

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

Study Guide



Everything you need from our exam experts!

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Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	15

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

- 1. What is the purpose of the emergency medical kit (EMK)?**
 - A. To provide emergency medical supplies**
 - B. To serve as a backup for first aid kits**
 - C. To store communications equipment**
 - D. To contain food and water supplies**
- 2. What does the "through count" refer to when deplaning?**
 - A. The total number of passengers present**
 - B. The number of passengers that have just boarded**
 - C. The count of passengers disembarking**
 - D. The count of luggage being loaded**
- 3. True or False: During final descent, you only need to turn the cabin lights to full bright.**
 - A. True**
 - B. False**
 - C. Depends on the flight length**
 - D. Not specified**
- 4. 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**
- 5. What are the Rows For Service for the 737-700 aircraft?**
 - A. 1-8**
 - B. 9-16**
 - C. 17-24**
 - D. All of the above**

- 6. What type of flights requires adjusting lighting for passenger comfort?**
- A. Day flights**
 - B. Short flights**
 - C. Night flights**
 - D. International flights**
- 7. What should a flight attendant do if they discover a fire on board?**
- A. Notify the captain, use the fire extinguishing equipment, and secure the area as necessary**
 - B. Try to put it out themselves without notifying anyone**
 - C. Wait for assistance from passengers**
 - D. Ignore the fire if it is small**
- 8. On a 737-800 aircraft, how many flight attendants must remain on board during passenger deplaning?**
- A. One**
 - B. Two**
 - C. Three**
 - D. None**
- 9. Which resource is essential for confirming the procedures that crew and passengers need to follow upon arrival at an international airport?**
- A. Flight Operations Manual**
 - B. International Station Resources**
 - C. Customer Service Guidelines**
 - D. Emergency Procedures Handbook**
- 10. When you are the "A" flight attendant and have cracked the door, where should you position yourself to allow passengers off the aircraft?**
- A. At the rear of the aircraft**
 - B. In the galley**
 - C. In the forward-entry area**
 - D. Next to the emergency exit**

Answers

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

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Explanations

1. What is the purpose of the emergency medical kit (EMK)?

- A. To provide emergency medical supplies**
- B. To serve as a backup for first aid kits**
- C. To store communications equipment**
- D. To contain food and water supplies**

The purpose of the emergency medical kit (EMK) is to provide emergency medical supplies that are necessary to assist passengers and crew members in the event of a medical emergency on board the aircraft. Such kits are designed to contain a variety of essential medical items, including medications, bandages, and equipment that trained personnel can use to manage medical situations until professional medical help can be obtained upon landing. Emergency medical kits are critical as they enhance the flight crew's ability to respond promptly and effectively to sudden medical crises, thereby ensuring the safety and health of everyone on board. This role is distinct from other options because the EMK is focused specifically on medical emergencies, unlike first aid kits, backup supplies, or items not related to immediate medical needs such as communications equipment or food and water supplies. These do not address the primary function of the EMK, which is emergency medical assistance.

2. What does the "through count" refer to when deplaning?

- A. The total number of passengers present**
- B. The number of passengers that have just boarded**
- C. The count of passengers disembarking**
- D. The count of luggage being loaded**

The "through count" refers specifically to the count of passengers disembarking from the aircraft. This term is crucial for flight attendants to accurately account for the number of passengers who leave the plane, ensuring safety and proper headcounts. Knowing the through count helps to confirm that all passengers have safely exited and aids in managing connections or further boarding processes for subsequent flights. It reflects the importance of maintaining order and security during the deplaning process, as well as ensuring that the cabin crew can successfully account for any possible remaining passengers.

3. True or False: During final descent, you only need to turn the cabin lights to full bright.

- A. True**
- B. False**
- C. Depends on the flight length**
- D. Not specified**

During final descent, it is important for flight attendants to ensure the cabin lights are set appropriately according to safety protocols and passenger comfort. The cabin lights should be turned to a lower level instead of full bright to help passengers adjust to possible changes in lighting conditions during landing, particularly if landing during low-light conditions. Lowering the lights can also enhance visibility for the flight crew and increase passenger awareness of the need to be prepared for disembarkation or emergency procedures. Therefore, simply turning the lights to full bright does not align with established safety practices, making the assertion false.

4. 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.

5. What are the Rows For Service for the 737-700 aircraft?

- A. 1-8**
- B. 9-16**
- C. 17-24**
- D. All of the above**

In the context of Southwest Airlines' service protocols regarding the 737-700 aircraft, the term "Rows For Service" refers to the specific rows in the cabin where flight attendants provide service to passengers during the flight. The correct answer indicates that service is conducted in all designated rows, encompassing rows 1 through 24. This is significant because it allows for a comprehensive understanding of the service patterns that flight attendants follow, ensuring that they cater to passengers throughout the entire cabin rather than being limited to a specific section. When serving an aircraft, it is essential for flight attendants to know which areas they are responsible for, and the inclusion of all rows emphasizes the importance of full cabin service, which is a hallmark of Southwest's customer service approach. This not only enhances the passenger experience but also promotes a coordinated effort among the crew.

6. What type of flights requires adjusting lighting for passenger comfort?

- A. Day flights**
- B. Short flights**
- C. Night flights**
- D. International flights**

Adjusting lighting for passenger comfort is especially important on night flights. This consideration is primarily due to the natural circadian rhythm of the human body, which is influenced by light. In night flights, passengers are often trying to sleep or rest, so the cabin lighting is usually dimmed to create a more conducive environment for relaxation and to simulate nighttime conditions. During these flights, the crew aims to minimize disturbances by reducing light exposure, which can help passengers feel more comfortable and restful during their journey. This contrasts with day flights, where brighter cabin lighting may be more suitable to keep passengers alert and active.

7. What should a flight attendant do if they discover a fire on board?

- A. Notify the captain, use the fire extinguishing equipment, and secure the area as necessary**
- B. Try to put it out themselves without notifying anyone**
- C. Wait for assistance from passengers**
- D. Ignore the fire if it is small**

The focus of a flight attendant's response to a fire on board is critical for the safety of everyone. Notifying the captain is essential because the captain needs to be aware of any emergencies to manage the situation appropriately and coordinate with the rest of the flight crew. Utilizing fire extinguishing equipment immediately addresses the fire, while securing the area helps prevent further injury or damage, and maintains a safe environment for passengers and crew. This multi-step approach ensures that the situation is handled efficiently and reduces potential risks, aligning with the established safety protocols that prioritize the well-being of everyone on the aircraft.

8. On a 737-800 aircraft, how many flight attendants must remain on board during passenger deplaning?

- A. One**
- B. Two**
- C. Three**
- D. None**

On a 737-800 aircraft, it is mandated that at least two flight attendants must remain on board during passenger deplaning. This requirement is crucial for ensuring passenger safety and assisting with emergency protocols if necessary. Having two flight attendants present allows for adequate monitoring of the deplaning process, ensuring that it is conducted smoothly and that any potential issues, such as a medical emergency or a passenger's need for assistance, can be addressed immediately. Additionally, the presence of multiple crew members enhances communication, both with passengers and between the crew and ground personnel, further contributing to the safety and efficiency of the deplaning process.

9. Which resource is essential for confirming the procedures that crew and passengers need to follow upon arrival at an international airport?

- A. Flight Operations Manual**
- B. International Station Resources**
- C. Customer Service Guidelines**
- D. Emergency Procedures Handbook**

The International Station Resources are essential for confirming the procedures that crew and passengers need to follow upon arrival at an international airport because they contain specific information related to each international destination. These resources provide up-to-date details on customs and immigration requirements, security protocols, and specific airport procedures that differ from domestic operations. They serve as a comprehensive guide for crew members to ensure compliance with international regulations and to assist passengers in navigating the arrival process smoothly. In contrast, the Flight Operations Manual primarily focuses on the technical and operational aspects of flight operations rather than passenger arrival procedures at international airports. Customer Service Guidelines are more oriented towards service interactions and procedures during flight and do not delve into the specific requirements pertinent to international arrivals. The Emergency Procedures Handbook covers safety protocols and emergency situations but does not provide the necessary information regarding arrival processes at international airports. Thus, the International Station Resources are the most relevant and necessary tool for confirming procedures that everyone must follow upon arrival.

10. When you are the "A" flight attendant and have cracked the door, where should you position yourself to allow passengers off the aircraft?

- A. At the rear of the aircraft**
- B. In the galley**
- C. In the forward-entry area**
- D. Next to the emergency exit**

Positioning yourself in the forward-entry area when you are the "A" flight attendant and have cracked the door is crucial for ensuring a smooth and safe disembarkation process for passengers. Being in this area allows you to effectively manage the flow of passengers exiting the aircraft, guiding them as needed and providing any necessary assistance. This location also enables you to maintain a clear line of sight for monitoring the cabin and ensuring that all passengers are leaving the aircraft safely and efficiently. Additionally, it puts you in close proximity to communicate with the flight deck if necessary and respond to any unexpected situations that may arise during the disembarkation process. Other locations, like the rear of the aircraft or the galley, would hinder your ability to oversee the exit process effectively. Being next to the emergency exit could also create confusion as passengers may not be directed to use that exit unless it has been announced as a designated evacuation point. Therefore, positioning yourself in the forward-entry area is the most strategic and efficient choice for facilitating passenger disembarkation.

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!