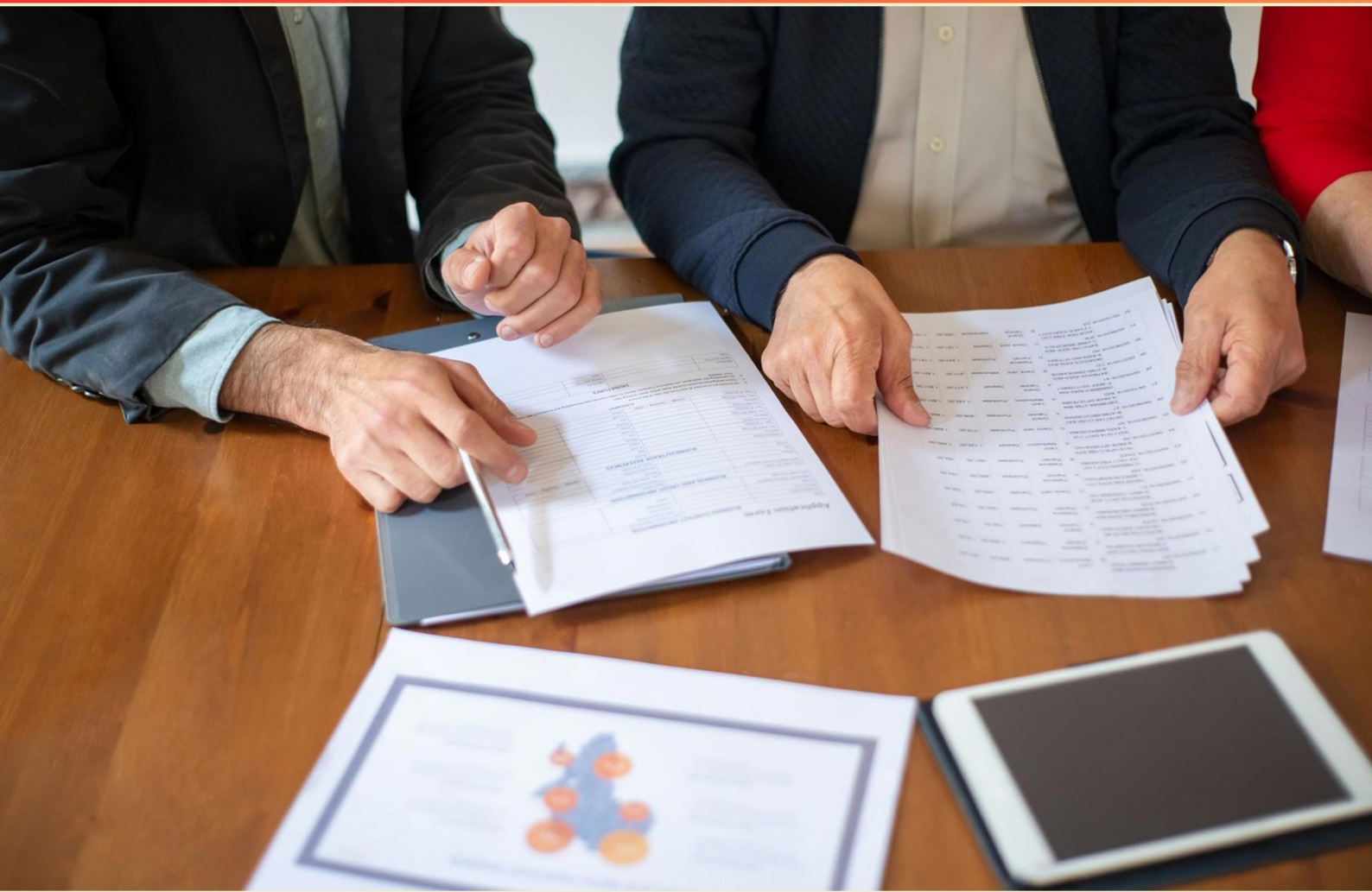


UNITE SOP PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE

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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 item is included among United Required Items?**
 - A. Wings
 - B. Name Bar
 - C. Thermometer / Face Mask / Vaccination Card
 - D. Pen
- 2. Flight Attendants must perform a live safety demonstration in their assigned areas even if no customers are seated there.**
 - A. True
 - B. False
 - C. Only if requested
 - D. Not required
- 3. Flight attendant exit row verification is?**
 - A. Asses / Verify Notify
 - B. Assess / Verify Notify
 - C. Assess / Notify
 - D. Verify / Notify
- 4. What is the first step in door procedures when arming or disarming the door?**
 - A. Check and Confirm
 - B. Open the door
 - C. Notify the captain
 - D. Stop, Drop and Review
- 5. Which elements are typically included in a records retention format?**
 - A. Retention period, storage location, access restrictions, disposal method.
 - B. Only retention period.
 - C. Only disposal method.
 - D. Email backup policy.

- 6. Which of the following is the third word of the INFORM acronym?**
- A. Obtain
 - B. Review
 - C. Furnish
 - D. Manage
- 7. What is the expected format for records retention in an SOP?**
- A. Retention period.
 - B. Storage location and access controls.
 - C. Disposal method.
 - D. Specified retention period, storage location, access restrictions, and disposal method.
- 8. Which items are evidence of SOP compliance?**
- A. Safety data sheets only.
 - B. Production schedules.
 - C. Records showing execution, traceability, person performing steps, dates, and deviations/corrective actions.
 - D. Marketing campaign reports.
- 9. True or False: Customers can board if 50% of the minimum crew is on board.**
- A. True
 - B. False
 - C. Not enough information
 - D. Depends on flight
- 10. Which practice applies to FAs when announcements are issued in eFAAB?**
- A. FAs must read announcements verbatim.
 - B. FAs are free to read or ignore as they see fit.
 - C. FAs should delete announcements after 24 hours.
 - D. FAs can forward announcements to peers instead.

Answers

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

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Explanations

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1. Which item is included among United Required Items?

- A. Wings
- B. Name Bar
- C. Thermometer / Face Mask / Vaccination Card
- D. Pen

The idea being tested is which item serves as an official credential or identifier that must accompany crew for United operations. Wings are an official insignia earned by pilots and crew and are treated as a recognized credential that signifies qualification and authority. Because of that, they're listed as a required item to carry or display, ensuring clear identification of who is authorized to operate in the flight or cabin environment. Other items may be useful in certain contexts, but they don't function as the mandatory credential in the same way. A name bar is part of the uniform but isn't itself a credential. Health-related items like a thermometer, mask, or vaccination card relate to safety procedures at times, but aren't universally listed as a required item for all roles. A pen is a handy tool, but it isn't an official credential or identifier. So the wings stand out as the item that is specifically required to verify eligibility and role.

2. Flight Attendants must perform a live safety demonstration in their assigned areas even if no customers are seated there.

- A. True
- B. False
- C. Only if requested
- D. Not required

Safety demonstrations are delivered to passengers who are on board and seated. If there are no customers in your assigned area, there's nothing to instruct there, so a live demo isn't required in that empty space. The goal is to ensure everyone who is present understands how to use seat belts, oxygen masks, life vests, and how to evacuate. If passengers are in other areas, you would perform the demonstration there, or rely on an alternative method (like a video) to cover those passengers.

3. Flight attendant exit row verification is?

- A. Asses / Verify Notify
- B. Assess / Verify Notify
- C. Assess / Notify
- D. Verify / Notify

The concept being tested is the three-step safety workflow for exit row verification: assess the situation, verify the information, and notify the appropriate party. The best choice presents that exact sequence as Assess / Verify / Notify, which aligns with the idea of first determining whether the exit row is suitable, then confirming the findings, and finally informing others if action is needed. Remember that the first action is to assess; the option uses that sequence, even though the first word is commonly misspelled as "Asses." The remaining steps—Verify and Notify—follow in the correct order, which is why this option is the most appropriate. Other sequences skip a step or place Notify before verification, which would disrupt the safety workflow.

4. What is the first step in door procedures when arming or disarming the door?

- A. Check and Confirm
- B. Open the door
- C. Notify the captain
- D. Stop, Drop and Review**

The first step in door procedures when arming or disarming is to Stop, Drop and Review. This safety pause makes you take a moment to assess the situation before any action: you stop what you're doing, drop into a safe posture to observe the doorway and surrounding area, and review what you're about to change and who is nearby. That pause helps verify you've got the right door, that no one is in the doorway or at risk, and that you have the proper authority to proceed. Only after this review should you move on to confirming the door status and then arming or disarming. Opening the door would skip the essential safety check, and notifying the captain or just "checking and confirming" are steps that come after you have established a safe context through the initial pause.

5. Which elements are typically included in a records retention format?

- A. Retention period, storage location, access restrictions, disposal method.**
- B. Only retention period.
- C. Only disposal method.
- D. Email backup policy.

A records retention format should define how long records are kept, where they are stored, who can access them, and how they are disposed. This combination ensures the records are managed consistently, securely, and in compliance with regulations. The retention period tells how long to keep the records; the storage location identifies where they reside (physical or digital); access restrictions control who may view or handle them; and the disposal method explains how to securely destroy or delete them when their retention period ends. The other options are incomplete: focusing only on the retention period misses storage and access concerns, while focusing only on disposal misses how long and where to keep the records and who can access them. An email backup policy is a separate guideline, not the overall retention format.

6. Which of the following is the third word of the INFORM acronym?

- A. Obtain
- B. Review
- C. Furnish**
- D. Manage

INFORM is a six-step sequence laid out in order by the letters I, N, F, O, R, M. The third position corresponds to the letter F, so the third word is the one that starts with F. Furnish fits that spot, and in this SOP context it means to provide or supply the necessary information or resources. The other options align with the other steps in the acronym and do not occupy the third slot.

7. What is the expected format for records retention in an SOP?

- A. Retention period.
- B. Storage location and access controls.
- C. Disposal method.
- D. Specified retention period, storage location, access restrictions, and disposal method.**

In an SOP, how records are retained should cover the full lifecycle: how long to keep them, where they're stored, who can access them, and how they're disposed of. The best answer includes all four elements—specified retention period, storage location, access restrictions, and disposal method—because this creates a complete, secure, and compliant process from creation through disposal. Only stating the retention period misses where and how to store and who may view the records; focusing only on storage and access ignores how long the records must be kept or how to dispose of them; and specifying disposal methods alone lacks the time frame and the controls needed during storage and access. The comprehensive format ensures consistency, security, and proper compliance across the organization.

8. Which items are evidence of SOP compliance?

- A. Safety data sheets only.
- B. Production schedules.
- C. Records showing execution, traceability, person performing steps, dates, and deviations/corrective actions.**
- D. Marketing campaign reports.

Documentation of how a procedure is actually carried out is what demonstrates SOP compliance. Records that show execution, traceability, who performed each step, the dates, and any deviations with the corresponding corrective actions provide an auditable trail that proves the procedure was followed and issues were handled properly. This kind of evidence is essential for quality control, regulatory audits, and accountability, because it shows not just what was planned, but what happened in practice and how exceptions were managed. Safety data sheets focus on hazards and safe handling, not on proving that a specific SOP was followed. Production schedules reveal planned timelines, not whether the steps were executed as written or who did them. Marketing campaign reports relate to external communications and business activities, not to adherence to standard operating procedures in production or quality processes.

9. True or False: Customers can board if 50% of the minimum crew is on board.

- A. True
- B. False**
- C. Not enough information
- D. Depends on flight

The key idea is that safety and service readiness hinge on having the required number of cabin crew on board. The minimum crew number is the safety baseline needed to handle passenger safety, briefing, and potential emergencies. Boarding can start only when that minimum crew is present, so arriving with only half of them would leave the cabin understaffed to manage safety duties. That's why the statement is false. There isn't enough information to justify a different rule, and it isn't a flight-by-flight exception; regulations and company SOPs specify that you must have the minimum crew on board before boarding.

10. Which practice applies to FAs when announcements are issued in eFAAB?

- A. FAs must read announcements verbatim.**
- B. FAs are free to read or ignore as they see fit.
- C. FAs should delete announcements after 24 hours.
- D. FAs can forward announcements to peers instead.

When official announcements are issued in eFAAB, FAs are required to read them verbatim. Conveying the exact wording ensures everyone receives the same information, preserving accuracy and preventing misinterpretation of instructions. Paraphrasing or ignoring the content can lead to confusion, missed steps, or incorrect actions, which is why the precise text is essential. Reading verbatim also supports a clear, auditable record of what was communicated and agreed upon. The other options would undermine consistency and the official channel: ignoring, deleting, or forwarding content outside the designated system can create gaps, miscommunication, or bypass the proper process.

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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://unitesop.examzify.com>

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

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