

Airlines English — MCQ Assignment

1 A passenger complains that the boarding process is taking too long. Which response demonstrates *high-level diplomacy and reassurance*?

- A. *We're doing our best; please wait patiently.*
- B. *There's nothing I can do; the delay isn't my fault.*
- C. *I understand it's frustrating. We're coordinating with the ground team to ensure a smooth departure. Thank you for your patience.*
- D. *I told you we will start soon; please stop asking.*

2 Which phrase best reflects *professional mitigation* when delivering negative information?

- A. *You can't sit here; move immediately.*
- B. *Unfortunately, this seat is assigned to another passenger, but I'll be happy to help you find an alternative.*
- C. *This seat is not for you, so please leave.*
- D. *I already explained this, why are you still here?*

3 In crew communication, which statement shows *clear, concise, aviation-standard reporting*?

- A. *There's a bit of an issue with the door, I think.*
- B. *I'm not sure, but something might be wrong with the galley switch.*
- C. *Galley power is fluctuating; requesting maintenance verification before departure.*
- D. *The electricity thing in the kitchen isn't working properly.*

4 During turbulence, which announcement is most appropriate for maintaining *calm authority*?

- A. *Everyone relax, this is normal, don't worry about it.*
- B. *We are experiencing turbulence; stay seated until it stops completely.*
- C. *Ladies and gentlemen, we're encountering some turbulence. Please remain seated with your seatbelts securely fastened. We'll update you shortly.*
- D. *This turbulence is bad; hold on tightly.*

5 A passenger becomes verbally aggressive. Which response demonstrates *de-escalation at C1 level?*

- A. You need to calm down right now.
- B. If you behave like this, we will remove you from the flight.
- C. I can see this situation is upsetting. Let's discuss how we can resolve your concern within our safety guidelines.
- D. Stop shouting; you're disturbing everyone.

6 Which option reflects *professional uncertainty* without losing authority?

- A. I don't know anything about that.
- B. I'm not sure; please ask someone else.
- C. I'm not certain at the moment, but I will confirm with the captain and update you shortly.
- D. I don't have time to check that right now.

7 A senior crew member suggests a procedure you believe is unsafe. Which response maintains *assertiveness and respect?*

- A. That's wrong, we can't do that.
- B. I disagree completely; your suggestion doesn't make sense.
- C. I understand your point, but according to safety protocol, this procedure might compromise compliance. Could we review the guidelines together?
- D. Let's just follow my idea instead.

8 Choose the sentence that uses *accurate high-level aviation vocabulary*:

- A. The pilot told us to check the thing that blows air because it's broken.
- B. The captain instructed a cross-check of all cabin fans.
- C. The captain requested a verification of the cabin pressurization system.
- D. The pilot asked to look at the air machine again.

9 Which announcement best manages *expectations* during a long delay?

- A. We don't know when we'll take off, so please wait.
- B. Takeoff is delayed; we will update you when possible.
- C. We are currently awaiting clearance from air traffic control. We appreciate your patience and will provide a new estimated departure time as soon as it becomes available.
- D. The delay is not our responsibility; ask the airport staff.

10 A passenger quietly informs you that another passenger appears unwell. Which response shows *professional discretion and prioritization*?

- A. *Oh wow, that sounds serious. Let me shout for help.*
- B. *Please tell the person to come to the galley.*
- C. *Thank you for letting me know. I will assess the situation discreetly and coordinate with my team if medical assistance is needed.*
- D. *They're probably fine; I'll check later.*