

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.*