GOLD 75K
 - C. MOST VALUABLE PAX
 - D. MILEAGE PLAN/REGULAR
- 10. Which code indicates Federal Flight Deck Officer Security Exemption?**
- A. FFDO
 - B. FLEO
 - C. ARMD
 - D. LEOP

Answers

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

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Explanations

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1. Is a validator imprint needed for refund drafts and refund applications?

- A. True
- B. False**
- C. Not applicable
- D. Required elsewhere

A validator imprint is not required for refund drafts and refund applications. The processing workflow relies on accurate form completion, identity verification, and proper signatures rather than a separate validation stamp. In practice, you'd verify the applicant's information, confirm entitlement or account details, and ensure the form is signed and dated. If a document ever needs validation, the procedure would specify the approved method, but for these refund documents, the imprint does not play a role.

2. Which option denotes an upgrade option?

- A. On Board
- B. Tsa
- C. Ready To Travel
- D. Upgrades**

This item tests recognizing terminology that clearly signals an upgrade option. In service contexts, words that indicate an improvement or enhanced level of service are used to point to upgrade opportunities. The term "Upgrades" does exactly that—it explicitly refers to the possibility of moving to a higher level or adding premium features. The other phrases describe location, security, or readiness, not an upgrade. Therefore, the term that denotes an upgrade option is Upgrades.

3. Can you earn miles with an EXST?

- A. No, EXST does not earn miles.
- B. Yes, call in to CS after flight is completed.**
- C. Only on international flights.
- D. It depends on the fare type.

Some fares don't automatically post mileage credit, so you can still earn miles by requesting retroactive credit after you fly. For an EXST fare, the way to get those miles is to contact Customer Service after your flight and have them manually post the credit if you're eligible. When you reach out, have your Mileage Plan number, the flight details (airline, flight number, date), the ticket or e-ticket number, and the passenger name ready so CS can verify and attach the miles to your account. This approach explains why you can still earn miles even when the ticket type doesn't auto-post them, and it's the official path to ensure you receive credit if you qualify.

4. How do you access the help screen?

- A. CTRL H**
- B. CTRL G
- C. CTRL S
- D. CTRL A

Keyboard shortcuts are a quick way to bring up guidance without interrupting what you're doing. In this system, pressing Ctrl+H opens the help screen, giving you immediate access to instructions or support topics. This combination is specifically mapped to Help here, which is why it's the best choice. The other options perform different actions: Ctrl+G is usually a navigation or "find next" function, Ctrl+S saves your work, and Ctrl+A selects all content. Those don't open the help screen, so they aren't correct for this task.

5. Which code indicates the passenger will be boarded by for UMN/TEEN ASSIST?

- A. TBMB
- B. TEEN ASSIST
- C. TBBB**
- D. WCHS

Recognizing the boarding code for UMN/TEEN ASSIST. In the boarding system, specific codes trigger the correct level of assistance. The code that signals unaccompanied minor or teen assist is TBBB, so selecting this option ensures staff know to provide the designated boarding support. The other codes either point to different services or are plain-language labels that don't activate the correct code-based process.

6. Which statement correctly describes the State of Alaska baggage policy regarding number of bags?

- A. You are allowed 1 bag
- B. You are allowed 3 bags**
- C. You are allowed 2 bags
- D. You are allowed 4 bags

Understanding bag allowances hinges on the maximum number of checked bags allowed by Alaska's baggage policy. The best answer is the statement that describes this maximum you can check, as long as each bag meets size and weight limits. That phrasing matches how the policy communicates the limit, making it the correct description. The other options describe fewer or more bags than the policy permits, which would not align with the rule. Also, remember that certain fares or routes can adjust the limit and that extra bags or overweight items can incur fees, so check the specifics for your trip.

7. The security exemption for UMNR applies to which age group?

- A. Teens 13-17
- B. All Minors
- C. Kids 12 And Younger**
- D. Kids 18 And Older

When a minor travels unaccompanied, airlines use age-based rules for how they're handled during security and boarding. For UMNR, the exemption applies to younger children—twelve years old and younger. This reflects the need for closer oversight and simpler screening processes for the youngest travelers, which the airline's UMNR program provides. Older minors, like those aged 13 to 17, don't receive this exemption and follow standard security procedures. So, the group that fits the policy is kids twelve and younger.

8. APIS IS DESCRIBED AS WHICH OF THE FOLLOWING?

- A. It tracks frequent flyer miles
- B. It collects passenger data for security screening**
- C. It manages crew schedules
- D. It handles cargo shipments

APIS refers to the system that collects passenger data for security screening. Airlines submit basic biographical information and travel details about each passenger to border agencies before arrival, and this data is used to screen travelers against security databases to assess risk ahead of time. This helps authorities review and process entries more safely and efficiently. It isn't about tracking frequent flyer miles, managing crew schedules, or handling cargo shipments, which is why those options don't describe APIS.

9. In the mapping, the code FQTV corresponds to which label?

- A. OTHER AIRLINE MP #**
- B. MVP GOLD 75K
- C. MOST VALUABLE PAX
- D. MILEAGE PLAN/REGULAR

FQTV is the field used for a passenger's frequent flyer number from another airline. In this mapping, the label that best fits that idea is "Other Airline MP #," since MP # stands for mileage plan number and this entry is specifically for numbers tied to programs outside the Alaska Mileage Plan. The other options point to Alaska-specific concepts—like MVP GOLD 75K as a status level, a generic "Most Valuable Pax" label, or a label for your own mileage plan number—so they don't capture the meaning of FQTV.

10. Which code indicates Federal Flight Deck Officer Security Exemption?

A. FFDO

B. FLEO

C. ARMD

D. LEOP

In aviation security, codes are used to flag specific roles and exemptions, and the one that denotes the Federal Flight Deck Officer Security Exemption is the FFDO designation. FFDO stands for Federal Flight Deck Officer, the program that authorizes certain pilots to carry firearms and operate under a security exemption for the cockpit. The other options refer to different security roles and are not used to indicate the FFDO status. FLEO is Federal Law Enforcement Officer and has a broader enforcement context, while ARMD and LEOP are not the codes tied to the FFDO exemption.

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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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