

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. Aims of workload management in CRM include which of the following?**
 - A. Increase interrupt-driven tasks continuously.**
 - B. Assign all tasks to a single crew member.**
 - C. Avoid task prioritization.**
 - D. Effectively manage tasks to optimize overall performance.**

- 2. Where does the lavatory fire extinguisher discharge when exposed to temperatures above 180 F?**
 - A. Discharges into the cabin**
 - B. Discharges into a trash chute**
 - C. Discharges into the lavatory drain**
 - D. Discharges into the baggage compartment**

- 3. A key element of crew and self-evaluation is to:**
 - A. Blaming individuals to avoid accountability.**
 - B. Openly and objectively evaluate performance after an event, recognizing personal strengths and weaknesses.**
 - C. Relying only on self-rating without feedback.**
 - D. Avoid discussing errors to maintain morale.**

- 4. In a high-workload scenario, the recommended practice is to:**
 - A. Focus sequentially on one task until completion.**
 - B. Distribute tasks to minimize overload and maintain performance.**
 - C. Increase pace without resetting priorities.**
 - D. Delegate all tasks and disengage.**

- 5. How many hours must you stop drinking before departure?**
 - A. 4 hours**
 - B. 8 hours**
 - C. 12 hours**
 - D. 0 hours**

- 6. Which agency is primarily involved with ISAP?**
- A. NTSB**
 - B. NASA**
 - C. FAA**
 - D. DOD**
- 7. Which statement about the sterile flight deck light is true?**
- A. It signals that contact with the flight deck is permitted for any reason.**
 - B. It is illuminated after the boarding door closes and before surface movement, and is turned off above 10,000 feet.**
 - C. It remains on during takeoff and landing.**
 - D. It is turned on only after the aircraft parks.**
- 8. Which statement best describes the Emergency Lighting System during an evacuation?**
- A. It is activated only when a power failure occurs.**
 - B. It provides full cabin lighting during normal operations.**
 - C. It is responsible for the main cabin lighting.**
 - D. It provides limited general lighting during an evacuation and includes exit signs at each exit; it is activated by loss of normal aircraft power.**
- 9. Does the Captain have final authority to refuse service to a passenger?**
- A. False**
 - B. Depends on situation**
 - C. Ignores policy**
 - D. True**
- 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. D
2. B
3. B
4. B
5. B
6. C
7. B
8. D
9. D
10. A

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Explanations

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1. Aims of workload management in CRM include which of the following?

- A. Increase interrupt-driven tasks continuously.**
- B. Assign all tasks to a single crew member.**
- C. Avoid task prioritization.**
- D. Effectively manage tasks to optimize overall performance.**

Workload management in CRM is about balancing and coordinating tasks across the crew to keep performance safe and effective. When tasks are allocated and sequenced thoughtfully, the team can maintain awareness, avoid fatigue, and respond to priorities without getting overwhelmed. The goal is to distribute work, set clear priorities, and coordinate actions so that the most important tasks get attention when they're needed, which leads to better overall performance and outcomes. Increasing interrupt-driven tasks disrupts focus and can degrade safety, while piling all tasks on one person creates bottlenecks and single points of failure. Skipping prioritization removes a critical mechanism for handling competing demands, which undermines efficiency and safety.

2. Where does the lavatory fire extinguisher discharge when exposed to temperatures above 180 F?

- A. Discharges into the cabin**
- B. Discharges into a trash chute**
- C. Discharges into the lavatory drain**
- D. Discharges into the baggage compartment**

The system is designed to target the most likely fire source in the lavatory: the waste bin. When the lavatory experiences high heat (around 180°F), a temperature-sensitive element in the extinguisher head ruptures and releases the extinguishing agent directly into the lavatory trash chute. This focused discharge quickly suppresses any fire in the bin without dumping chemicals into the cabin, lavatory drain, or baggage areas. The other locations would not effectively address a bin fire and could spread the agent or cause unnecessary exposure or complications.

3. A key element of crew and self-evaluation is to:

- A. Blaming individuals to avoid accountability.**
- B. Openly and objectively evaluate performance after an event, recognizing personal strengths and weaknesses.**
- C. Relying only on self-rating without feedback.**
- D. Avoid discussing errors to maintain morale.**

Open and objective post-event evaluation that acknowledges strengths and weaknesses is essential for effective crew and self-assessment. When performance is reviewed openly after an event, it creates a factual record of what occurred, what was done well, and what could be improved. This approach supports accountability in a constructive way, encourages learning, and helps identify targeted training or changes to procedures. Recognizing personal strengths reinforces confidence and motivation, while identifying weaknesses guides development. In contrast, blaming individuals shifts focus from systems and processes, which undermines trust and learning. Relying only on self-rating without feedback misses external perspectives and can leave important blind spots unchecked, while avoiding discussion of errors prevents addressing root causes and improving safety. Together, this open, objective evaluation that highlights strengths and weaknesses best drives continuous improvement in crew performance.

4. In a high-workload scenario, the recommended practice is to:

- A. Focus sequentially on one task until completion.**
- B. Distribute tasks to minimize overload and maintain performance.**
- C. Increase pace without resetting priorities.**
- D. Delegate all tasks and disengage.**

Distributing tasks to minimize overload and maintain performance is the right approach when work is heavy. By spreading work across people or systems, you balance cognitive load, prevent bottlenecks, and keep progress moving on multiple fronts. This makes it easier to prioritize urgent items, coordinate efforts, and preserve both speed and quality under pressure. Focusing on one task at a time can create unnecessary delays elsewhere and let other important work slip. Increasing pace without revisiting priorities tends to raise errors and reduce overall effectiveness. Delegating everything and disengaging removes needed oversight and accountability, which undermines coordination and quality.

5. How many hours must you stop drinking before departure?

- A. 4 hours
- B. 8 hours**
- C. 12 hours
- D. 0 hours

Eight hours after your last drink before departure is the standard rule. Alcohol slows judgment, reaction time, and coordination, which are critical for safe flying. Waiting eight hours gives your body time to metabolize most of the alcohol, reducing impairment to safer levels and creating a reliable safety buffer for most people. Four hours can still leave noticeable impairment, and zero hours would allow you to fly while intoxicated. A twelve-hour wait is more conservative than needed in typical cases, but eight hours hits the common regulatory standard.

6. Which agency is primarily involved with ISAP?

- A. NTSB
- B. NASA
- C. FAA**
- D. DOD

ISAP centers on systematically analyzing aviation safety and ensuring appropriate mitigations are in place. The FAA is the agency responsible for civil aviation safety in the United States, including developing and overseeing safety assessment programs, evaluating hazards, and enforcing safety standards. That makes FAA the primary organization involved with ISAP. The other agencies have different roles: the NTSB focuses on investigating accidents and issuing safety recommendations after events; NASA conducts research and technology development for aviation and space but does not run ongoing civil aviation safety programs; the DOD handles military aviation and defense missions. So FAA best aligns with ISAP's purpose.

7. Which statement about the sterile flight deck light is true?

- A. It signals that contact with the flight deck is permitted for any reason.
- B. It is illuminated after the boarding door closes and before surface movement, and is turned off above 10,000 feet.**
- C. It remains on during takeoff and landing.
- D. It is turned on only after the aircraft parks.

The sterile flight deck light marks the period when only essential actions and communications are allowed in the flight deck. It comes on after the boarding door is closed and before the aircraft starts moving on the ground, signaling cabin crew to keep nonessential conversations and activities to a minimum and to avoid approaching the flight deck unless necessary. The light stays on through taxi, takeoff, and the approach/landing phases, ensuring pilots have a quiet, uninterrupted environment when attention is most critical. It is turned off once the aircraft climbs above 10,000 feet, at which point the sterile cockpit restrictions ease and normal cabin activity can resume. This timing matches the standard practice that sterile conditions apply during the critical phases from door closure up to reaching 10,000 feet.

8. Which statement best describes the Emergency Lighting System during an evacuation?

- A. It is activated only when a power failure occurs.**
- B. It provides full cabin lighting during normal operations.**
- C. It is responsible for the main cabin lighting.**
- D. It provides limited general lighting during an evacuation and includes exit signs at each exit; it is activated by loss of normal aircraft power.**

During an evacuation, the priority is to illuminate the path to exits and clearly show where to go, even when the main electrical system has failed. The Emergency Lighting System provides limited general lighting to reveal aisles, steps, and obstacles, and it includes illuminated exit signs at every exit. It is powered independently from the normal aircraft systems and automatically activates when normal power is lost, ensuring visibility when cabin lights aren't available. It isn't meant to replace normal cabin lighting or to fully illuminate the cabin, but to safely guide passengers to exits. That combination—limited lighting plus exit signs activated by loss of normal power—best describes how the system works during an evacuation.

9. 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.

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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