

Breeze Basic Indoctrination Practice Exam (Sample)

Study Guide



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SAMPLE

Questions

- 1. What is the Chain of Command for flight attendants?**
 - A. CA/PIC, FA 1, FA 2, FA 3**
 - B. FO, FA 1, FA 2, FA 3**
 - C. FO, CA/PIC, FA 2, FA 1**
 - D. CA/PIC, FO, FA 1, FA 3**
- 2. What is emphasized in performance evaluations at Breeze?**
 - A. Subjectivity in assessing employee performance.**
 - B. Objective feedback based on tangible outcomes.**
 - C. Ignoring employee contributions.**
 - D. Focusing mostly on personal interactions.**
- 3. What is defined as a temporary revision to the Flight Attendant Manual?**
 - A. A note**
 - B. A bulletin**
 - C. A report**
 - D. A guideline**
- 4. What approach does Breeze take towards environmental sustainability?**
 - A. Outsourcing waste management**
 - B. Implementing eco-friendly practices in the workplace**
 - C. Investing solely in renewable energy sources**
 - D. Limiting employee transportation options**
- 5. What should be done if the PSU does not work manually?**
 - A. Call maintenance immediately**
 - B. Use the Manual Release Tool**
 - C. Reset the PSU by power cycling**
 - D. Notify the lead flight attendant only**
- 6. If the PSU fails to automatically open, what tool do we use?**
 - A. Manual Override Tool**
 - B. Emergency Release Lever**
 - C. Manual Release Tool**
 - D. Emergency Safety Tool**

- 7. What is Breeze's stance on harassment in the workplace?**
- A. A lenient approach to personal conflicts**
 - B. Encouragement for employees to keep disagreements private**
 - C. Zero tolerance policy**
 - D. Regular team-building exercises**
- 8. How does Breeze address performance issues with employees?**
- A. By avoiding the topic during reviews**
 - B. Through performance improvement plans and regular check-ins**
 - C. By assigning more tasks**
 - D. By escalating issues immediately to HR**
- 9. In the case of a tarmac delay, what is crucial for passenger communication?**
- A. Silence until further notice**
 - B. Frequent updates every 15 minutes**
 - C. Only updates when boarding resumes**
 - D. As little communication as possible**
- 10. Which system is used by Breeze for tracking employee performance?**
- A. Employee Feedback System (EFS)**
 - B. Performance Management System (PMS)**
 - C. Human Resource Management System (HRMS)**
 - D. Continuous Improvement System (CIS)**

Answers

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

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Explanations

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1. What is the Chain of Command for flight attendants?

A. CA/PIC, FA 1, FA 2, FA 3

B. FO, FA 1, FA 2, FA 3

C. FO, CA/PIC, FA 2, FA 1

D. CA/PIC, FO, FA 1, FA 3

The Chain of Command for flight attendants is structured to ensure safety and effective communication during a flight. The correct order begins with the Captain, also known as the Pilot in Command (CA/PIC), who holds the highest authority on the aircraft, responsible for overall operations and decision-making. Following the Captain is the Lead Flight Attendant, referred to as FA 1. This individual oversees the cabin crew, coordinates service, and maintains safety protocols among the flight attendants during the flight. The subsequent positions, FA 2 and FA 3, generally follow in the chain of command based on their hierarchy and responsibilities assigned to them. This structure allows for clear lines of authority and communication, essential in emergency situations and for maintaining the order and efficiency of cabin operations. Each flight attendant plays a particular role, with FA 2 and FA 3 providing support and assistance as directed by the Lead Flight Attendant. The other options do not accurately represent the order of authority in which a flight is conducted, causing confusion about the hierarchy and the responsibilities of each crew member. This chain of command is critical for maintaining safety and operational efficiency during the flight.

2. What is emphasized in performance evaluations at Breeze?

A. Subjectivity in assessing employee performance.

B. Objective feedback based on tangible outcomes.

C. Ignoring employee contributions.

D. Focusing mostly on personal interactions.

The emphasis on objective feedback based on tangible outcomes in performance evaluations at Breeze is critical for several reasons. Objective feedback ensures that assessments are based on measurable and observable results, which can include specific achievements, productivity metrics, and the quality of work delivered. This method helps to eliminate biases and provides a clear framework for evaluating employee performance, allowing for fair comparisons among employees. Moreover, when evaluations focus on tangible outcomes, they contribute to a culture of accountability, where employees understand what is expected of them and how their contributions align with the organization's goals. This approach helps foster a transparent environment where employees can see how their performance impacts the broader organizational success, promoting engagement and motivation. In contrast, subjective assessments can introduce personal biases, potentially leading to unfair evaluations. Similarly, ignoring employee contributions or focusing too much on personal interactions would undermine the purpose of performance evaluations, which is to assess and promote professional development based on evidence and performance standards.

3. What is defined as a temporary revision to the Flight Attendant Manual?

- A. A note**
- B. A bulletin**
- C. A report**
- D. A guideline**

A bulletin is defined as a temporary revision to the Flight Attendant Manual. Bulletins serve a critical purpose in aviation operations by allowing airlines to rapidly disseminate important information or procedural changes that need to be implemented immediately, without waiting for formal manual updates. These can include safety updates, new operational procedures, or other time-sensitive information that can impact flight safety or service. Bulletins ensure that all flight attendants receive the most current information and can adapt their practices accordingly, which is essential for maintaining high safety standards in the aviation industry. In contrast, the other options typically have different meanings; notes might refer to minor clarifications or reminders within the existing framework, reports document specific incidents or trends, and guidelines provide standard procedures or best practices rather than temporary revisions.

4. What approach does Breeze take towards environmental sustainability?

- A. Outsourcing waste management**
- B. Implementing eco-friendly practices in the workplace**
- C. Investing solely in renewable energy sources**
- D. Limiting employee transportation options**

Breeze actively implements eco-friendly practices in the workplace to promote environmental sustainability. This approach encompasses a variety of initiatives aimed at reducing the environmental footprint of the organization. Such practices may include reducing waste through recycling programs, using energy-efficient equipment, conserving water, and selecting sustainable materials for daily operations. This strategy not only contributes to the well-being of the environment but also fosters a culture of sustainability among employees, encouraging them to adopt green habits both at work and in their personal lives. By focusing on actionable practices within the workplace, Breeze effectively integrates sustainability into its core operations, creating measurable impacts and promoting responsible resource use. Other options do not comprehensively address the organization's commitment to sustainable practices in a productive and active manner. For example, outsourcing waste management may transfer responsibility without ensuring proper sustainability practices are upheld, while investing solely in renewable energy sources might overlook the significance of a holistic approach that includes various eco-friendly practices. Similarly, limiting employee transportation options does not inherently foster a sustainable workplace culture and may impact employee satisfaction negatively.

5. What should be done if the PSU does not work manually?

- A. Call maintenance immediately**
- B. Use the Manual Release Tool**
- C. Reset the PSU by power cycling**
- D. Notify the lead flight attendant only**

Utilizing the Manual Release Tool is the appropriate action if the PSU (Passenger Service Unit) does not operate manually. This tool is specifically designed to allow crew members to manually activate the PSU when it is unresponsive to other commands. It provides a reliable method for restoring necessary functionality to ensure passenger comfort and safety during the flight. Employing the Manual Release Tool is a standard protocol in scenarios where electronic or automated systems fail, allowing for immediate assistance without waiting for maintenance or additional support. This tool is crucial in enhancing operational efficiency in an environment where timely responses are essential. The other actions, while perhaps well-intentioned, do not immediately resolve the malfunction of the PSU. Calling maintenance or notifying the lead flight attendant, while necessary steps in various situations, may not address the immediate need for manual control. Power cycling the PSU could potentially reset the system, but this might not always rectify the issue and would also involve more time, which isn't suitable when prompt action is needed.

6. If the PSU fails to automatically open, what tool do we use?

- A. Manual Override Tool**
- B. Emergency Release Lever**
- C. Manual Release Tool**
- D. Emergency Safety Tool**

The correct response relates to the "Manual Release Tool," which is specifically designed to intervene when the Power Supply Unit (PSU) does not open automatically. This tool functions by allowing personnel to manually disengage or activate the PSU mechanism, ensuring that systems relying on power are not adversely impacted during a failure. Understanding that a PSU failure requires immediate action is crucial in operational settings. The Manual Release Tool provides a reliable method for troubleshooting and restoring normal operations promptly. Proper training on using this tool can significantly reduce downtime and increase safety for personnel working with the PSU. The other options may refer to different tools or mechanisms, but they do not specifically address the need for manual intervention in this particular context, highlighting the precision required in tool selection for PSU-related issues.

7. What is Breeze's stance on harassment in the workplace?

- A. A lenient approach to personal conflicts
- B. Encouragement for employees to keep disagreements private
- C. Zero tolerance policy**
- D. Regular team-building exercises

Breeze maintains a zero tolerance policy regarding harassment in the workplace, which underscores its commitment to providing a safe and respectful environment for all employees. This strong stance means that any form of harassment, whether it be verbal, physical, or psychological, is not tolerated and will result in serious consequences for the perpetrators. Implementing a zero tolerance policy is vital for fostering respect among colleagues and promotes a culture where employees feel safe to report any incidents without fear of retaliation. This approach actively supports the organization's overall mission by ensuring that all team members can perform their duties in a harmonious setting, free from any form of intimidation or fear. In contrast, a lenient approach to personal conflicts or encouragement to keep disagreements private could lead to unresolved issues that may escalate or create a toxic work environment. Regular team-building exercises might enhance camaraderie but do not directly address incidents of harassment. Thus, the zero tolerance policy is the most effective and proactive measure to create a positive workplace culture.

8. How does Breeze address performance issues with employees?

- A. By avoiding the topic during reviews
- B. Through performance improvement plans and regular check-ins**
- C. By assigning more tasks
- D. By escalating issues immediately to HR

The correct approach Breeze takes to address performance issues is through performance improvement plans and regular check-ins. This method emphasizes a structured and supportive framework for enhancing employee performance. Performance improvement plans are designed to identify specific areas where employees need to improve and outline clear expectations and goals. This not only helps employees understand what is required of them but also provides a pathway for development, allowing them to work on their weaknesses in a focused manner. Regular check-ins further support this approach by ensuring ongoing communication between employees and management. Frequent feedback and discussions create an environment where employees feel comfortable voicing concerns and asking for guidance. This consistent engagement not only helps track progress but also fosters accountability, making it more likely that employees will take the necessary steps to improve their performance. Other approaches, such as avoiding discussions, simply assigning more tasks, or escalating issues to HR, do not foster a constructive atmosphere for improvement. These could lead to unresolved issues, potential resentment, or an unmanageable workload, thus undermining the overall effectiveness of the team.

9. In the case of a tarmac delay, what is crucial for passenger communication?

- A. Silence until further notice**
- B. Frequent updates every 15 minutes**
- C. Only updates when boarding resumes**
- D. As little communication as possible**

Effective communication during a tarmac delay is essential for maintaining passenger morale and providing clarity about the situation. Frequent updates, ideally every 15 minutes, ensure that passengers are informed about the status of the delay, the reasons for it, and any anticipated timelines for resolution. This level of communication helps alleviate anxiety and uncertainty, allowing passengers to feel acknowledged and cared for during an inconvenient situation. Moreover, regular updates signal to passengers that the airline is proactively managing the situation and prioritizing their experience. This transparency can enhance trust and improve overall customer satisfaction, even in challenging circumstances. Providing information consistently helps manage expectations and reduces the likelihood of frustration among passengers.

10. Which system is used by Breeze for tracking employee performance?

- A. Employee Feedback System (EFS)**
- B. Performance Management System (PMS)**
- C. Human Resource Management System (HRMS)**
- D. Continuous Improvement System (CIS)**

The Performance Management System (PMS) is specifically designed for tracking employee performance within organizations. It encompasses various components, such as goal setting, performance evaluations, feedback mechanisms, and developmental planning. By utilizing PMS, Breeze ensures a structured approach to assess and enhance employee contributions towards organizational objectives. This system allows for ongoing communication between employees and managers, enabling regular feedback and support for employee growth. PMS not only helps in identifying high performers but also in recognizing areas for improvement. Moreover, it aligns individual performance with the company's strategic goals, fostering a culture of accountability and continuous development. Other systems, while valuable in their respective functions, do not solely focus on performance tracking in the same structured manner as PMS does. For example, the Employee Feedback System (EFS) may facilitate specific feedback but lacks the comprehensive performance management framework. The Human Resource Management System (HRMS) covers broader HR functions, including payroll and benefits, rather than focusing specifically on employee performance. Lastly, the Continuous Improvement System (CIS) typically addresses operational efficiencies rather than individual employee performance metrics.