

United Standard Operating Procedures (SOP) Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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. What does the acronym I.O.R stand for in this context?**
 - A. Incident Operations Report**
 - B. Irregular Operations Report**
 - C. Irregular Operations Review**
 - D. Issues Of Record**

- 2. Which locations are the Emergency Escape Lighting System switch associated with?**
 - A. Overhead Bins**
 - B. Cabin and Flight Deck**
 - C. Cockpit only**
 - D. Cargo hold**

- 3. Is a passenger aged 5-12 considered an unaccompanied minor under SOP?**
 - A. True**
 - B. False**
 - C. It depends on the flight length**
 - D. Only for international flights**

- 4. Which aircraft type uses gaseous oxygen systems as indicated in standard configurations?**
 - A. B747 uses gaseous oxygen**
 - B. B747 uses chemically generated oxygen**
 - C. All aircraft use the same oxygen system**
 - D. Oxygen is not available on B747**

- 5. What behavior is described for a green traffic light?**
 - A. Aggressive and rushed**
 - B. Indifferent and bored**
 - C. Social, relaxed, Happy**
 - D. Anxious and tense**

- 6. When manual customer count is requested, what should you do?**
- A. True statement about process.**
 - B. It should be delayed until after taxi.**
 - C. It is optional.**
 - D. It should be provided to the flight attendants only.**
- 7. Does the Captain have final authority to refuse service to a passenger?**
- A. False**
 - B. Depends on situation**
 - C. Ignores policy**
 - D. True**
- 8. What does situation awareness involve in CRM?**
- A. Focusing only on one task and ignoring the environment.**
 - B. Correctly assess the current and anticipated environments, identify and anticipate threats.**
 - C. Relying solely on automation without observation.**
 - D. Waiting for someone else to identify threats.**
- 9. Which is NOT listed as a Crew Resource Management skill?**
- A. Communication**
 - B. Leadership effectiveness**
 - C. Time management**
 - D. Situation Awareness**
- 10. Which is an example of an additional required duty item?**
- A. Wings**
 - B. FAOM**
 - C. Passport**
 - D. United Badge**

Answers

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

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Explanations

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1. What does the acronym I.O.R stand for in this context?

- A. Incident Operations Report**
- B. Irregular Operations Report**
- C. Irregular Operations Review**
- D. Issues Of Record**

I.O.R in this context expands to Irregular Operations Report. The word “Irregular” signals events that deviate from normal operating procedures, and “Report” indicates an official documented record of those deviations for follow-up and accountability. That combination fits a document used to capture non-standard occurrences during operations. The other options don’t fit as well. An Incident Operations Report would typically cover standard incident documentation rather than broader irregularities in routine operations. An Irregular Operations Review would imply a process of evaluating irregular activities rather than producing a written report. Issues Of Record doesn’t map to the I.O.R expansion and would refer to items kept on file rather than a specific report.

2. Which locations are the Emergency Escape Lighting System switch associated with?

- A. Overhead Bins**
- B. Cabin and Flight Deck**
- C. Cockpit only**
- D. Cargo hold**

Emergency escape lighting must be controllable from the areas where people move and evacuate, so the switch for this system is placed in both the cabin and the flight deck. This lets crew in either location activate or test the lighting to guide passengers to exits when normal power is lost. Relying on a switch in just one area would hinder evacuation in the other, which is why the cabin crew panel and the cockpit panel both include access to the system. The option about overhead bins is not a control location, cockpit-only would leave passengers unable to direct themselves from the cabin, and cargo hold controls aren’t the standard access points for this system, which is intended to illuminate the main escape paths throughout the cabin and cockpit.

3. Is a passenger aged 5-12 considered an unaccompanied minor under SOP?

- A. True**
- B. False**
- C. It depends on the flight length**
- D. Only for international flights**

The main idea being tested is how the SOP defines an unaccompanied minor based on age. In this SOP, children aged five through twelve are designated as unaccompanied minors, so they require the airline’s standard UNMIN procedures—special check-in handling, a dedicated escort to the aircraft, in-flight supervision assistance, and a formal handoff to a responsible adult at the destination with verified identity and contact information. This age-based rule helps ensure consistent safety and supervision for young travelers, regardless of flight length or domestic vs. international status within this SOP framework. That’s why this option is the best choice: the policy explicitly includes 5-12-year-olds as unaccompanied minors.

4. Which aircraft type uses gaseous oxygen systems as indicated in standard configurations?

- A. B747 uses gaseous oxygen**
- B. B747 uses chemically generated oxygen**
- C. All aircraft use the same oxygen system**
- D. Oxygen is not available on B747**

Gaseous oxygen systems store compressed oxygen in cylinders and deliver it through regulators to the crew and masks when the system is activated. This setup provides immediate, continuous flow during a depressurization event, which is crucial for pilots and essential personnel operating at altitude. In the Boeing 747's standard configuration, the oxygen supply for the crew is provided by a gaseous system, ensuring a reliable and ongoing supply without relying on on-demand chemical reactions. By contrast, passenger oxygen masks on many airliners use chemically generated oxygen produced by onboard generators, which is a different approach. So, the Boeing 747 is the aircraft type associated with gaseous oxygen in its standard configuration.

5. What behavior is described for a green traffic light?

- A. Aggressive and rushed**
- B. Indifferent and bored**
- C. Social, relaxed, Happy**
- D. Anxious and tense**

Green signals moving ahead with ease and openness. In color-based behavior mappings, green is linked to flow, safety, and forward motion, which tends to bring out a relaxed, sociable mood and a sense of happiness. When the path is clear to proceed, people are more likely to engage, be cooperative, and feel at ease, reflecting social, relaxed, and happy behavior. That's why this description fits best: the go signal promotes ease and positive interaction, unlike states of urgency, boredom, or anxiety. The other possibilities imply pulling back, indifference, or tension, which don't align with the sense of unrestricted movement and social ease that the green light symbolizes.

6. When manual customer count is requested, what should you do?

- A. True statement about process.**
- B. It should be delayed until after taxi.**
- C. It is optional.**
- D. It should be provided to the flight attendants only.**

When someone requests the manual customer count, you should provide an accurate description of how the count is being done. Sharing a true statement about the process means you clearly explain the steps, the status, and any factors affecting the count, so the requester understands exactly what is being done and why. This transparency supports safety, accountability, and smooth coordination among the crew and operations. Delaying the count until after taxi would disrupt safety checks and on-time operations, and introducing delay can lead to confusion or miscommunication. Treating the request as optional avoids providing essential information, which can undermine situational awareness. Limiting the information to flight attendants only restricts who has the needed understanding and can hinder coordinated decision-making.

7. Does the Captain have final authority to refuse service to a passenger?

- A. False**
- B. Depends on situation**
- C. Ignores policy**
- D. True**

In flight operations, the person in command has the ultimate say over safety and conduct on board, including decisions about whether a passenger can receive service. This authority comes from the responsibility to protect everyone on the aircraft and to maintain a safe, orderly environment. If a passenger's behavior, health, or condition creates a safety risk or disrupts operations, the Captain can direct the crew to withhold service or take other necessary actions. This final decision-making power is exercised within established policies and applicable laws, ensuring a clear, consistent response in challenging situations. So, yes—the Captain has final authority to refuse service to a passenger.

8. What does situation awareness involve in CRM?

- A. Focusing only on one task and ignoring the environment.**
- B. Correctly assess the current and anticipated environments, identify and anticipate threats.**
- C. Relying solely on automation without observation.**
- D. Waiting for someone else to identify threats.**

Situation awareness in CRM is about keeping a continuous, shared understanding of what is happening in the environment, what it means, and what could happen next. The best choice captures that by saying you correctly assess the current and anticipated environments and identify and anticipate threats. This forward-looking awareness lets the crew adapt, communicate, and coordinate actions before threats materialize. It's not about focusing on a single task, not relying only on automation, and not waiting for someone else to flag danger—the proactive monitoring and forecasting are what keep the team safe and effective.

9. Which is NOT listed as a Crew Resource Management skill?

- A. Communication**
- B. Leadership effectiveness**
- C. Time management**
- D. Situation Awareness**

Crew Resource Management focuses on how people work together to use all available resources effectively under pressure. The skills it highlights are clear communication, leadership effectiveness to coordinate actions, and situation awareness to perceive and anticipate what's happening around the team. Teamwork and collective decision making are also central, since successful operations depend on everyone understanding roles and contributing information. Time management, while important in any operation, isn't listed as a separate CRM skill in standard training frameworks. It's more about pacing and scheduling tasks within the crew's workload, which CRM tends to cover under broader categories like workload or task management rather than as its own skill.

10. Which is an example of an additional required duty item?

A. Wings

B. FAOM

C. Passport

D. United Badge

An additional required duty item is something you must have or wear that directly enables you to perform your flight duties. Wings fit this because they are the insignia that certify your qualification and authorize you to operate in the flying role; they are typically displayed on the uniform as part of the credential you must carry with you during duty. This makes wings the clear example of a duty-specific item that goes beyond a general document or identification. FAOM is a reference manual used for procedures, not something worn or carried as part of the duty gear. A passport is a travel document essential for international travel, but it doesn't authorize you to perform the flight duties themselves. A United Badge is an identification credential for access, but it serves primarily as ID rather than the credential that enables you to perform the flight duties.

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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://unitedstandardopprocedures.examzify.com>

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

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