

United Airlines SOP Practice Test (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

- 1. What should be done during a manual customer count request?**
 - A. Notify the flight deck immediately**
 - B. Complete the Inflight Preliminary Report**
 - C. Distribute snacks to passengers**
 - D. Check emergency exits**
- 2. What action is involved when documenting an incident according to United's SOPs?**
 - A. Providing personal opinions on the incident**
 - B. Recording the facts and actions taken**
 - C. Summarizing the incident in general terms**
 - D. Disregarding the need for documentation**
- 3. Which of the following is NOT a type of oxygen provided in the flight deck?**
 - A. Emergency oxygen**
 - B. Supplemental oxygen**
 - C. First aid oxygen**
 - D. Loft oxygen**
- 4. When is the sterile light illuminated in an aircraft?**
 - A. During all flight phases**
 - B. When operations are above 10,000 feet**
 - C. When operations are below 10,000 feet**
 - D. Only during takeoff**
- 5. How are the responsibilities of a Flight Attendant categorized within the Standard Operating Procedures?**
 - A. Only in terms of passenger safety**
 - B. In terms of service delivery and meal preparation**
 - C. Through passenger safety, service delivery, and emergency response**
 - D. Limited to handling in-flight entertainment**

- 6. How does United Airlines incorporate diversity and inclusion in its SOPs?**
- A. By ignoring employee suggestions**
 - B. Through policies that promote respect and equal treatment**
 - C. By hiring only minority staff**
 - D. By having separate policies for different groups**
- 7. How long does oxygen flow from chemically generated systems typically last?**
- A. 5 to 10 minutes**
 - B. 10 to 15 minutes**
 - C. 12 to 22 minutes**
 - D. 20 to 30 minutes**
- 8. Which of the following is NOT part of United Airlines' commitment to inclusion?**
- A. Equal opportunities for employment**
 - B. Active respect for all individuals**
 - C. Creating shortcuts for promotions**
 - D. Encouraging representation across staff levels**
- 9. The Captain has the final authority to refuse service to a passenger. True or False?**
- A. True**
 - B. False**
 - C. Only in emergencies**
 - D. Only if the passenger is disruptive**
- 10. Which of the following best describes the concept of teamwork in Crew Resource Management?**
- A. Working in isolation**
 - B. Collaboration among crew to achieve common goals**
 - C. Disregarding other team members' input**
 - D. Prioritizing rank over collaboration**

Answers

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

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Explanations

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1. What should be done during a manual customer count request?

- A. Notify the flight deck immediately**
- B. Complete the Inflight Preliminary Report**
- C. Distribute snacks to passengers**
- D. Check emergency exits**

During a manual customer count request, completing the Inflight Preliminary Report is essential because this document serves as an official record of the number of passengers on board. Accurate passenger counts are crucial for safety purposes, regulatory compliance, and effective communication with ground operations. This report is part of the standard operating procedures that help ensure that all passengers are accounted for, especially in cases of emergencies or irregular operations. While notifying the flight deck may seem important, the priority in such a situation is typically to document the passenger count accurately first. Additionally, distributing snacks or checking emergency exits, although relevant to in-flight service and safety, do not directly contribute to the immediate requirement of accounting for all passengers. Thus, the primary focus during a manual customer count request should be on accurately completing the necessary report.

2. What action is involved when documenting an incident according to United's SOPs?

- A. Providing personal opinions on the incident**
- B. Recording the facts and actions taken**
- C. Summarizing the incident in general terms**
- D. Disregarding the need for documentation**

When documenting an incident according to United's Standard Operating Procedures (SOPs), the primary focus is on accurately recording the facts and actions taken. This approach ensures that the documentation is objective, reliable, and can be referred to in future investigations or reviews. By capturing precise information about what occurred and the response to the incident, it creates a clear and factual record that aids in understanding the situation and improves accountability. Documenting only general summaries or personal opinions could lead to ambiguity and misunderstanding. Additionally, disregarding the need for documentation undermines the entire process, making it difficult to follow up on incidents or learn from them moving forward. Overall, the emphasis on factual recording aligns with best practices in incident management and helps maintain a consistent and professional standard within the organization.

3. Which of the following is NOT a type of oxygen provided in the flight deck?

- A. Emergency oxygen**
- B. Supplemental oxygen**
- C. First aid oxygen**
- D. Loft oxygen**

The choice of "Loft oxygen" is the correct answer as it is not a recognized type of oxygen provided in the flight deck. In the context of aviation, the other types of oxygen mentioned serve specific purposes. Emergency oxygen is designed to be used during situations like rapid decompression, where crew and passengers may need immediate access to oxygen to ensure continued breathing at high altitudes. Supplemental oxygen is used to enhance the availability of oxygen in flight, particularly when flying at altitudes where the air pressure is lower, thus resulting in less oxygen available to breathe normally. First aid oxygen is available for administering to passengers or crew who may require medical assistance due to various health issues that require oxygen support. In contrast, "Loft oxygen" does not correspond to any standard category of oxygen supply on the flight deck. This distinction makes loft oxygen an invalid option in the context of the question.

4. When is the sterile light illuminated in an aircraft?

- A. During all flight phases**
- B. When operations are above 10,000 feet**
- C. When operations are below 10,000 feet**
- D. Only during takeoff**

The sterile light in an aircraft is illuminated to indicate a critical phase of flight where cabin crew should refrain from any non-essential duties and remain attentive to instructions and passenger needs. This typically occurs during operations below 10,000 feet, which encompasses both the takeoff and landing phases, when safety is most crucial due to increased potential for emergencies and the need for clear communication. Understanding this context helps ensure that crew members and passengers are aware of the heightened importance of communication and safety awareness during these phases of flight. The light serves as a clear visual cue for the crew to focus entirely on their safety responsibilities, thereby enhancing overall safety aboard the aircraft.

5. How are the responsibilities of a Flight Attendant categorized within the Standard Operating Procedures?
- A. Only in terms of passenger safety
 - B. In terms of service delivery and meal preparation
 - C. Through passenger safety, service delivery, and emergency response**
 - D. Limited to handling in-flight entertainment

The responsibilities of a Flight Attendant are categorized through passenger safety, service delivery, and emergency response because these elements encompass the full range of their role on an aircraft. Safety is paramount; Flight Attendants are trained extensively to ensure the well-being of passengers, which includes conducting safety demonstrations, checking safety equipment, and being prepared to manage emergencies. Service delivery involves providing a high level of customer care, including attending to passenger needs, serving meals and beverages, and creating a welcoming atmosphere. Emergency response is critical too, as Flight Attendants must be equipped to handle various in-flight emergencies effectively, utilizing their training to keep passengers safe during situations such as medical emergencies or evacuations. This comprehensive categorization reflects the multifaceted nature of a Flight Attendant's job, which is not limited to just one aspect of their duties. The other choices focus on more limited or specific functions, failing to capture the broader scope of responsibilities that a Flight Attendant holds within Standard Operating Procedures.

6. How does United Airlines incorporate diversity and inclusion in its SOPs?
- A. By ignoring employee suggestions
 - B. Through policies that promote respect and equal treatment**
 - C. By hiring only minority staff
 - D. By having separate policies for different groups

United Airlines incorporates diversity and inclusion into its standard operating procedures (SOPs) by establishing policies that promote respect and equal treatment. This approach ensures that all employees feel valued and have a sense of belonging, which is essential in fostering a positive workplace environment. By implementing inclusive policies, United Airlines encourages diverse perspectives and experiences, allowing for innovation and creativity within the organization. The emphasis on respect and equal treatment aligns with broader industry standards of promoting a diverse workforce where all individuals can contribute to their fullest potential. This strategy reflects a commitment to not only comply with legal requirements regarding diversity but also to cultivate a culture that actively supports and embraces differences among employees. In contrast, the other choices do not effectively support the principles of diversity and inclusion. Ignoring employee suggestions fails to engage and empower staff members, thereby hindering the potential benefits of a diverse workforce. Hiring only minority staff limits the organization's ability to benefit from a wide range of backgrounds and ideas. Having separate policies for different groups may create divisions rather than fostering an inclusive environment where all employees are treated equally and with respect.

7. How long does oxygen flow from chemically generated systems typically last?

- A. 5 to 10 minutes**
- B. 10 to 15 minutes**
- C. 12 to 22 minutes**
- D. 20 to 30 minutes**

The correct duration of oxygen flow from chemically generated systems is 12 to 22 minutes. This range is based on the performance characteristics of these systems, which are designed to deliver supplemental oxygen in critical situations, such as during emergencies when standard oxygen systems may not be available or operational. Chemically generated oxygen systems work by producing oxygen through a chemical reaction, and they can be a reliable source of supplemental oxygen when immediate access to a pressurized tank is not feasible. The 12 to 22 minute duration is adequate to provide oxygen support for passengers and crew until the aircraft can regain suitable conditions or reach a safe altitude. This timeframe is essential to understanding aircraft safety protocols and emergency procedures, ensuring that trained personnel can effectively assist individuals who may need oxygen in the event of cabin depressurization or other emergencies.

8. Which of the following is NOT part of United Airlines' commitment to inclusion?

- A. Equal opportunities for employment**
- B. Active respect for all individuals**
- C. Creating shortcuts for promotions**
- D. Encouraging representation across staff levels**

The choice that represents something NOT part of United Airlines' commitment to inclusion is to create shortcuts for promotions. Inclusion efforts in an organization emphasize fairness, equity, and merit-based opportunities. This means fostering an environment where employees are recognized and rewarded based on their qualifications, performance, and contributions, rather than through shortcuts or favoritism. Promotions and advancement in an inclusive workplace are typically grounded in transparent criteria and processes designed to ensure that all employees have an equal chance to succeed. By avoiding shortcuts, the organization upholds its commitment to equal opportunities for employment, respects all individuals, and encourages representation at all staff levels—principles that align with fostering a fair and inclusive workplace culture.

9. The Captain has the final authority to refuse service to a passenger. True or False?

A. True

B. False

C. Only in emergencies

D. Only if the passenger is disruptive

The statement that the Captain has the final authority to refuse service to a passenger is indeed true. In the aviation industry, the Captain holds ultimate responsibility for the safety and security of all onboard, including crew and passengers. This authority is recognized not only in airline policy but also in regulations governing air travel. The Captain's right to refuse service is especially critical in situations where a passenger's behavior poses a threat to the safety of the flight, such as being disruptive, intoxicated, or if there are concerns regarding the passenger's health that could jeopardize their safety or the safety of others. However, this authority extends beyond just emergencies or disruptive behavior. It encompasses any situation where the Captain deems refusal of service to be necessary for ensuring the flight's safe operation. Understanding this authority reflects the broader concept of command responsibility, where the Captain is empowered to make decisions aimed at maintaining safety and order within the aircraft.

10. Which of the following best describes the concept of teamwork in Crew Resource Management?

A. Working in isolation

B. Collaboration among crew to achieve common goals

C. Disregarding other team members' input

D. Prioritizing rank over collaboration

The concept of teamwork in Crew Resource Management (CRM) is fundamentally about collaboration among crew members to achieve common goals. CRM emphasizes the importance of effective communication, mutual respect, and shared decision-making among all team members, regardless of their rank or position within the crew. This collaborative approach enhances safety and efficiency, ensuring that all perspectives and expertise are utilized when making decisions, thereby fostering an environment where teamwork can thrive. When crew members work together, pooling their knowledge and skills, they can navigate complex situations more effectively and respond to challenges in a coordinated manner. This collective effort is critical in aviation, where the stakes are high, and the need for precise coordination is paramount to ensuring passenger safety and operational success. In contrast, working in isolation, disregarding input from team members, or prioritizing rank over collaboration undermines the core principles of CRM, which advocate for an inclusive and cohesive team dynamic. Such approaches can lead to miscommunication, reduced situational awareness, and ultimately compromise safety outcomes. Thus, the correct choice highlights the essential nature of teamwork within the framework of Crew Resource Management.

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://unitedsop.examzify.com>

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