

# Southwest Airlines (SWA) Flight Attendant Training - Test One Practice (Sample)

## Study Guide



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**SAMPLE**

## **Questions**

- 1. What indicates that flight attendants may disarm and cross check their doors?**
  - A. When the captain announces readiness**
  - B. When the seatbelt light is turned off**
  - C. When the aircraft reaches cruising altitude**
  - D. When passengers are requested to remain seated**
- 2. What are some signs of a possible security threat on a flight?**
  - A. Traveling with children**
  - B. Unattended baggage and suspicious behavior**
  - C. Using electronics during takeoff**
  - D. Asking about flight duration**
- 3. In addition to the forward-entry stowage compartment, where else should a demo kit be placed?**
  - A. In the last row 24D setback pocket**
  - B. Near the emergency exits**
  - C. In the overhead bins**
  - D. In the galley**
- 4. What is the title of the individual responsible for Base Operations?**
  - A. Director Base Operations**
  - B. Senior Director Base Operations**
  - C. Chief Operations Officer**
  - D. Manager of Base Operations**
- 5. Which of the following should a lead flight attendant communicate to the cockpit?**
  - A. Flight departure times**
  - B. Passenger meal preferences**
  - C. Significant passenger issues and emergencies**
  - D. Weather conditions outside the aircraft**

- 6. What are the levels of service provided on Southwest Airlines?**
- A. Basic, Standard, Premium, First Class**
  - B. None, S, SP, SP\***
  - C. Economy, Business, First Class, Executive**
  - D. Regular, Advanced, Special, Exclusive**
- 7. What should a flight attendant do if they encounter turbulence during a flight?**
- A. Secure the cabin, advise passengers to remain seated, and follow flight protocols**
  - B. Ignore the turbulence and continue serving beverages**
  - C. Encourage passengers to stand up and move around**
  - D. Leave the cabin to check the cockpit**
- 8. What should a flight attendant do if separated from the crew during an emergency?**
- A. Try to find a way to exit the plane**
  - B. Follow designated protocols for communication and regrouping**
  - C. Wait for instructions from passengers**
  - D. Seek assistance from bystanders on the ground**
- 9. How does communication with flight crew differ from communication with passengers?**
- A. It is less formal and more casual**
  - B. It is more direct and follows specific protocols**
  - C. It does not require any specific phrasing**
  - D. It is done in writing only**
- 10. What is the primary purpose of the International Station Resources?**
- A. To outline safety procedures on domestic flights**
  - B. To confirm arrival procedures for international flights**
  - C. To provide customer service training**
  - D. To detail in-flight service guidelines**

## **Answers**

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

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## **Explanations**

SAMPLE

**1. What indicates that flight attendants may disarm and cross check their doors?**

**A. When the captain announces readiness**

**B. When the seatbelt light is turned off**

**C. When the aircraft reaches cruising altitude**

**D. When passengers are requested to remain seated**

The indication for flight attendants to disarm and cross check their doors is typically signaled by the seatbelt light being turned off. This event signifies that the aircraft is no longer in a phase of flight where the potential for turbulence is high, making it safe for the cabin crew to stand and move around the cabin. Disarming the doors is a critical safety procedure that allows for the opening of the doors once the aircraft lands and comes to a complete stop. It's important for flight attendants to wait for this signal to ensure both their safety and that of the passengers, as they prepare for the next steps in their service duties. The other options relate to different phases of flight or actions taken by the flight crew but do not accurately reflect the specific procedural signal for door disarmament.

**2. What are some signs of a possible security threat on a flight?**

**A. Traveling with children**

**B. Unattended baggage and suspicious behavior**

**C. Using electronics during takeoff**

**D. Asking about flight duration**

Unattended baggage and suspicious behavior are significant indicators of a potential security threat on a flight. Flight attendants are trained to remain vigilant and observant, as unattended items in an airport or on an aircraft can pose a risk. It is important for crew members to report any bags that are left behind without an owner, as they could contain explosives or other dangerous materials. Suspicious behavior is another critical aspect that flight attendants must monitor. This can include individuals acting unusually, being overly nervous, or exhibiting behaviors that are inconsistent with standard travel patterns. For instance, someone who is excessively fidgety or who avoids eye contact may raise concerns. Recognizing these signs helps ensure the safety and security of all passengers and crew on board. In contrast, traveling with children, using electronics during takeoff, or asking about flight duration do not inherently indicate a security threat. These actions are common among travelers and typically do not raise alarm. By focusing on unattended baggage and suspicious behavior, flight attendants can better identify and respond to security risks effectively.

**3. In addition to the forward-entry stowage compartment, where else should a demo kit be placed?**

**A. In the last row 24D setback pocket**

**B. Near the emergency exits**

**C. In the overhead bins**

**D. In the galley**

The ideal placement for a demo kit is in the last row setback pocket because this location allows for easy access during the safety demonstration while also ensuring that the kit is secured and out of the way when not in use. Keeping the demo kit in a designated area, such as the last row, allows for a clear view and ensures that all passengers can see the demonstration easily, enhancing their understanding of safety procedures. In contrast, placing the demo kit near the emergency exits may not be optimal as it could obstruct access to these critical areas during the demonstration or emergency situations. The overhead bins could be too high for easy accessibility during a safety briefing, while storing it in the galley may cause unnecessary clutter or make it difficult to reach during a demonstration when passengers are seated. Thus, the last row's setback pocket is the most practical choice for efficiency and effectiveness during safety procedures.

**4. What is the title of the individual responsible for Base Operations?**

**A. Director Base Operations**

**B. Senior Director Base Operations**

**C. Chief Operations Officer**

**D. Manager of Base Operations**

The title of the individual responsible for Base Operations aligns with "Director Base Operations." In a corporate structure, this title typically indicates a senior leadership role with substantial oversight over the operations at a specific location, known as a base. The Director of Base Operations is charged with ensuring that all operational functions are executed efficiently and effectively, maintaining the standards and protocols set by the airline and overseeing the staff involved in these operations. While other titles like Senior Director or Chief Operations Officer imply broader or higher-level responsibilities that encompass more than just base operations, "Director Base Operations" specifically denotes direct responsibility for the operational aspects at that location. The Manager of Base Operations, while also important, usually functions under the director and focuses on day-to-day management rather than strategic oversight. Thus, the "Director Base Operations" title accurately reflects the highest level of responsibility for Base Operations within the specified context.

**5. Which of the following should a lead flight attendant communicate to the cockpit?**

- A. Flight departure times**
- B. Passenger meal preferences**
- C. Significant passenger issues and emergencies**
- D. Weather conditions outside the aircraft**

The appropriate communication to the cockpit primarily revolves around ensuring safety and addressing any significant developments that may impact the flight. When it comes to significant passenger issues and emergencies, it is crucial for the lead flight attendant to relay this information to the cockpit immediately. This can include situations such as medical emergencies, unruly passengers, or any other occurrences that may necessitate the attention of the pilots for the safety of everyone on board. Communicating significant passenger issues enables the flight crew in the cockpit to make informed decisions regarding the flight's operation. They may need to adjust flight plans, prepare for potential emergencies upon landing, or enhance their situational awareness of the cabin environment. The other options, while relevant to the overall flight operation, do not carry the same level of urgency and direct impact on safety as communicating significant passenger issues and emergencies. Flight departure times and meal preferences are managed through other channels within the airline's operational structure, while weather conditions are generally monitored by the pilots through various instruments and systems.

**6. What are the levels of service provided on Southwest Airlines?**

- A. Basic, Standard, Premium, First Class**
- B. None, S, SP, SP\***
- C. Economy, Business, First Class, Executive**
- D. Regular, Advanced, Special, Exclusive**

The correct answer highlights a classification system specifically used by Southwest Airlines known as None, S, SP, and SP\*. This categorization is unique to Southwest's service offerings and reflects their operational model focused on providing a simplified and efficient travel experience. "None" typically refers to basic fare options with no added amenities, while "S," "SP," and "SP\*" represent different tiers of service that may include varying benefits or features. This system allows Southwest Airlines to streamline its offerings while still addressing the needs of various passengers by signaling the level of service they can expect. Other options do not accurately represent the service levels established by Southwest Airlines. For instance, terms like Basic, Standard, Premium, and First Class suggest a tiered structure similar to traditional airlines but do not align with Southwest's specific service identifiers. Likewise, the Economy, Business, First Class, and Executive classifications are commonly used in the airline industry but do not reflect Southwest's unique approach. Finally, Regular, Advanced, Special, and Exclusive do not correspond with the airline's service tier terminology, making them irrelevant in this context.

**7. What should a flight attendant do if they encounter turbulence during a flight?**

- A. Secure the cabin, advise passengers to remain seated, and follow flight protocols**
- B. Ignore the turbulence and continue serving beverages**
- C. Encourage passengers to stand up and move around**
- D. Leave the cabin to check the cockpit**

When encountering turbulence during a flight, a flight attendant should prioritize the safety and well-being of both passengers and crew. Securing the cabin involves ensuring that all items are stowed properly, checking that overhead bins are closed, and making sure that passengers are seated with their seatbelts fastened. Advising passengers to remain seated is crucial, as moving around during turbulence can increase the risk of injury. Following flight protocols ensures that the flight attendant is acting in line with safety regulations and the airline's policies, which are designed to manage such situations effectively. This comprehensive approach protects passengers and prepares the cabin for potential changes in flight conditions. It reflects the responsibility flight attendants have to maintain a safe environment onboard.

**8. What should a flight attendant do if separated from the crew during an emergency?**

- A. Try to find a way to exit the plane**
- B. Follow designated protocols for communication and regrouping**
- C. Wait for instructions from passengers**
- D. Seek assistance from bystanders on the ground**

In the context of this scenario, following designated protocols for communication and regrouping is the correct response for a flight attendant if separated from the crew during an emergency. This approach ensures the safety of the flight attendant and the passengers, as it maintains order and facilitates organized assistance. Established protocols often include guidelines for how crew members should regroup in a predetermined location or how to communicate with each other while ensuring that they are all accounted for in an emergency situation. Following protocols is crucial because it enhances coordination among crew members, enabling them to effectively manage the evacuation or assistance of passengers. Adhering to established procedures minimizes confusion and helps ensure that the team operates effectively during a critical incident. While trying to find a way to exit the plane could seem logical in an emergency, doing so without following established protocols could lead to further disorientation and chaos. Waiting for instructions from passengers may also lead to unpredictable outcomes, as passengers may not have a clear understanding of the emergency management procedures. Seeking assistance from bystanders on the ground does not align with the immediate responsibilities of a flight attendant, as their priority should be to ensure the safety of those on board and follow protocols intended for aircraft emergencies.

**9. How does communication with flight crew differ from communication with passengers?**

- A. It is less formal and more casual**
- B. It is more direct and follows specific protocols**
- C. It does not require any specific phrasing**
- D. It is done in writing only**

Communication with flight crew is more direct and follows specific protocols because it is essential for maintaining safety, efficiency, and coordination during all stages of a flight. Crew members rely on clear, concise, and standardized language to ensure that instructions and information are understood quickly and accurately. For instance, standard phraseology is used in radio communications to avoid misunderstandings, which can be crucial in emergency situations. The need for direct communication also stems from the fact that the flight crew must work collaboratively and respond to rapidly changing situations. In contrast to interactions with passengers, where warmth and approachability are prioritized, crew-to-crew communication emphasizes clarity and adherence to established procedures. By following these protocols consistently, the crew can ensure that everyone is on the same page, minimizing the likelihood of errors and enhancing overall safety on board.

**10. What is the primary purpose of the International Station Resources?**

- A. To outline safety procedures on domestic flights**
- B. To confirm arrival procedures for international flights**
- C. To provide customer service training**
- D. To detail in-flight service guidelines**

The primary purpose of the International Station Resources is to confirm arrival procedures for international flights. This resource is essential for flight attendants as it provides critical information and guidelines tailored for international operations. International flights often have different requirements compared to domestic flights, including customs regulations, immigration processes, and coordination with airport authorities upon arrival. By focusing on arrival procedures, this resource ensures that flight attendants are well-informed and can effectively assist passengers with the necessary protocols and expectations upon landing in a foreign country. This knowledge aids in the efficiency of disembarking and contributes to a smooth transition for passengers from air travel to their destination. While customer service training and in-flight service guidelines are important aspects of a flight attendant's role, they are not the primary focus of the International Station Resources. Safety procedures are also crucial, but these are generally addressed in a separate context concerning overall flight safety rather than the specific needs of an international arrival.