

Southwest Airlines (SWA) Test 2 Practice (Sample)

Study Guide



Everything you need from our exam experts!

Copyright © 2025 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain from reliable sources accurate, complete, and timely information about this product.

SAMPLE

Questions

SAMPLE

- 1. Can customers book flight packages that include hotels and rentals with Southwest?**
 - A. No, only flights are available**
 - B. Yes, through Southwest Vacations**
 - C. Only package deals are available for charter flights**
 - D. Only hotel packages can be booked**
- 2. On the 737-800 aircraft, where can radio headset jacks be found?**
 - A. Front lav at row 1, 4, 7**
 - B. Pax service unit at row 5, 15, 26**
 - C. Attendant stations at row 6, 16, 24**
 - D. Overhead compartments at row 2, 18, 22**
- 3. How does Southwest Airlines approach diversity and inclusion?**
 - A. By limiting hiring to specific demographics**
 - B. By promoting a diverse workforce and inclusive work environment**
 - C. By offering mandatory diversity training only**
 - D. By following government regulations exclusively**
- 4. What is your responsibility regarding hazardous items discovered on the aircraft?**
 - A. Report them immediately**
 - B. Dispose of them carefully**
 - C. Keep them in a safe spot**
 - D. Ignore them if they seem minor**
- 5. In the event of a cabin decompression, which action should be prioritized?**
 - A. Secure items in the galley**
 - B. Don oxygen masks immediately**
 - C. Check passenger seat belts**
 - D. Contact the flight deck**

- 6. What resource can be consulted if an unknown substance is discovered on the aircraft?**
- A. FAM**
 - B. Flight Manual**
 - C. Safety Handbook**
 - D. Operations Manual**
- 7. What is NOT included in the items typically found in a First Aid Kit?**
- A. Hematology analyzer**
 - B. Antiseptic swabs**
 - C. Adhesive bandage compresses**
 - D. Ammonia inhalants**
- 8. How does Southwest Airlines handle flight delays?**
- A. By providing no information until the flight is ready to board**
 - B. By keeping passengers informed about updates**
 - C. By denying responsibility until the flight is canceled**
 - D. By offering refunds for all delays**
- 9. What is the purpose of ammonia inhalants found in the FAK?**
- A. To clean wounds**
 - B. To stimulate consciousness**
 - C. To alleviate pain**
 - D. To sanitize surfaces**
- 10. Which class of hazardous materials includes corrosives?**
- A. Class 8**
 - B. Class 4**
 - C. Class 5**
 - D. Class 2**

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. Can customers book flight packages that include hotels and rentals with Southwest?

A. No, only flights are available

B. Yes, through Southwest Vacations

C. Only package deals are available for charter flights

D. Only hotel packages can be booked

Customers can indeed book flight packages that include hotels and rental cars through Southwest Vacations. This option allows customers to create a more comprehensive travel experience by bundling their flights with accommodations and transportation. This service not only provides flexibility and convenience but often comes with savings when booking multiple components together. The availability of these packages reflects Southwest's commitment to customer service, allowing them to tailor their travel plans according to their individual needs. Travelers benefit from being able to manage their trip bookings through a single platform, simplifying the planning process. The other options are limited in scope. The first option implies that only flights are available, which overlooks the broader offerings of Southwest Vacations. The third option focuses solely on charter flights, which is a niche market and does not address the general travel packages available to the majority of customers. The fourth option incorrectly states that only hotel packages can be booked, ignoring the inclusion of flights and rentals in the vacation packages.

2. On the 737-800 aircraft, where can radio headset jacks be found?

A. Front lav at row 1, 4, 7

B. Pax service unit at row 5, 15, 26

C. Attendant stations at row 6, 16, 24

D. Overhead compartments at row 2, 18, 22

The radio headset jacks on the 737-800 aircraft are located in the passenger service unit, which is situated above the seats. This unit typically provides passengers with various services, including lighting and air controls, as well as the audio ports for headsets. The specific rows mentioned—5, 15, and 26—align with common configurations in the aircraft's seating arrangement, ensuring access to the headsets for passengers seated in those rows. This option highlights the importance of passenger comfort and engagement during flights, allowing people to enjoy audio entertainment or communicate if needed. Understanding this feature is crucial for flight attendants as it enhances the in-flight experience for passengers.

3. How does Southwest Airlines approach diversity and inclusion?

- A. By limiting hiring to specific demographics**
- B. By promoting a diverse workforce and inclusive work environment**
- C. By offering mandatory diversity training only**
- D. By following government regulations exclusively**

Southwest Airlines demonstrates a proactive approach to diversity and inclusion by promoting a diverse workforce and fostering an inclusive work environment. This approach involves actively seeking to hire individuals from a variety of backgrounds, ensuring that the team reflects a wide range of perspectives and experiences. The company recognizes that diversity enhances creativity and innovation, which ultimately benefits both employees and customers. By cultivating an inclusive work environment, Southwest Airlines not only values diversity but also supports the unique contributions of each employee. This includes creating policies and practices that encourage collaboration, respect, and understanding among all employees. Such an environment is crucial for attracting and retaining talent, as it allows individuals to feel valued and empowered to express themselves fully. This comprehensive commitment goes beyond simply adhering to government regulations or limiting training to mandatory sessions; it integrates diversity and inclusion into the fabric of the company's culture and operational practices.

4. What is your responsibility regarding hazardous items discovered on the aircraft?

- A. Report them immediately**
- B. Dispose of them carefully**
- C. Keep them in a safe spot**
- D. Ignore them if they seem minor**

Reporting hazardous items immediately is essential for ensuring the safety of all individuals on board the aircraft. When hazardous materials are discovered, quick reporting allows trained professionals to assess the situation and take the appropriate measures to handle and mitigate any potential risks. This is critical not only for the immediate safety of the passengers and crew but also for compliance with regulations regarding hazardous materials in aviation. Taking action such as disposing of the items or keeping them in a safe spot may seem reasonable but should only be done by personnel with the proper training and authority. Ignoring such items, even if they appear minor, poses a significant risk and is contrary to safety protocols. Thus, the responsibility to report them promptly lays the necessary groundwork for effective management of hazardous situations.

5. In the event of a cabin decompression, which action should be prioritized?

- A. Secure items in the galley**
- B. Don oxygen masks immediately**
- C. Check passenger seat belts**
- D. Contact the flight deck**

In the event of cabin decompression, the top priority is to don oxygen masks immediately. This critical action is essential for ensuring that both crew members and passengers can receive the necessary oxygen to breathe in a sudden loss of cabin pressure. The atmosphere at cruising altitudes is insufficient for human survival without supplemental oxygen, and every moment counts in such emergencies. Promptly securing oxygen masks provides vital support, maintaining consciousness and the ability to perform further safety protocols. Other actions, while important, may not be as urgent in the immediate moments following decompression. Securing items in the galley could be necessary for safety and preventing hazards, but it should not take precedence over addressing the immediate risk of hypoxia. Checking passenger seat belts is important for safety but is secondary to ensuring that everyone is getting oxygen. Contacting the flight deck is also vital for coordinating responses, yet the crew must first ensure that they and the passengers are equipped to handle the physiological effects of rapid decompression. Thus, the priority is to don oxygen masks immediately to safeguard health and facilitate further action.

6. What resource can be consulted if an unknown substance is discovered on the aircraft?

- A. FAM**
- B. Flight Manual**
- C. Safety Handbook**
- D. Operations Manual**

The FAM, or Flight Attendant Manual, is the most appropriate resource to consult in the event of discovering an unknown substance on an aircraft. This manual contains specific procedures and guidelines for flight attendants to follow during various in-flight situations, including handling hazardous materials or unknown substances. It outlines the appropriate safety protocols, which may include steps for assessing the situation, notifying the proper authorities, and taking preventive actions to ensure the safety and security of both passengers and crew. In contrast, while the Flight Manual provides essential information regarding the aircraft's operational capabilities and limitations, it is not designed to address the immediate concerns flight attendants may face with an unknown substance. The Safety Handbook may also cover general safety principles but lacks the focused, actionable guidance tailored to the unique circumstances that flight attendants will encounter in-flight. The Operations Manual primarily targets operational procedures for managing the airline's day-to-day functions and would not specifically address issues related to unknown substances or emergencies on board. Thus, the FAM stands out as the most relevant resource for flight attendants in this scenario.

7. What is NOT included in the items typically found in a First Aid Kit?

- A. Hematology analyzer**
- B. Antiseptic swabs**
- C. Adhesive bandage compresses**
- D. Ammonia inhalants**

A hematology analyzer is a specialized piece of medical equipment used for testing blood samples in a laboratory setting. It analyzes various components of blood, including red and white blood cells, hemoglobin levels, and other blood criteria. This type of equipment is complex, bulky, and not designed for immediate or first-response medical situations, making it unsuitable for inclusion in a typical First Aid Kit. In contrast, antiseptic swabs, adhesive bandage compresses, and ammonia inhalants are all items that are commonly found in First Aid Kits. Antiseptic swabs are used for cleaning wounds to prevent infection, adhesive bandage compresses are used for covering and protecting wounds, and ammonia inhalants can be used to revive someone who has fainted. These items are essential for providing immediate care in emergencies, highlighting the significant difference between the diagnostic function of a hematology analyzer and the practical use of the other items listed.

8. How does Southwest Airlines handle flight delays?

- A. By providing no information until the flight is ready to board**
- B. By keeping passengers informed about updates**
- C. By denying responsibility until the flight is canceled**
- D. By offering refunds for all delays**

Maintaining clear communication with passengers during flight delays is essential for fostering a positive customer experience. Southwest Airlines places a strong emphasis on keeping passengers informed about updates regarding their flights. This proactive approach ensures that travelers are aware of the situation and any changes to their itinerary, which can reduce anxiety and frustration associated with delays. Passengers often appreciate receiving timely notifications about the estimated wait time and other relevant information, helping to manage their expectations and planning. By prioritizing transparency, Southwest Airlines seeks to build trust and loyalty among its customers, making option B the most accurate choice in how they handle flight delays.

9. What is the purpose of ammonia inhalants found in the FAK?

- A. To clean wounds**
- B. To stimulate consciousness**
- C. To alleviate pain**
- D. To sanitize surfaces**

The purpose of ammonia inhalants found in the First Aid Kit (FAK) is to stimulate consciousness. When a person becomes faint or loses consciousness, the inhalation of ammonia vapor can provoke a quick respiratory reflex, helping to rouse the individual. This is due to the irritating properties of ammonia, which can create a strong sensory response that encourages the person to regain awareness. It is important to note that while ammonia inhalants can provide a method for quick stimulation, they are not intended for regular use and should not replace proper medical care in serious situations. In contrast, the other options do not align with the intended use of ammonia inhalants. They are not designed to clean wounds or sanitize surfaces, and while they may have a temporary effect on someone's perception of pain due to the disruption they cause, they are not a pain relief method like analgesics or other pain management options.

10. Which class of hazardous materials includes corrosives?

- A. Class 8**
- B. Class 4**
- C. Class 5**
- D. Class 2**

Class 8 of hazardous materials is specifically designated for corrosive substances. Corrosives are materials that can cause destruction of living tissue or severe corrosion of material, through chemical reactions. This classification is important in transportation and handling procedures to ensure safety, as corrosive materials can pose significant health risks and can also damage containers and equipment if not handled properly. To understand this in a broader context, other classes of hazardous materials serve different purposes. Class 4 includes flammable solids, Class 5 comprises oxidizers and organic peroxides, and Class 2 includes gases. Each class targets specific types of hazards associated with the materials it encompasses, which helps transport authorities, emergency responders, and other stakeholders manage risks associated with these substances effectively.