

PSA Airlines Flight Attendant Training Practice Test (Sample)

Study Guide



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SAMPLE

Questions

SAMPLE

- 1. What is defined as the Destination City?**
 - A. City to which you are flying**
 - B. The city where the airline is headquartered**
 - C. A layover location during a longer flight**
 - D. A city designated for crew training**

- 2. In a training context, what is the purpose of having a Check Flight Attendant?**
 - A. To lead safety demonstrations**
 - B. To ensure competency and standardization**
 - C. To manage passenger briefing**
 - D. To conduct inventory checks**

- 3. What action should be taken after a passenger disembarks due to illness?**
 - A. Inform the cabin crew of the incident only**
 - B. Notify ground personnel for assistance and document the incident**
 - C. Allow the passenger to leave without further action**
 - D. Send a report to the airline's headquarters**

- 4. What region of the aircraft does A/CR refer to?**
 - A. Aircraft Center Rear**
 - B. Aircraft Right**
 - C. Air Cargo Return**
 - D. Air Crew Rest**

- 5. What does the term 'taxi' refer to in aviation?**
 - A. Aircraft movement on the ground**
 - B. The process of an aircraft leaving the ground**
 - C. The time spent in an airport terminal**
 - D. The passenger boarding procedure**

- 6. What is the purpose of the cockpit/flight deck in an aircraft?**
- A. For storing passenger luggage**
 - B. For crew member rest during flight**
 - C. For housing the pilot and flight controls**
 - D. For passenger boarding and disembarking**
- 7. What type of communication is essential when addressing passenger concerns about delays?**
- A. Vague and brief responses**
 - B. Clearly communicating reassuring and informative messages**
 - C. Using technical jargon to clarify issues**
 - D. Shifting focus to other available services**
- 8. What is a Crashpad?**
- A. A shared temporary housing for crew members in domicile**
 - B. An emergency response area on an aircraft**
 - C. A designated area for storing luggage**
 - D. A type of safety equipment in the cabin**
- 9. Why is it essential to ensure proper boarding procedures are followed?**
- A. To facilitate faster boarding**
 - B. To maintain safety and order, preventing injuries**
 - C. To allow the crew to prepare refreshments**
 - D. To manage passenger complaints effectively**
- 10. What is the protocol if a passenger appears to be intoxicated?**
- A. Ignore their behavior**
 - B. Offer assistance, monitor their behavior, and potentially involve law enforcement upon landing**
 - C. Serve them more drinks to calm them down**
 - D. Request they leave the aircraft before takeoff**

Answers

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

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Explanations

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1. What is defined as the Destination City?

- A. City to which you are flying**
- B. The city where the airline is headquartered**
- C. A layover location during a longer flight**
- D. A city designated for crew training**

The Destination City refers to the city to which you are flying. In the context of air travel, it is the final stop of a flight where passengers will disembark. This term is used in various operational procedures, including flight planning, ticketing, and customer service, to clarify where the aircraft is headed. Understanding this is crucial for flight attendants as it helps them manage passenger expectations and ensure that all necessary arrangements and services are provided upon arrival, such as information about connecting flights or local accommodations. In contrast, the other options represent differing concepts associated with aviation and airline operations, specifically regarding airline logistics and crew management, but do not fit the definition of Destination City.

2. In a training context, what is the purpose of having a Check Flight Attendant?

- A. To lead safety demonstrations**
- B. To ensure competency and standardization**
- C. To manage passenger briefing**
- D. To conduct inventory checks**

The role of a Check Flight Attendant is primarily to ensure competency and standardization among the flight attendant crew. This function is vital in maintaining consistency in service, safety procedures, and overall operational guidelines across the airline. By assessing each flight attendant's performance during flights, the Check Flight Attendant can provide feedback, reinforce training protocols, and ensure that all cabin crew members adhere to the airline's established standards. This not only enhances safety for passengers and crew alike but also promotes a high level of service quality. Other roles like leading safety demonstrations, managing passenger briefings, and conducting inventory checks are indeed important tasks for flight attendants, but they do not encapsulate the primary purpose of a Check Flight Attendant, which is centered around evaluating and standardizing skills and procedures among the team.

3. What action should be taken after a passenger disembarks due to illness?

- A. Inform the cabin crew of the incident only**
- B. Notify ground personnel for assistance and document the incident**
- C. Allow the passenger to leave without further action**
- D. Send a report to the airline's headquarters**

Notifying ground personnel for assistance and documenting the incident is vital after a passenger disembarks due to illness. This action ensures that the passenger receives the necessary medical attention and support that they may require upon exiting the aircraft. Ground personnel are equipped to handle such situations, ensuring proper care is provided, which may include medical evaluation or transportation to a medical facility. Additionally, documenting the incident creates a record that can be important for various reasons, including internal safety reviews, compliance with aviation regulations, and improving response protocols for future incidents. This documentation helps the airline maintain a high standard of safety and service, while also ensuring accountability. Simply informing the cabin crew or allowing the passenger to leave without action does not adequately address the situation, as it overlooks the critical health and safety protocols that need to be followed in response to a passenger's illness. Sending a report to the airline's headquarters, while it could be part of a larger process, does not provide immediate support to the passenger in need. Thus, the most responsible and effective course of action is to ensure immediate assistance and thorough documentation.

4. What region of the aircraft does A/CR refer to?

- A. Aircraft Center Rear**
- B. Aircraft Right**
- C. Air Cargo Return**
- D. Air Crew Rest**

A/CR refers to the "Aircraft Right" side of the aircraft. This term is used in aviation to specify the right side from the perspective of someone seated in the cockpit facing forward. Understanding these designations is crucial for flight attendants as it helps them communicate effectively about the aircraft's layout, ensuring safety and efficiency during operations. This knowledge is essential for tasks such as responding to emergencies, conducting safety checks, and coordinating with the flight crew since specific locations and equipment are identified using these standard terms. The focus on designating specific regions of the aircraft aids in maintaining clear communication under various circumstances.

5. What does the term 'taxi' refer to in aviation?

- A. Aircraft movement on the ground**
- B. The process of an aircraft leaving the ground**
- C. The time spent in an airport terminal**
- D. The passenger boarding procedure**

The term 'taxi' in aviation specifically refers to the movement of an aircraft on the ground, across the airport's taxiways and runways, while it is not in the air. This movement occurs before takeoff and after landing, allowing pilots to navigate the aircraft to and from the runway and various airport ramps or terminals. Understanding this term is crucial for flight attendants, as they need to be aware of the different phases in an aircraft's operation, especially when preparing for passenger safety and service before takeoff and after landing. The correct interpretation of 'taxi' enhances situational awareness and communication with the flight crew and ensures that safety protocols are followed during these ground operations.

6. What is the purpose of the cockpit/flight deck in an aircraft?

- A. For storing passenger luggage**
- B. For crew member rest during flight**
- C. For housing the pilot and flight controls**
- D. For passenger boarding and disembarking**

The cockpit, also known as the flight deck, is a critical area in an aircraft specifically designed for the housing of the pilot and essential flight controls. This space is equipped with various instruments and controls that enable the pilots to navigate, control the aircraft, and manage its systems during flight. The design and layout of the cockpit are geared toward maximizing operational efficiency and ensuring safety, providing pilots with the necessary visibility and access to all controls required to operate the aircraft effectively. In contrast, areas designated for passenger luggage, crew rest, and boarding are completely separate from the cockpit. These functions serve different purposes within the aircraft and highlight the distinct roles each area plays, with the cockpit being solely dedicated to flight operations. This specialized space is fundamental to the safe operation of any flight.

7. What type of communication is essential when addressing passenger concerns about delays?

- A. Vague and brief responses
- B. Clearly communicating reassuring and informative messages**
- C. Using technical jargon to clarify issues
- D. Shifting focus to other available services

Clearly communicating reassuring and informative messages is essential when addressing passenger concerns about delays. This approach helps to manage passenger anxiety and frustration by providing them with the information they need to understand the situation. When flight attendants convey clear and reassuring messages, it shows that they are attentive to the passengers' needs and are actively working to keep them informed. This type of communication helps build trust and rapport between the flight attendants and passengers, which is crucial in maintaining a positive atmosphere during stressful situations like delays. By giving comprehensive yet succinct information about the reasons for the delay, expected duration, and any steps being taken to resolve the issue, passengers feel supported and valued, which can greatly enhance their overall travel experience. In contrast, vague and brief responses fail to provide the necessary context and can leave passengers feeling more anxious. Using technical jargon can confuse passengers rather than clarify the situation, and shifting the focus to other services may be perceived as dismissive, leaving concerns unaddressed. Therefore, effective and clear communication is vital in these scenarios.

8. What is a Crashpad?

- A. A shared temporary housing for crew members in domicile**
- B. An emergency response area on an aircraft
- C. A designated area for storing luggage
- D. A type of safety equipment in the cabin

A Crashpad refers to shared temporary housing specifically designed for airline crew members, particularly those who have layovers or work schedules that necessitate short-term accommodations away from their primary residence. These arrangements typically allow flight attendants, pilots, and other airline staff to have a convenient place to rest or stay in close proximity to the airport where they operate. Crashpads are crucial for crew efficiency and comfort, especially given the irregular hours and varying locations that come with airline schedules. This concept is distinct from other options such as an emergency response area on an aircraft, which relates to safety protocols during in-flight emergencies; a designated area for storing luggage, which pertains to passenger belongings rather than crew accommodations; and a type of safety equipment in the cabin, which involves gear meant to ensure the safety of passengers and crew during flights. Each of these alternatives serves a different purpose and does not capture the essence of what a Crashpad is designed to provide for crew members.

9. Why is it essential to ensure proper boarding procedures are followed?

- A. To facilitate faster boarding**
- B. To maintain safety and order, preventing injuries**
- C. To allow the crew to prepare refreshments**
- D. To manage passenger complaints effectively**

Ensuring proper boarding procedures are followed is crucial primarily to maintain safety and order, which helps prevent injuries during the boarding process. When boarding procedures are systematically enforced, it minimizes chaos and reduces the risk of accidents, such as falls or crowding, which can occur when passengers rush to board or disembark. Well-managed boarding not only secures the safety of all passengers but also allows the crew to maintain better control over the situation, ensuring a smoother transition onto the aircraft. This systematic approach fosters an organized environment that is conducive to everyone's safety, ultimately supporting effective passenger flow and enhancing the overall flying experience.

10. What is the protocol if a passenger appears to be intoxicated?

- A. Ignore their behavior**
- B. Offer assistance, monitor their behavior, and potentially involve law enforcement upon landing**
- C. Serve them more drinks to calm them down**
- D. Request they leave the aircraft before takeoff**

When dealing with a passenger who appears to be intoxicated, the appropriate protocol involves offering assistance, closely monitoring their behavior, and being prepared to involve law enforcement if necessary once the flight has landed. This approach prioritizes the safety and comfort of all passengers and crew members. Assisting the intoxicated passenger can include checking if they need medical help, ensuring that they are seated comfortably, and providing them with water to help counteract their intoxication. Monitoring their behavior is crucial, as intoxicated individuals can sometimes become disruptive or pose a risk to themselves and others. If their behavior escalates or they are unable to follow crew instructions, it may be essential to inform law enforcement once the aircraft lands to ensure proper action is taken. This choice reflects a proactive and responsible attitude towards cabin safety and passenger welfare, adhering to established protocols for managing potentially disruptive situations while maintaining a peaceful environment on board.