

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

Study Guide



Everything you need from our exam experts!

This is a sample study guide. To access the full version with hundreds of questions,

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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. Don't worry about getting everything right, 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, and take breaks to retain information better.

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.

7. Use Other Tools

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!

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Questions

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- 1. Who provides the international kit during the preflight briefing for flights departing the U.S.?**
 - A. Flight attendant**
 - B. Operations agent**
 - C. Ground crew**
 - D. Flight crew**
- 2. Which rows are designated for service in the 737-800 aircraft?**
 - A. 1-8**
 - B. 9-15**
 - C. 16-22**
 - D. All of the above**
- 3. When must flight attendants assume the brace position?**
 - A. Prior to every takeoff and landing**
 - B. During taxi to the gate**
 - C. When the seatbelt sign is turned on**
 - D. Only in case of turbulence**
- 4. What is the role of Mike Sims at Southwest Airlines?**
 - A. Senior Director Base Operations**
 - B. Vice President Inflight Operations**
 - C. CEO**
 - D. Director Base Operations**
- 5. What is required for passengers seated in the exit row regarding exit cards?**
 - A. One required for each passenger in the exit row and one per other rows of 3**
 - B. One exit card for every two passengers in the exit row**
 - C. No exit cards are needed for the exit row**
 - D. Two required for each passenger in the exit row**

6. What is the last component to consider in the 30-second review?

- A. Brace command**
- B. Evacuation commanders**
- C. Passenger safety briefing**
- D. Crew member positions**

7. What key information must the "A" flight attendant communicate to the "B" flight attendant during the final walk through?

- A. Flight number**
- B. Passenger count**
- C. City pairing**
- D. Service level**

8. When should the cabin door be cracked open during provisioning?

- A. Before disarming the doors**
- B. After disarming of doors**
- C. As soon as the aircraft lands**
- D. Only when instructed by the pilot**

9. What should a flight attendant check before leaving an aircraft that is staying overnight?

- A. Security of passenger belongings**
- B. Exit doors are fully closed**
- C. Availability of snacks for the next crew**
- D. Readiness of emergency procedures**

10. Who is responsible for securing the cabin during the flight?

- A. A flight attendant**
- B. B flight attendant**
- C. C flight attendant**
- D. D flight attendant**

Answers

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

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Explanations

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1. Who provides the international kit during the preflight briefing for flights departing the U.S.?

- A. Flight attendant**
- B. Operations agent**
- C. Ground crew**
- D. Flight crew**

The international kit is an essential collection of items needed for international flights, which typically includes customs forms, information for passengers traveling internationally, and any other necessary documents for a smooth journey. The operations agent is responsible for preparing various logistical elements before a flight departs. This role includes ensuring that all necessary kits and supplies are ready for the crew, which is why the operations agent provides the international kit during the preflight briefing for flights departing the U.S. This task is crucial for maintaining compliance with international regulations and ensuring that flight attendants have the resources they need to assist passengers effectively upon boarding. The role of the operations agent is primarily focused on the coordination and organization of operational resources for the flight, which encompasses the distribution of items like the international kit.

2. Which rows are designated for service in the 737-800 aircraft?

- A. 1-8**
- B. 9-15**
- C. 16-22**
- D. All of the above**

In the Southwest Airlines 737-800 aircraft, service is provided in a range of rows that spans various sections of the cabin. This includes rows 1-8, which are typically in the front where the first class or premium cabin is located, rows 9-15, generally positioned in the main cabin where additional services are offered, and rows 16-22, which include the rear section of the plane. By indicating that all of these rows are designated for service, the answer reflects the inclusive nature of service that flight attendants provide throughout the entire aircraft rather than limiting it to just one area. This comprehensive service approach ensures that all passengers receive attention and assistance, regardless of their seating location, aligning with Southwest Airlines' commitment to customer service. This understanding emphasizes the importance of being well-trained across all sections of the cabin to effectively meet passenger needs.

3. When must flight attendants assume the brace position?

- A. Prior to every takeoff and landing**
- B. During taxi to the gate**
- C. When the seatbelt sign is turned on**
- D. Only in case of turbulence**

Flight attendants must assume the brace position prior to every takeoff and landing as a safety protocol. This is because these phases of flight are considered the most critical and potentially dangerous, especially during unexpected events such as turbulence, emergency landings, or other incidents. Assume the brace position ensures that flight attendants are prepared to protect themselves and assist passengers effectively in case of an emergency. While it might seem logical to think about the other options, they do not align with the established protocols for safety. For example, assuming the brace position during taxi to the gate or only in the event of turbulence does not adequately prepare the crew during critical flight phases. The requirement to take this position also is not activated simply by the seatbelt sign being turned on, as it serves a broader purpose related to the entire takeoff and landing sequence, emphasizing the importance of readiness in those moments.

4. What is the role of Mike Sims at Southwest Airlines?

- A. Senior Director Base Operations**
- B. Vice President Inflight Operations**
- C. CEO**
- D. Director Base Operations**

The role of Mike Sims at Southwest Airlines is as the Senior Director of Base Operations. This position typically involves overseeing the operational activities at a specific base, ensuring that all flight operations run smoothly and efficiently. The Senior Director is responsible for managing staff, coordinating with various departments, and implementing operational policies that adhere to safety and performance standards. In this capacity, Mike Sims would play a crucial role in the day-to-day functioning of the airline, focusing on enhancing customer service and operational reliability, while also ensuring that his team is properly trained and equipped to handle the challenges of airline operations.

5. What is required for passengers seated in the exit row regarding exit cards?

- A. One required for each passenger in the exit row and one per other rows of 3**
- B. One exit card for every two passengers in the exit row**
- C. No exit cards are needed for the exit row**
- D. Two required for each passenger in the exit row**

Passengers seated in the exit row are required to have one exit card for each passenger in that row and one additional card for every three rows behind them. This procedure is crucial because exit cards allow cabin crew to assess and ensure that all exit row occupants understand their responsibilities and are willing to assist in an emergency evacuation. The presence of these cards aids in maintaining safety protocols, confirming that each passenger is aware of the exit procedures, and that there is adequate coverage should an emergency occur. This requirement directly supports the overall safety measures mandated on flights, ensuring that those seated in exit rows are prepared to assist in case of an emergency. It reinforces the idea that handling emergency exits is a collective responsibility among those seated in the same area, thereby increasing the likelihood of a successful evacuation if the need arises.

6. What is the last component to consider in the 30-second review?

- A. Brace command**
- B. Evacuation commanders**
- C. Passenger safety briefing**
- D. Crew member positions**

The last component to consider in the 30-second review is the evacuation commanders. This reflects the importance of leadership and coordination during an emergency situation. Evacuation commanders are responsible for overseeing the safety and efficiency of the evacuation process, and their role becomes critical last during this brief review to ensure that everyone is aware of who will be directing the evacuation. This allows crew members to mentally prepare for their designated responsibilities in a coordinated effort to ensure passenger safety. The 30-second review is designed to quickly reinforce key points before an aircraft's takeoff or landing, ensuring that all crew members are on the same page regarding safety protocols. While aspects like the brace command, passenger safety briefings, and crew member positions are essential, focusing on evacuation commanders as the final component emphasizes preparedness for potential emergencies at the conclusion of this review.

7. What key information must the "A" flight attendant communicate to the "B" flight attendant during the final walk through?

- A. Flight number**
- B. Passenger count**
- C. City pairing**
- D. Service level**

The key information that the "A" flight attendant must communicate to the "B" flight attendant during the final walk-through is the passenger count. This information is critical for several reasons. First, knowing the passenger count allows the crew to ensure that all safety protocols are in place, including the correct number of life vests, oxygen masks, and other emergency equipment. This count ensures that every passenger is accounted for and that the crew is prepared to manage the needs of the entire cabin. Second, having an accurate passenger count aids the flight attendants in planning and coordinating service during the flight. It helps in determining how many meals, beverages, and other supplies will be necessary, thus promoting a more efficient service. Additionally, communication of the passenger count supports overall situational awareness among the flight attendants, allowing them to effectively manage the cabin environment and address any issues that may arise during the flight. This information is vital to ensure the safety and satisfaction of all passengers on board.

8. When should the cabin door be cracked open during provisioning?

- A. Before disarming the doors**
- B. After disarming of doors**
- C. As soon as the aircraft lands**
- D. Only when instructed by the pilot**

The cabin door should be cracked open after the doors are disarmed because this step is part of the safety protocol for preparing the cabin for passenger boarding or deplaning. Disarming the doors ensures that the emergency slide systems are not activated inadvertently, making it safe to open the doors for provisioning and allowing crew members to control the cabin environment effectively. Cracking the door at this stage also allows fresh air into the cabin and assists with the preparation for passenger movement while keeping safety as the foremost priority. The timing is critical to ensure that everything is secured before opening the doors, helping prevent any potential incidents that could arise from opening the cabin door while it is still armed. Opening the door too early could create safety risks, and waiting until instructed by the pilot could delay the boarding or deplaning process unnecessarily. Therefore, the procedure dictates that the door must be cracked only after the appropriate safety measures have been followed.

9. What should a flight attendant check before leaving an aircraft that is staying overnight?

- A. Security of passenger belongings**
- B. Exit doors are fully closed**
- C. Availability of snacks for the next crew**
- D. Readiness of emergency procedures**

Before a flight attendant leaves an aircraft that will be staying overnight, it is crucial to ensure that the exit doors are fully closed. This is an essential safety feature that prevents unauthorized access to the aircraft, protects the interior from the elements, and ensures that the aircraft is secure during its time on the ground. Leaving the doors potentially unsecured could pose a safety risk, allowing entry to unauthorized personnel or animals, and could lead to both theft and damage to the aircraft's interior. While checking the security of passenger belongings, the availability of snacks for the next crew, and the readiness of emergency procedures are all valid considerations in their own right, the immediate priority is the physical security of the aircraft itself. Ensuring that exit doors are completely shut is a critical last step in ensuring the overall safety and integrity of the aircraft before leaving it unattended overnight.

10. Who is responsible for securing the cabin during the flight?

- A. A flight attendant**
- B. B flight attendant**
- C. C flight attendant**
- D. D flight attendant**

The responsibility for securing the cabin during the flight typically falls to the entire crew, including all flight attendants. However, one flight attendant is designated as the lead or primary person to oversee this critical duty during the flight. This role involves ensuring that all safety protocols are followed, passenger compliance is maintained, and the general order of the cabin is kept. The selected flight attendant works closely with the rest of the team to communicate any issues that arise during the flight and to address them promptly. This collaborative approach ensures that the safety and comfort of all passengers are prioritized. While the question may imply a specific individual, the essence of cabin security is a shared responsibility among the entire flight attendant team, which ensures safety via teamwork and adherence to established protocols.

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://swaflightattendanttraining1.examzify.com>

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

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