1. 1. At security, a passenger ahead is struggling to speak clearly because of a speech impairment and hands the officer a pretyped note about carrying medically necessary liquids within limits. The officer mishears and asks them to discard all liquids. What will you do as the next passenger observing this?  
   (A) Intervene loudly and argue with security on their behalf  
   (B) Politely offer to help relay the typed note to the officer and suggest calling the supervisor for the medical-exemption procedure  
   (C) Ignore the situation to avoid delay  
   (D) Record a video and post it online to pressure the officer
2. 2. Your checked bag exceeds weight by 2.8 kg due to gifts. The counter staff uses a text-to-speech tablet indicating the fixed excess charge per policy and offers repacking at a nearby table. What is the best action?  
   (A) Insist on a waiver because gifts are for family  
   (B) Comply with policy—either repack to carry-on or pay—and thank the staff for providing accessible communication  
   (C) Switch counters and try persuading a different agent  
   (D) Raise your voice about “unreasonable rules”
3. 3. At boarding, seating priorities are reallocated to accommodate a wheelchair user needing a bulkhead seat. Your preselected seat is changed and you are informed via an agent who uses sign language and a tablet. What should you do?  
   (A) Refuse the change and block boarding  
   (B) Accept the reassignment, request a comparable seat if available, and acknowledge the accessibility need  
   (C) Demand compensation before moving  
   (D) Insist the wheelchair user take a later flight
4. 4. During a weather disruption, an agent using assistive hearing technology is handling a long queue. Your connection is tight; policy offers rebooking through the app or desk. What is the most constructive step?  
   (A) Complain that the agent’s pace is too slow  
   (B) Use the self-service/app to secure the next flight and then confirm with the agent when your turn arrives  
   (C) Step to the front and demand priority because of your connection  
   (D) Abandon the queue and yell at the supervisor
5. 5. At the oversized-baggage desk, an agent communicates via speech-to-text that sports equipment requires a special tag and fee; you believed it was free. Terms are printed and shown. What will you do?  
   (A) Argue that other airlines don’t charge  
   (B) Review the terms shown, pay the fee if applicable, and request a receipt; give feedback later via official channels  
   (C) Demand the agent waive the fee to avoid delay  
   (D) Toss the equipment into regular baggage to bypass tagging
6. 6. You see a parent with a child on the spectrum distressed by noise near the gate; a staff member wearing a badge indicating invisible disability awareness offers quiet-room access. Nearby passengers complain about “special treatment.” What is the best response?  
   (A) Join the complaint to ensure fairness  
   (B) Support the staff’s accommodation and, if needed, offer to swap nearby seats to reduce overstimulation  
   (C) Tell the staff to stop disrupting normal procedures  
   (D) Film the family to “prove” the disturbance
7. 7. Your hand baggage is slightly oversized. The counter agent (who communicates with a tablet) shows a sizer box and proposes gate-check at no cost due to a full flight. What will you do?  
   (A) Insist on forcing the bag into the overhead bin  
   (B) Accept the gate-check and confirm retrieval location at arrival  
   (C) Move to another agent to avoid gate-check  
   (D) Leave the bag near the jet bridge without tagging
8. 8. The lounge denies access because your ticket doesn’t include it; the agent communicates via sign language and displays the access chart. You’re exhausted and tempted to complain. What is the right action?  
   (A) Demand entry because you are tired  
   (B) Respect the policy, ask for paid-access options, and thank the agent for clearly displaying eligibility  
   (C) Accuse the airline of discrimination  
   (D) Attempt to slip in when the agent looks away
9. 9. At immigration departure, an official who uses a speech-generating device requests you to remove mask briefly for verification and place fingers on the scanner; you feel rushed for boarding. What should you do?  
   (A) Refuse since you’re late  
   (B) Cooperate fully with the lawful biometric process and ask the official for expedited help if boarding time is critical  
   (C) Cut the line to save time  
   (D) Argue that assistance devices make processing too slow

10. You’re charged for overweight after multiple reminders on booking emails. The agent provides a printed policy summary and a QR code for payment; the agent communicates via a combination of gestures and printed slips. What will you do?  
(A) Create a scene to pressure a waiver  
(B) Acknowledge the policy, complete payment, and ask for a receipt; send any pricing feedback through official customer-care channels  
(C) Demand the agent be replaced due to disability  
(D) Leave the counter to look for a more lenient staff member