

# Ryanair Initial Training - Passenger Handling 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 command is used at the main doors when the slide is fully inflated, during an evacuation on land?**
  - A. Jump and slide.**
  - B. Slide and jump.**
  - C. Evacuate using all available exits.**
  - D. Stand clear of the doors.**
  
- 2. Why must passengers follow the seat belt sign and use seat belts when instructed?**
  - A. For personal safety during turbulence, takeoff, and landing, to reduce injury risk and ensure orderly cabin operation.**
  - B. For display of seat numbers.**
  - C. For entertainment during flight.**
  - D. To measure passengers' height.**
  
- 3. If 'Cabin Crew Standby' is announced, who should make the public address if time permits?**
  - A. Captain**
  - B. No.1**
  - C. Any crew member**
  - D. Flight Deck**
  
- 4. How should you handle a situation where a passenger has lost their boarding pass and cannot verify booking?**
  - A. Attempt to locate the booking with name and ID, verify identity, reissue a boarding pass if policy allows, and escalate to supervisor if needed.**
  - B. Tell the passenger to go home.**
  - C. Cancel the flight.**
  - D. Refuse to help.**
  
- 5. On board, where must a deportee be seated?**
  - A. 32 ABC**
  - B. 32 DEF**
  - C. 12 A**
  - D. 14 B**

- 6. For multiple pregnancy, travel is not permitted after which week?**
- A. 28 weeks**
  - B. 36 weeks**
  - C. 32 weeks**
  - D. 40 weeks**
- 7. What actions are appropriate when dealing with a booking delay causing passenger inconvenience?**
- A. Provide vague information about delays.**
  - B. Ignore delays until boarding.**
  - C. Rebook only if requested.**
  - D. Offer timely information, rebooking options, possible compensation per policy, and assistance with hotel or meals when applicable.**
- 8. What is the purpose of logging the gate-closure event?**
- A. Log the event for record-keeping.**
  - B. To punish passengers.**
  - C. To publish to press.**
  - D. To track frequent flyer points.**
- 9. During an evacuation, which action best reflects cabin crew responsibilities?**
- A. Direct passengers to the exits and monitor crowd behavior.**
  - B. Open exits but fail to assist those needing help.**
  - C. Remain seated to conserve time.**
  - D. Open and operate exits, guide passengers to safe egress, assist those needing help, and ensure the evacuation is orderly and rapid.**
- 10. During an evacuation, what is the primary role of cabin crew?**
- A. Close all exits to prevent panic.**
  - B. Evacuate all passengers first with no guidance.**
  - C. Wait for the captain's signal before acting.**
  - D. Open and operate exits, guide passengers to safe egress, assist those needing help, and ensure the evacuation is orderly and rapid.**

## Answers

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

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## **Explanations**

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**1. Which command is used at the main doors when the slide is fully inflated, during an evacuation on land?**

- A. Jump and slide.**
- B. Slide and jump.**
- C. Evacuate using all available exits.**
- D. Stand clear of the doors.**

When a slide is fully inflated at the main door, the immediate goal is a rapid, safe exit that keeps the area around the door clear. The command to jump and slide directs passengers to move away from the door, jump into the slide, and then ride it down. This two-part instruction ensures people don't hesitate or linger at the door, helps them align with the slide, and minimizes crowding at the exit. The sequence matters: jumping away from the door first prevents tripping or stepping back toward the aircraft, and then using the slide takes them to safety quickly. Other commands don't fit as well. Saying slide and jump would imply entering the slide before properly moving away from the door, which can slow egress and create crowding. Evacuating using all available exits is a general directive for multi-exit evacuations but doesn't give the door-specific action required when the main door slide is ready. Standing clear of the doors is a safety reminder, not the active instruction to evacuate.

**2. Why must passengers follow the seat belt sign and use seat belts when instructed?**

- A. For personal safety during turbulence, takeoff, and landing, to reduce injury risk and ensure orderly cabin operation.**
- B. For display of seat numbers.**
- C. For entertainment during flight.**
- D. To measure passengers' height.**

The main idea is safety during flight. The seat belt sign tells you when it's important to stay seated with your belt fastened because the aircraft can experience sudden movements during turbulence, and during takeoff and landing. Wearing a seat belt keeps you in your seat, reducing the chance of injury from being jolted or thrown around, and it helps the crew manage the cabin and perform a safe takeoff, landing, or emergency evacuation if needed. The sign also helps keep aisles clear so everyone can move safely and quickly if an evacuation becomes necessary. So, following the sign and using seat belts when instructed protects you personally and helps the crew run the cabin smoothly. The other options aren't related to safety or cabin operations—seat belts aren't for displaying seat numbers, entertainment, or measuring height.

**3. If 'Cabin Crew Standby' is announced, who should make the public address if time permits?**

**A. Captain**

**B. No.1**

**C. Any crew member**

**D. Flight Deck**

No.1 is the senior cabin crew member on a flight and is the designated lead for cabin operations, including communications with passengers. When Cabin Crew Standby is announced and there is time to speak to passengers, the No.1 should deliver the public address. This person has the authority and training to present clear, accurate cabin information and to coordinate with the crew, ensuring the message is professional and understood by everyone on board. The flight deck (captain) handles cockpit-related updates or emergencies, not routine passenger announcements, and other crew members aren't the designated spokesperson in this scenario.

**4. How should you handle a situation where a passenger has lost their boarding pass and cannot verify booking?**

**A. Attempt to locate the booking with name and ID, verify identity, reissue a boarding pass if policy allows, and escalate to supervisor if needed.**

**B. Tell the passenger to go home.**

**C. Cancel the flight.**

**D. Refuse to help.**

When a passenger loses their boarding pass and can't verify the booking, the priority is to re-establish their identity and locate the reservation in the system. The right approach is to search the booking using the passenger's name and a valid ID, verify that identity, and reissue a boarding pass if the policy allows. If the booking can't be found or identity can't be confirmed, escalate to a supervisor and follow the approved exception process. This keeps the flight moving, maintains security, and provides proper customer service. Telling the passenger to go home, canceling the flight, or refusing to help would not be appropriate and would fail to resolve the situation.

**5. On board, where must a deportee be seated?**

**A. 32 ABC**

**B. 32 DEF**

**C. 12 A**

**D. 14 B**

Deportees must be kept under close supervision and kept separate from the general passenger area so crew can monitor and control the situation easily. The best seating is a three-seat block in the middle of the cabin on one side, close enough for the escort to maintain oversight and access while staying away from other passengers, galleys, and toilets. This position gives the crew clear sightlines and quick access to the detainee if a disturbance occurs, while not hampering the safety of the rest of the cabin. Placing the deportee nearer to front or rear sections, or in a location with more interaction with other passengers or with restricted access to the aisle, makes monitoring harder and is less secure.

**6. For multiple pregnancy, travel is not permitted after which week?**

- A. 28 weeks
- B. 36 weeks
- C. 32 weeks**
- D. 40 weeks

In airline safety terms, the allowed travel window for pregnant passengers tightens as gestational age advances, and this tightening is stricter for multiple pregnancies because the risk of labour or other complications is higher. For multiple pregnancies, the cut-off is the 32nd week; after that point, travel is not permitted. This helps prevent situations where a passenger could go into labour mid-flight or require urgent medical care with limited on-board resources, ensuring safety and timely access to appropriate care before travel. Near this limit, a medical clearance may sometimes be required.

**7. What actions are appropriate when dealing with a booking delay causing passenger inconvenience?**

- A. Provide vague information about delays.
- B. Ignore delays until boarding.
- C. Rebook only if requested.
- D. Offer timely information, rebooking options, possible compensation per policy, and assistance with hotel or meals when applicable.**

When a booking delay occurs, the main goal is proactive, passenger-centered communication and practical support to minimize disruption. Providing timely information about the delay helps passengers understand what's happening and make informed decisions. Offering rebooking options gives travelers clear paths to reach their destinations, while explaining any compensation that applies under policy shows consistency and fairness. Assisting with hotel or meals when applicable reflects the airline's commitment to comfort and helps manage longer delays or overnight stays. This combination reduces frustration, builds trust, and keeps operations smoother for everyone. Vague information leaves passengers uncertain and anxious, which doesn't help anyone. Waiting to act until a passenger asks for rebooking is reactive and can lead to missed connections or unnecessary stress.

**8. What is the purpose of logging the gate-closure event?**

- A. Log the event for record-keeping.**
- B. To punish passengers.
- C. To publish to press.
- D. To track frequent flyer points.

Logging the gate-closure event creates an auditable, time-stamped record of when the aircraft is considered ready to depart. This ties the flight, gate, and crew actions together, supporting safety, sequencing, and accountability. The entry helps with incident investigations, dispute resolution, and performance reviews, and it aids regulatory compliance by providing a clear timeline of events for operations control and the flight crew. It also ensures smooth communication between ground staff, cabin crew, and dispatch about when the aircraft is closed and ready for pushback. The other options don't align with operational safety, accountability, or regulatory needs.

**9. During an evacuation, which action best reflects cabin crew responsibilities?**

- A. Direct passengers to the exits and monitor crowd behavior.**
- B. Open exits but fail to assist those needing help.**
- C. Remain seated to conserve time.**
- D. Open and operate exits, guide passengers to safe egress, assist those needing help, and ensure the evacuation is orderly and rapid.**

During an evacuation, cabin crew have to actively manage the process: they open and operate the emergency exits, guide passengers toward the nearest safe egress, assist those who need help, and maintain an orderly, rapid evacuation. This full set of actions ensures everyone can exit quickly and safely, including those with mobility or other needs. Partial actions—like only directing people or failing to assist those needing help—or staying seated would delay evacuation and create danger.

**10. During an evacuation, what is the primary role of cabin crew?**

- A. Close all exits to prevent panic.**
- B. Evacuate all passengers first with no guidance.**
- C. Wait for the captain's signal before acting.**
- D. Open and operate exits, guide passengers to safe egress, assist those needing help, and ensure the evacuation is orderly and rapid.**

During an evacuation, cabin crew must act to get everyone off the aircraft quickly and safely. The primary role is to open and operate the exits, guide passengers to the nearest safe way out, assist those who need help, and keep the evacuation orderly and rapid. They deploy slides when appropriate, issue clear instructions, and direct movement away from hazards, all while checking that no one is left behind and that those needing extra help receive it. This approach ensures a smooth flow of people, reduces crowding and panic, and gets passengers to safety as quickly as possible. In contrast, closing exits would block escape, evacuating without guidance can cause confusion and bottlenecks, and waiting for the captain's signal before acting would delay critical action and increase risk.

## 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](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://ryanairinitialpassengerhandling.examzify.com>**

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

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