

# AIRLINE INTERVIEW MCQs (ADVANCED LEVEL)

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## ♦ PART 1: TECHNICAL (1–10)

**1. A passenger changes seats without permission after takeoff. What should you do first?**

- A) Ignore if seat is empty
  - B) Argue firmly
  - C) Politely inform about regulations and guide appropriately ★
  - D) Call ground staff
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**2. Oxygen masks deploy unexpectedly. What is your immediate action?**

- A) Help nearest passenger first
  - B) Panic and call cockpit
  - C) Secure your own mask first ★
  - D) Ask passengers to stay calm
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**3. Why is pre-flight briefing mandatory every time?**

- A) Company rule only
  - B) Habit for crew
  - C) Each flight has different risks ★
  - D) To meet the captain
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**4. A passenger stands up during landing. What is the correct response?**

- A) Shout for safety
  - B) Ignore unless danger
  - C) Firmly instruct to sit immediately ★
  - D) Wait until landing completes
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**5. Situational awareness means:**

- A) Watching only passengers
  - B) Being alert to cabin, crew, and environment ★
  - C) Following SOP blindly
  - D) Multitasking quickly
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**6. If you notice a colleague skipping a safety step, you should:**

- A) Ignore to avoid conflict
  - B) Correct them loudly
  - C) Politely remind or inform senior ★
  - D) Report after flight
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**7. Cabin lights are dimmed during landing mainly to:**

- A) Save electricity
  - B) Help passengers sleep
  - C) Prepare eyes for evacuation ★
  - D) Reduce glare
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**8. A passenger complains about another passenger. What is best action?**

- A) Take sides
- B) Ignore complaint
- C) Listen, assess discreetly, act appropriately ★
- D) Move complainant immediately

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**9. What defines a technically strong cabin crew?**

- A) Fast service
- B) Friendly behavior
- C) SOP knowledge and calm execution ★
- D) Seniority

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**10. A child cries continuously during boarding. Best approach?**

- A) Ignore to avoid delay
  - B) Ask parent to control child
  - C) Reassure and assist calmly ★
  - D) Delay boarding
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## ◆ PART 2: GROOMING (11–20)

**11. Why is posture important for cabin crew?**

- A) Comfort
  - B) Style
  - C) Authority and confidence ★
  - D) Uniform fit
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**12. Grooming helps in conflict situations because it:**

- A) Looks fashionable
  - B) Distracts passengers
  - C) Builds credibility and trust ★
  - D) Makes crew noticeable
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**13. After a long night flight, grooming should be:**

- A) Relaxed
  - B) Ignored
  - C) Maintained professionally ★
  - D) Optional
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**14. Which grooming issue creates instant negative impression?**

- A) Simple makeup
  - B) Neutral hairstyle
  - C) Untidy hair or wrinkled uniform ★
  - D) Minimal accessories
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**15. Airlines insist on uniformity to show:**

- A) Fashion sense
  - B) Personal identity
  - C) Discipline and team unity ★
  - D) Luxury
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**16. Restricted accessories are mainly for:**

- A) Brand image only
  - B) Cost reduction
  - C) Safety and professionalism ★
  - D) Comfort
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**17. Subtle makeup in aviation represents:**

- A) Trend
  - B) Personal style
  - C) Professional image ★
  - D) Creativity
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**18. Sloppy grooming communicates:**

- A) Confidence
  - B) Relaxed attitude
  - C) Lack of discipline ★
  - D) Friendliness
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**19. Grooming influences safety perception because:**

- A) Passengers judge airline
  - B) Crew looks strict
  - C) Passengers trust instructions more ★
  - D) It is company rule
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**20. Comfort vs grooming should be balanced by:**

- A) Ignoring grooming
  - B) Ignoring comfort
  - C) Following airline standards ★
  - D) Personal choice
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### ◆ **PART 3: COMMUNICATION (21–30)**

**21. Authority without rudeness is communicated by:**

- A) Loud voice
  - B) Strict words
  - C) Calm tone and body language ★
  - D) Repeating instructions
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**22. Biggest communication mistake onboard is:**

- A) Speaking slowly
  - B) Over-explaining ★
  - C) Using gestures
  - D) Smiling
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**23. How should sarcastic passengers be handled?**

- A) Respond sarcastically
  - B) Ignore completely
  - C) Stay neutral and professional ★
  - D) Walk away
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**24. Best way to say NO onboard is to:**

- A) Say company rules
  - B) Refuse directly
  - C) Explain briefly and offer alternative ★
  - D) Avoid eye contact
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**25. Silence in communication helps by:**

- A) Avoiding work
  - B) Showing anger
  - C) De-escalating situations ★
  - D) Ending conversation
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**26. Communicating under pressure requires:**

- A) Fast talking
  - B) Detailed explanations
  - C) Clear and calm instructions ★
  - D) Strong emotions
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**27. Non-verbal communication includes:**

- A) Words only
  - B) Hand signals
  - C) Posture, eye contact, expressions ★
  - D) Language fluency
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**28. Communication consistency among crew is ensured by:**

- A) Personal style
  - B) Experience
  - C) SOP phrases and briefing ★
  - D) Captain only
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**29. Tone is more important than language because:**

- A) Passengers ignore words
  - B) Tone affects emotional response ★
  - C) Language is secondary
  - D) It sounds polite
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**30. Which phrase is airline-standard?**

- A) "Sit down now."
- B) "You must listen."
- C) "For your safety, may I request you to return to your seat?" ★
- D) "Rules are rules."