

Cabin Experience Agent Practice Exam (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. Which term is described as 'Best way to identify the aircraft'?**
 - A. Ground Time**
 - B. Ship Number**
 - C. Domestic Flight**
 - D. International Flight**

- 2. Delta's Cabin Service Goal**
 - A. To minimize turnaround time.**
 - B. To maximize passenger comfort.**
 - C. Set the industry standards in aircraft cabin cleanliness.**
 - D. To reduce provisioning costs.**

- 3. Which side of the aircraft is designated as the Captain's side?**
 - A. Left side**
 - B. Right side**
 - C. Front**
 - D. Top**

- 4. PSIC stands for what?**
 - A. Passenger Safety Information Card**
 - B. Public Safety Information Card**
 - C. Personal Safety Information Card**
 - D. Primary Safety Information Card**

- 5. What is the main body of an aircraft called?**
 - A. Fuselage**
 - B. Horizontal Stabilizer**
 - C. Wing**
 - D. Engine**

- 6. What is the Cabin Service Manual?**
- A. The safety briefing card**
 - B. The aircraft maintenance log**
 - C. An electronic document on DeltaNet that contains policies and procedures for cabin service**
 - D. The in-flight entertainment catalog**
- 7. Which bag is designated for general trash in Cabin Supplies (all)?**
- A. Recycle bags**
 - B. Orange RT bags**
 - C. Delta approved cleaner**
 - D. Clear trash bags**
- 8. The Missoni D1 kit for Delta 1 international flights includes which item?**
- A. Mattress pad and slippers**
 - B. Extra blankets**
 - C. Travel pillow**
 - D. Socks**
- 9. Situational awareness is defined as paying attention to your surroundings and looking out for each other.**
- A. Paying attention to your surroundings and looking out for each other**
 - B. Following the posted safety cards at your seat**
 - C. Memorizing the flight schedule**
 - D. Keeping your own belongings secure**
- 10. What defines Bio-Hazard?**
- A. All body fluids; Clean with gloves.**
 - B. Blood containing fluids. Call special team.**
 - C. Only solid waste.**
 - D. Blood does not pose hazard.**

Answers

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

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Explanations

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1. Which term is described as 'Best way to identify the aircraft'?

- A. Ground Time**
- B. Ship Number**
- C. Domestic Flight**
- D. International Flight**

The best way to identify a specific aircraft is by its ship number, which is the aircraft's registration painted on the fuselage and tail. This registration is unique to each airframe and stays with it across all flights, maintenance, and records, making it the dependable reference for crew, dispatch, and safety documentation. Ground time tells you how long the plane sits on the ground, not which aircraft it is. Domestic versus international flight describes the route or service type, not the aircraft's identity. So the ship number provides a precise, unambiguous way to identify the aircraft.

2. Delta's Cabin Service Goal

- A. To minimize turnaround time.**
- B. To maximize passenger comfort.**
- C. Set the industry standards in aircraft cabin cleanliness.**
- D. To reduce provisioning costs.**

Setting industry-leading cleanliness standards in the aircraft cabin is the goal because cleanliness serves as the foundation of perceived quality and safety in the in-flight experience. When cabins are consistently clean, passengers feel cared for and trust the airline's commitment to their comfort and health, which helps differentiate the brand and provides a clear, measurable target for crews and operations. While minimizing turnaround time, maximizing passenger comfort, and reducing provisioning costs are important, they address different aspects of service; none alone captures the distinct aim of establishing a benchmark in cabin cleanliness that sets the standard for the entire industry.

3. Which side of the aircraft is designated as the Captain's side?

- A. Left side**
- B. Right side**
- C. Front**
- D. Top**

In aviation, the Captain typically sits in the left-hand seat in the cockpit, so the left side is designated as the Captain's side. This arrangement gives the Captain the primary flight controls and authority during the flight, while the First Officer sits on the right to assist, cross-check, and manage workload. This standardization helps with clear roles and communication across modern two-crew airliners, regardless of the specific control setup (yoke or side-stick). The other options describe positions in space, not which side the Captain sits on, so they aren't correct.

4. PSIC stands for what?

- A. Passenger Safety Information Card**
- B. Public Safety Information Card**
- C. Personal Safety Information Card**
- D. Primary Safety Information Card**

PSIC stands for Passenger Safety Information Card, the safety card in the seat pocket that communicates how to stay safe and what to do in an emergency. The word Passenger makes clear the information is for travelers, Safety indicates the content covers safety procedures, and Information Card shows it's a concise card with instructions and visuals. Other terms like Public Safety Information Card, Personal Safety Information Card, or Primary Safety Information Card aren't the standard terminology for the seat-pocket card used to inform passengers.

5. What is the main body of an aircraft called?

- A. Fuselage**
- B. Horizontal Stabilizer**
- C. Wing**
- D. Engine**

The main body of an aircraft is called the fuselage. This central structure houses passengers, crew, and cargo, and from it the wings and tail attach, while also carrying essential systems and equipment. The horizontal stabilizer at the tail provides pitch stability, the wings generate lift, and the engines provide propulsion. So the fuselage is the correct term for the main body.

6. What is the Cabin Service Manual?

- A. The safety briefing card**
- B. The aircraft maintenance log**
- C. An electronic document on DeltaNet that contains policies and procedures for cabin service**
- D. The in-flight entertainment catalog**

A Cabin Service Manual is the electronic document on DeltaNet that contains policies and procedures for cabin service. It serves as the official reference for how cabin crew should perform service tasks, handle announcements, manage galley operations, and respond to passenger needs in a consistent, compliant way. Having it in DeltaNet ensures crew members always access the most current guidelines and standards, updated as policies evolve. This differs from a safety briefing card (which is a passenger-facing quick reference), a maintenance log (which tracks aircraft mechanical issues), or an in-flight entertainment catalog (which lists entertainment options).

7. Which bag is designated for general trash in Cabin Supplies (all)?

- A. Recycle bags**
- B. Orange RT bags**
- C. Delta approved cleaner**
- D. Clear trash bags**

General waste is managed with color-coded bags in cabin supplies. The bag designated for general trash is the clear trash bag. Using clear bags for general trash helps crew quickly identify waste type and prevents contamination with recyclables or cleaning materials. Recycle bags are for recyclable items, not general trash. Orange RT bags serve a different purpose, and a Delta approved cleaner is not a bag at all. So the clear trash bag is the correct designation for general trash.

8. The Missoni D1 kit for Delta 1 international flights includes which item?

- A. Mattress pad and slippers**
- B. Extra blankets**
- C. Travel pillow**
- D. Socks**

The item chosen for the Missoni D1 kit is focused on in-seat comfort to support restful travel. The mattress pad adds a cushioned layer over the seat, helping to soften the surface and make sleeping more comfortable during a long international flight. Slippers provide a clean, cozy option to wear in the cabin, enhancing hygiene and relaxation. Together, these two items align with the kit's aim to improve rest and comfort, which is why they're included as the standout contents. While extra blankets, a travel pillow, or socks are useful on flights, they are not the elements highlighted in this Missoni D1 kit.

9. Situational awareness is defined as paying attention to your surroundings and looking out for each other.

- A. Paying attention to your surroundings and looking out for each other**
- B. Following the posted safety cards at your seat**
- C. Memorizing the flight schedule**
- D. Keeping your own belongings secure**

Situational awareness means staying alert to what's around you and looking out for others. In a cabin, this means noticing potential hazards, changes in the environment, and why someone might need help, so you can act safely and assist when needed. That description matches the statement exactly: it emphasizes both environment and the safety of those nearby. The other ideas describe learned procedures or personal actions rather than ongoing awareness of the surroundings. Following safety cards at your seat is about knowing rules, not continuously monitoring the cabin. Memorizing the flight schedule is about information recall, not awareness of what's happening around you. Keeping your own belongings secure focuses on your own possessions rather than the broader safety and cooperation required in the cabin. So the best choice is the one that captures paying attention to your surroundings and looking out for each other.

10. What defines Bio-Hazard?

- A. All body fluids; Clean with gloves.
- B. Blood containing fluids. Call special team.**
- C. Only solid waste.
- D. Blood does not pose hazard.

Understanding what materials are considered bio-hazardous. In safety terms, bio-hazardous materials are those that may carry infectious biological agents and require proper containment, PPE, and trained handling. Blood-containing fluids are classic examples because they can transmit bloodborne pathogens. When such fluids are involved, escalating to a specialized biohazard response team is the appropriate course, since they have the right protocols, containment, and decontamination procedures. This reflects real-world biosafety practices where exposure to fluids with potential infectious agents is treated with heightened precautions and trained personnel. The other statements either overgeneralize risk (saying all body fluids must be treated the same with only gloves) or miss important hazards (focusing only on solid waste), or deny the risk posed by blood.

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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://cabinexperienceagent.examzify.com>

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

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