United Airlines Inflight Services Practice Exam (Sample)

Study Guide

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Questions

1. What turbulence-related information should flight attendants be familiar with regarding their flight route?

A. Turbulence patterns

B. Layover locations

C. The schedule of meal services

D. The passenger list

2. How should flight attendants respond to a medical emergency on board?

A. Call for assistance without assessing the situation

B. Assess the situation, provide first aid, and call for assistance

C. Wait for the flight captain to handle it

D. Ask passengers if anyone is a doctor

3. What phrase indicates that flight attendants must immediately take their seats during turbulence?

A. "Emergency procedures in effect"

B. "Flight attendants, be seated immediately"

C. "All crew members to stations"

D. "Prepare for landing now"

4. Which medical kit is available first for licensed medical professionals on board?

A. First Aid Kit

B. First Response Kit

C. Advanced Care Kit

D. Emergency Medical Kit

5. How many Unaccompanied Minors (UMNRs) are approved to be on each flight?

A. 2

B. 4

C. 6

D. 8

6. What are common sources of in-flight food waste?

- **A. Leftover luxury snacks**
- **B. Unused entertainment materials**
- **C. Unfinished meals, snacks, and beverage leftovers**
- **D. Excessive napkins and utensils**

7. What does the exit row briefing primarily assess?

- **A. Ability to assist with luggage**
- **B. Comfort level in sitting in the exit row**
- **C. Qualification, willingness, and ability to perform exit row functions**
- **D. Understanding of in-flight services**

8. What is one essential item that should be included in onboard emergency kits?

- **A. Snacks**
- **B. Defibrillator**
- **C. Reading materials**
- **D. Extra blankets**

9. What does '10-5-0' represent in relation to aircraft departure procedures?

- **A. Jetbridge door closure, aircraft door closure, scheduled departure**
- **B. Passenger boarding time, cabin checks, food service**
- **C. Flight check-in time, preflight announcements, safety checks**
- **D. Fuel checks, engine startup, cabin readiness**

10. What is the minimum pressure required for a portable oxygen bottle during preflight checks?

- **A. 1200 psi**
- **B. 1500 psi**
- **C. 1600 psi**
- **D. 1800 psi**

Answers

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

Explanations

1. What turbulence-related information should flight attendants be familiar with regarding their flight route?

A. Turbulence patterns

B. Layover locations

C. The schedule of meal services

D. The passenger list

Flight attendants should be well-informed about turbulence patterns on their flight route because this knowledge is crucial for ensuring passenger safety and comfort. Understanding where turbulence may occur allows flight attendants to prepare both themselves and the passengers for potential disruptions during the flight. This preparation includes securing service items, offering reassurance to nervous passengers, and implementing safety measures, such as advising passengers to remain seated with their seatbelts fastened when necessary. Being aware of turbulence patterns enhances situational awareness, allowing flight attendants to provide excellent service while prioritizing safety. While layover locations, meal service schedules, and passenger lists are important aspects of a flight, they do not directly relate to the immediate risks and safety considerations posed by turbulence. Layover locations pertain more to logistics and scheduling, meal service is focused on in-flight service planning, and knowing the passenger list is essential for customer service but not specifically for managing turbulence during the flight.

2. How should flight attendants respond to a medical emergency on board?

A. Call for assistance without assessing the situation

B. Assess the situation, provide first aid, and call for assistance

C. Wait for the flight captain to handle it

D. Ask passengers if anyone is a doctor

In a medical emergency on board, it is crucial for flight attendants to take a structured and effective approach to ensure the safety and well-being of all passengers. Assessing the situation allows flight attendants to understand the severity of the medical issue at hand and determine the appropriate response. This initial assessment is key to providing the necessary first aid, which could include stabilizing the patient's condition, providing oxygen, or using any onboard medical equipment if available. Calling for assistance afterward ensures that more advanced medical help is on the way, giving passengers the best possible care. Flight attendants are trained to handle emergencies efficiently and prioritize passenger safety, and taking these steps enables them to act decisively while awaiting further assistance from medical professionals or the flight captain. This comprehensive response is essential to managing medical emergencies effectively and demonstrating the crew's preparedness and training.

3. What phrase indicates that flight attendants must immediately take their seats during turbulence?

A. "Emergency procedures in effect"

B. "Flight attendants, be seated immediately"

C. "All crew members to stations"

D. "Prepare for landing now"

The phrase "Flight attendants, be seated immediately" serves as a direct instruction to flight attendants, indicating that they must take their seats without delay during turbulence. This specific instruction emphasizes the urgency of the situation, ensuring the safety of both the crew and passengers. When turbulence occurs, it is essential for the flight attendants to be seated securely to prevent any risk of injury, as during such events they could be thrown about the cabin if they remain standing. This phrase provides clear, unambiguous guidance to crew members in a way that highlights the immediate need for safety measures. Other phrases might signal preparation for various scenarios, but they do not convey the same immediate action focused on the safety of the cabin crew during turbulence as clearly as this specific instruction does.

4. Which medical kit is available first for licensed medical professionals on board?

A. First Aid Kit

B. First Response Kit

C. Advanced Care Kit

D. Emergency Medical Kit

The First Response Kit is the correct choice as the medical kit available first for licensed medical professionals on board. This kit is designed to provide immediate assistance for medical emergencies that may arise during a flight. It contains essential supplies and equipment that allow trained personnel to address basic medical needs until further help can be arranged upon landing or until more advanced medical care can be provided. The other kits, while they serve important purposes, are not typically the first available option for licensed medical professionals. The First Aid Kit generally contains items for minor injuries and common ailments, which might not cater to the needs of situations requiring professional medical intervention. The Advanced Care Kit and Emergency Medical Kit contain more comprehensive supplies and equipment but are used in conjunction with or after the initial response addressed by the First Response Kit. Thus, the First Response Kit is prioritized to enable quick action during a medical emergency.

5. How many Unaccompanied Minors (UMNRs) are approved to be on each flight?

A. 2

B. 4

C. 6

D. 8

The regulation allowing six Unaccompanied Minors (UMNRs) per flight is a policy designed to ensure that airlines can maintain a high level of supervision and safety for these young passengers. This limit allows staff to provide adequate attention and resources to each child, ensuring their needs are met throughout the journey. Having a specific cap on the number of UMNRs helps ensure that the airline can manage their safety and provide the necessary support, like check-in assistance, gate supervision, and onboard monitoring. This policy reflects a commitment to the care and safety of minors traveling alone, recognizing that providing a supportive environment plays a significant role in their travel experience. By setting this limit, the airline can efficiently coordinate and plan the logistics required to care for UMNRs, striking a balance between accommodating families traveling with children and maintaining a safe environment in the aircraft.

6. What are common sources of in-flight food waste?

A. Leftover luxury snacks

B. Unused entertainment materials

C. Unfinished meals, snacks, and beverage leftovers

D. Excessive napkins and utensils

Common sources of in-flight food waste often include unfinished meals, snacks, and beverage leftovers. Passengers might not consume all the food provided to them for various reasons, such as portion size, personal preferences, or simply being full. This contributes significantly to the amount of food thrown away after a flight, making it a major category of waste in aviation. Considering the other choices, while leftover luxury snacks can contribute to waste, they are generally not as significant a source as the more substantial meals and beverages that are often left unfinished. Unused entertainment materials, while they may also be discarded, fall outside the realm of food waste and pertain more to non-food items. Excessive napkins and utensils can indeed lead to waste, but they typically do not compare in volume or impact to the food that is not consumed. Thus, the primary drivers of in-flight food waste are the remnants of meals and drinks, making that the most relevant and impactful category in this context.

7. What does the exit row briefing primarily assess?

A. Ability to assist with luggage

B. Comfort level in sitting in the exit row

C. Qualification, willingness, and ability to perform exit row functions

D. Understanding of in-flight services

The exit row briefing primarily assesses qualifications, willingness, and the ability to perform exit row functions because passengers seated in exit rows have specific responsibilities in the event of an emergency. This assessment ensures that individuals are aware of their duties, which may include operating emergency exits and assisting other passengers during evacuations. It's essential for those seated in exit rows to confirm their physical capability to perform these tasks effectively. They need to be willing and mentally prepared to act in high-pressure situations, which can greatly influence safety outcomes during emergencies. By focusing on these factors, crew members can ensure that the passengers in these critical seats are suitable for the responsibilities assigned to them, contributing to overall passenger safety. Understanding in-flight services, comfort levels, or the ability to assist with luggage, while relevant in specific contexts, do not address the critical safety responsibilities required of exit row passengers and thus are not the focus of the exit row briefing.

8. What is one essential item that should be included in onboard emergency kits?

A. Snacks

B. Defibrillator

C. Reading materials

D. Extra blankets

Including a defibrillator in onboard emergency kits is essential because it serves a critical function in treating life-threatening cardiac emergencies. A defibrillator is designed to restore a normal heart rhythm to individuals experiencing sudden cardiac arrest by delivering an electric shock. In the event of a passenger experiencing such an emergency, having a defibrillator readily available can significantly increase the chances of survival by providing timely intervention. Onboard emergency kits are primarily intended for managing medical emergencies, and thus items like a defibrillator are prioritized in order to address the most acute health risks that can occur during a flight. Quick access to this device can make a lifesaving difference, which is why it is considered essential in any comprehensive emergency preparedness plan on an aircraft. Understanding the importance of having a well-stocked emergency kit, tailored specifically for medical emergencies, can help ensure effective response in critical situations.

9. What does '10-5-0' represent in relation to aircraft departure procedures?

A. Jetbridge door closure, aircraft door closure, scheduled departure

B. Passenger boarding time, cabin checks, food service

C. Flight check-in time, preflight announcements, safety checks

D. Fuel checks, engine startup, cabin readiness

The representation of '10-5-0' in relation to aircraft departure procedures refers to specific time markers that are quite critical for ensuring a smooth and timely departure. The '10' signifies that the jetbridge door closure should occur 10 minutes prior to the scheduled departure, ensuring that all passengers are on board and that the aircraft is prepared for departure. The '5' indicates that the aircraft door closure happens 5 minutes before departure, which allows the crew to complete their final checks and secure the aircraft for takeoff. Finally, the '0' represents the scheduled departure time itself, marking when the aircraft is officially set to leave the gate. This sequence is essential in maintaining the schedule and aligning the various processes involved in getting the aircraft ready to depart. It encapsulates a timeline that crew members rely on to manage their tasks effectively and ensures that all safety protocols and procedures are followed before the aircraft is airborne.

10. What is the minimum pressure required for a portable oxygen bottle during preflight checks?

A. 1200 psi

B. 1500 psi

C. 1600 psi

D. 1800 psi

The minimum pressure required for a portable oxygen bottle during preflight checks is set at 1600 psi. This threshold is crucial because it ensures that sufficient oxygen is available for passengers or crew who may need it during flight, particularly in situations involving decompression or hypoxia. By maintaining this minimum pressure, United Airlines can ensure the safety and comfort of its passengers in case of emergency scenarios where supplemental oxygen is essential. Choosing a lower pressure than 1600 psi could potentially compromise the oxygen supply, leaving individuals without the necessary support during critical moments. Additionally, the consistent standard of 1600 psi across various aircraft helps streamline safety protocols, enabling flight crews to reliably assess oxygen bottle status before departure. This standardization ensures that all portable oxygen systems are adequately prepared for any emergency that could arise at altitude.