



PART A: YES / NO QUESTIONS (10)

(Answers must be only YES or NO – airline thinking)

1. Is passenger safety more important than passenger comfort?
YES
 2. Can cabin crew refuse a service if it affects safety?
YES
 3. Can cabin crew ignore a safety instruction to avoid conflict?
NO
 4. Should cabin crew always follow standard operating procedures?
YES
 5. Can cabin crew report their own mistakes?
YES
 6. Can cabin crew argue with passengers during a conflict?
NO
 7. Can safety rules be different for VIP passengers?
NO
 8. Can cabin crew stop service during turbulence?
YES
 9. Can emotional reactions affect professional judgment onboard?
NO
 10. Can teamwork reduce onboard risks?
YES
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PART B: COMFORTABLE / NOT COMFORTABLE QUESTIONS (10)

(Answers must be only “Comfortable” or “Not Comfortable”)

1. Following strict safety rules every day
Comfortable
2. Saying NO to passengers when required
Comfortable

3. Handling difficult passengers calmly
Comfortable
 4. Reporting your own mistake to senior crew
Comfortable
 5. Working under constant observation
Comfortable
 6. Ignoring procedures to save time
Not Comfortable
 7. Taking passenger anger personally
Not Comfortable
 8. Arguing to prove you are right
Not Comfortable
 9. Compromising safety for service
Not Comfortable
 10. Sharing internal airline information
Not Comfortable
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