

# American Airlines Pre-Training Practice Test (Sample)

## Study Guide



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## **Questions**

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- 1. Which title represents the second-in-command on an aircraft?**
  - A. Flight Manager**
  - B. First Officer**
  - C. Crew Leader**
  - D. Associate Pilot**
  
- 2. Passenger Service Units are primarily used for what purpose?**
  - A. Flight crew training**
  - B. Passenger hydration and comfort**
  - C. Aircraft maintenance**
  - D. Security screening**
  
- 3. What is a key measure for ensuring customer satisfaction on American Airlines flights?**
  - A. Flight duration**
  - B. Safety protocols**
  - C. In-flight refreshments**
  - D. Overall comfort and service**
  
- 4. What is the purpose of a Crew Base for flight attendants?**
  - A. It serves as a vacation spot for flight attendants.**
  - B. It is an operational city assigned for trips as a point of origin and termination.**
  - C. It is where flight attendants train and develop their skills.**
  - D. It refers to the location of the airline's administrative office.**
  
- 5. What does American Airlines prioritize when implementing service improvements?**
  - A. Cost reduction.**
  - B. Employee satisfaction.**
  - C. Passenger experience and efficiency.**
  - D. Airline partnerships.**

**6. What is a bulkhead in an aircraft?**

- A. A type of emergency exit**
- B. A partition that divides the aircraft cabin**
- C. A storage area for cargo**
- D. A section for passenger seating**

**7. Which term is represented by the abbreviation "OHB"?**

- A. Overhead Baggage**
- B. Overhead Bin**
- C. Overhead Bulk**
- D. Overhead Board**

**8. What does the acronym "IFM" stand for?**

- A. Inflight Manual**
- B. International Flight Management**
- C. Inflight Maintenance**
- D. In-flight Fuel Management**

**9. What is the focus of American Airlines' safety protocol training for employees?**

- A. Employee productivity**
- B. Customer service excellence**
- C. To ensure the safety and security of passengers and crew**
- D. Financial management skills**

**10. What is an FAA-required trip where you complete flight attendant duties on an actual flight with other current flight attendants called?**

- A. Pilot Training**
- B. Operating Experience**
- C. Flight Simulation**
- D. Cabin Crew Assessment**

## **Answers**

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

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## **Explanations**

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**1. Which title represents the second-in-command on an aircraft?**

- A. Flight Manager**
- B. First Officer**
- C. Crew Leader**
- D. Associate Pilot**

The title that represents the second-in-command on an aircraft is "First Officer." This role is essential in the cockpit hierarchy, as the First Officer works closely with the Captain to ensure the safe operation of the flight. The responsibilities of a First Officer include assisting with flight planning, conducting communication with air traffic control, and taking charge of the aircraft if the Captain is incapacitated. The other terms listed do not accurately reflect the standard aviation terminology associated with piloting an aircraft. A Flight Manager is typically a position focused on operational aspects rather than being in the cockpit, while a Crew Leader might refer to a head flight attendant or a similar role within the cabin crew. An Associate Pilot, while it may imply a supporting role, is not a formal title recognized in flight operations. Thus, "First Officer" is clearly the correct and established term used across the aviation industry to denote the second-in-command.

**2. Passenger Service Units are primarily used for what purpose?**

- A. Flight crew training**
- B. Passenger hydration and comfort**
- C. Aircraft maintenance**
- D. Security screening**

Passenger Service Units (PSUs) are primarily designed to enhance passenger hydration and comfort during a flight. These units are typically located overhead and contain essential features such as reading lights, air vents for ventilation, and controls for individual passenger needs, including oxygen masks in case of an emergency. The focus of PSUs is on providing a more pleasant and comfortable environment for travelers, allowing them to manage their immediate comfort while on board, such as adjusting airflow and lighting to their preference. The other options do not directly relate to the primary function of PSUs, which is why they are not correct in this context.

### 3. What is a key measure for ensuring customer satisfaction on American Airlines flights?

- A. Flight duration**
- B. Safety protocols**
- C. In-flight refreshments**
- D. Overall comfort and service**

Overall comfort and service is a key measure for ensuring customer satisfaction on American Airlines flights as it encompasses a range of factors that directly impact the passenger experience. This includes the quality of seating, space, cleanliness, cabin crew interactions, and the overall atmosphere on the flight. When passengers feel comfortable and receive attentive service, they are more likely to have a positive travel experience and remain loyal to the airline for future trips. While elements such as flight duration, safety protocols, and in-flight refreshments play important roles in the overall travel experience, they are more specific aspects that may not encompass the entire breadth of customer satisfaction. For instance, a flight may be on time and adhere to safety standards, but if passengers are uncomfortable or feel neglected during the flight, their satisfaction would still be low. Conversely, a strong focus on overall comfort and service reinforces passenger contentment and loyalty, making it a vital measure for American Airlines.

### 4. What is the purpose of a Crew Base for flight attendants?

- A. It serves as a vacation spot for flight attendants.**
- B. It is an operational city assigned for trips as a point of origin and termination.**
- C. It is where flight attendants train and develop their skills.**
- D. It refers to the location of the airline's administrative office.**

The purpose of a Crew Base for flight attendants primarily revolves around operational efficiency and scheduling. A Crew Base acts as a designated location from which flight attendants are assigned to their flights. This city serves as the starting point for their work assignments and where they return upon completion of their trips. It enables the airline to effectively manage its crew resources, ensuring that flight attendants are based at strategic locations to facilitate smooth operations across the airline's route network. In contrast to a Crew Base, a vacation spot would not serve the primary operational needs of flight attendants, and while training is essential, it typically occurs in designated training facilities rather than a Crew Base. Additionally, although administrative offices are important for an airline's operations, they serve a different function compared to the CrewBase, which focuses specifically on crew assignments and logistics.

## 5. What does American Airlines prioritize when implementing service improvements?

- A. Cost reduction.**
- B. Employee satisfaction.**
- C. Passenger experience and efficiency.**
- D. Airline partnerships.**

American Airlines emphasizes enhancing passenger experience and operational efficiency as a critical aspect of its service improvement strategy. Focusing on the passenger experience involves understanding customer needs and preferences, which leads to initiatives that create a more enjoyable and seamless travel experience. This can include improvements in customer service, upgrading in-flight amenities, streamlining check-in processes, and ensuring timely arrivals and departures. Additionally, increasing efficiency within operations not only benefits passengers by minimizing delays and enhancing overall satisfaction, but it also contributes to the airline's ability to manage costs effectively in the long term. By prioritizing both these aspects, American Airlines aims to create a competitive advantage that can lead to higher customer loyalty and improved financial performance, making it essential for the airline's ongoing success.

## 6. What is a bulkhead in an aircraft?

- A. A type of emergency exit**
- B. A partition that divides the aircraft cabin**
- C. A storage area for cargo**
- D. A section for passenger seating**

A bulkhead in an aircraft refers to a partition that divides the cabin into different sections. This structural component is significant because it serves multiple purposes, including providing structural integrity to the aircraft, enhancing safety by creating distinct areas, and helping with the management of passenger flow. Bulkheads are often located at the front of each cabin section, separating different classes of service or creating physical barriers for different sections, such as between the economy and business class. They might also serve practical functions, such as holding emergency exit signs or serving as a support for cabin features like overhead storage bins. This distinction plays a vital role in the overall design and safety protocols within commercial aviation. The other options do not accurately describe the function or characteristics of a bulkhead in an aircraft. Emergency exits pertain to safety egress points, storage areas are designated for cargo, and passenger seating sections refer to the distribution of seats rather than structural barriers.

**7. Which term is represented by the abbreviation "OHB"?**

- A. Overhead Baggage**
- B. Overhead Bin**
- C. Overhead Bulk**
- D. Overhead Board**

The abbreviation "OHB" stands for "Overhead Bin." This term is commonly used in the airline industry to refer to the compartments located above passenger seating where carry-on baggage is stored during flights. Overhead bins are an essential feature of aircraft design, allowing passengers to stow their carry-on items securely and efficiently. Understanding this terminology is crucial for cabin crew members and airline personnel who need to assist passengers with luggage placement, enforce baggage policies, and maintain safety onboard. Knowledge of such terms is also vital for communication in the fast-paced environment of air travel, ensuring that everyone can easily understand and follow procedures related to passenger belongings.

**8. What does the acronym "IFM" stand for?**

- A. Inflight Manual**
- B. International Flight Management**
- C. Inflight Maintenance**
- D. In-flight Fuel Management**

The acronym "IFM" stands for "Inflight Manual." This document is crucial for flight crew as it provides comprehensive guidelines and procedures related to in-flight operations. The Inflight Manual equips crew members with essential information, ensuring they can effectively handle various situations, maintain safety standards, and deliver quality service throughout a flight. It includes critical data on emergency procedures, service protocols, and regulatory compliance, making it an integral part of flight training and operations. The other options, while related to aviation, do not accurately represent the acronym "IFM." For example, "International Flight Management" and "Inflight Maintenance" refer to different aspects of airline operations that are not specifically covered by the "IFM" acronym. "In-flight Fuel Management" relates to fuel efficiency and management strategies during a flight but is distinct from the comprehensive guidelines provided in the Inflight Manual.

**9. What is the focus of American Airlines' safety protocol training for employees?**

- A. Employee productivity**
- B. Customer service excellence**
- C. To ensure the safety and security of passengers and crew**
- D. Financial management skills**

The focus of American Airlines' safety protocol training for employees is to ensure the safety and security of passengers and crew. This training is critical for all airline personnel to recognize the importance of following rigorous safety standards and procedures that protect everyone on board. Such training encompasses a variety of topics, including emergency procedures, safety equipment usage, and situational awareness, which all contribute to creating a safe travel environment. Prioritizing safety is essential in the aviation industry, not only to comply with regulations but also to foster trust among passengers. By equipping employees with the necessary knowledge and skills to handle potential threats and emergencies effectively, American Airlines demonstrates its commitment to the highest safety standards. This proactive approach helps maintain a safe operational environment, ultimately enhancing overall customer confidence in the airline. While employee productivity, customer service excellence, and financial management skills are important for the overall success and efficiency of the airline, they do not directly encompass the specific focus of safety protocol training. Thus, the emphasis is placed squarely on safety and security measures as the core component of the training provided to employees.

**10. What is an FAA-required trip where you complete flight attendant duties on an actual flight with other current flight attendants called?**

- A. Pilot Training**
- B. Operating Experience**
- C. Flight Simulation**
- D. Cabin Crew Assessment**

The term for an FAA-required trip where a prospective flight attendant completes their duties on an actual flight alongside current flight attendants is known as Operating Experience. This experience is essential because it allows trainees to apply their knowledge in a real-world setting, gaining practical skills and understanding the dynamics of serving passengers, managing safety procedures, and working as part of a cabin crew team. Operating Experience is crucial for a flight attendant's training, as it fosters a comprehensive understanding of their responsibilities and the operation of an airline's service. This training phase ensures that new employees are adequately prepared to handle the actual demands of in-flight service and safety procedures. In contrast, Pilot Training focuses specifically on the education and practical training of pilots rather than flight attendants. Flight Simulation typically involves pilots practicing maneuvers in a simulated environment but does not pertain to flight attendants. Cabin Crew Assessment may involve evaluation methods for crew members but does not conform to the specific FAA-required trip structure that Operating Experience represents.