

Paper Code: M-EPA-AGSPS3001
Level 3

Aviation Ground Specialist – Passenger Services EPA Mock Multiple-choice Test

Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

Under no circumstances should you the candidate use an unsealed examination paper.

This examination consists of **30 multiple-choice** questions. The minimum pass mark is 18 correct answers.
Candidates will achieve a **MERIT** if they correctly answer 21 or more of the questions
Candidates will achieve a **DISTINCTION** if they correctly answer 24 or more of the questions.
The duration of this examination is **60 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **Examination Answer Sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

A passenger comes to check in with a Category 'A' Schengen visa. This visa entitles the holder to:

- A. enter and leave the Schengen Area as pleased
- B. travel through the international zone of the Schengen Country Airport without entering the Schengen Country Area
- C. enter a Schengen country once, only for a limited time
- D. enter the Schengen Area multiple times within a specific time frame

2

A passenger is checking in for their flight to Frankfurt. They have a Schengen category 'C' visa. Before accepting the passenger for the flight, you would need to check if the visa is:

- A. a transit visa or single entry
- B. a single, double or multiple entry visa or transit visa
- C. a single or multiple entry visa
- D. valid and is a single, double or multiple entry visa

3

A passenger is travelling from the UK, via Amsterdam, to Milan, using their UK issued refugee travel documents. Before accepting the passenger for travel, you should:

- A. check the UK refugee passport functions the same as a full UK passport, so they can travel without further checks
- B. check with immigration services that the passenger is eligible to travel under the terms of their refugee documents
- C. check TIMATIC as there may be visa restrictions when travelling to certain countries, regardless of their membership of the EU
- D. carry out no further checks, as both countries are part of the Schengen Area

4

It is important to ensure a passenger's characteristic (male, female, child, or infant) is accurate within the check-in system. Any inconsistency can affect:

- A. the weight and balance of the aircraft
- B. seating positions for the crew
- C. the number of standby seats
- D. the number of seats available

5

A passenger has arrived at check-in, presenting a document called 'Laissez-passer'. This type of document is a:

- A. French national ID card
- B. travel document allowing the holder a temporary visa during a layover flight
- C. travel document issued by a national government or certain international organisations
- D. French refugee passport

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A passenger is checking in with a diplomatic passport. This document is used for:

- A. diplomats, travelling for any purpose
- B. members of the armed services, travelling for any purpose
- C. individuals who are travelling under state orders
- D. politicians travelling within the EU

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A passenger is checking in for a flight to Sydney. According to the Australian Department of Immigration and Border Protection, when a UK citizen is travelling to Australia for leisure, they should hold:

- A. a valid passport and ESTA
- B. a valid passport and ETA
- C. only a valid passport
- D. a valid passport and full paper visa

8

A passenger is partially blind and is travelling with an assistance dog. The **most** appropriate seat to offer the passenger would be:

- A. a seat within the emergency exit row
- B. a bulkhead seat or a seat with extra legroom, except an emergency row
- C. an aisle seat
- D. a business/first-class seat

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When a passenger is being rerouted and there is insufficient time to issue a new ticket, the airline should issue the following transportation document:

- A. Flight Information Manifest
- B. Flight Interruption Manifest
- C. Flight Interruption Manual
- D. Flight Information Manual

10

A flight dispatcher has informed you that there is a bag discrepancy in the system and asked for your help with identifying the mistake. Which of these is **least** likely to cause a baggage discrepancy?

- A. Duplicated bag tag
- B. Wrongly entered number of bags
- C. Bag checked in for the wrong destination
- D. Bag without a 'heavy bag' tag

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Your manager has asked you to print a PNL for flight BA546. The information that will **not** be found on a PNL is:

- A. Passenger names and titles
- B. SSR
- C. Connecting flight information
- D. Travel document details

12

Working in passenger handling requires knowledge of the airline product and brand. It is important to have a good knowledge of the cities and countries that your airline visits:

- A. to understand the travel documents acceptable when visiting these countries
- B. to show professionalism and understand the culture of other countries
- C. to be able to provide additional information to passengers and show professionalism
- D. to be able to chat to the passengers about the destination they are flying to

13

An aircraft can often fly across many time zones before landing. The name for standardised time used in aviation is:

- A. Local Time
- B. Zulu Time
- C. Greenwich Mean Time
- D. British Summer Time

16

You have identified that one of your check-in agents is not performing to the expected standards. The most appropriate course of action is to:

- A. inform your manager and organise a meeting to find out what's wrong
- B. conduct a preliminary investigation and forward your findings to Human Resources. They will contact the agent and take the matter further
- C. consult with colleagues of the agent and conduct an investigation immediately
- D. ask the agent for an informal chat to see if there is a personal or professional problem. Offer any support you can to assist

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You are checking in a passenger who has asked if there will be a hot meal served on board. If you do not know the answer, the **most** appropriate response is:

- A. I am really sorry, but I do not know
- B. I am sorry I don't know, but my colleagues at the gate will be able to answer that question for you
- C. You should be able to find this information on your booking confirmation
- D. I'm sorry, I am unsure, but let me call someone now and find out for you

17

A passenger has arrived at check-in extremely unhappy. He thought he had a 32kg baggage allowance, rather than 23kg. He is angry and shouting that he is disappointed with the service as he now needs to pay excess baggage fees. The **most** appropriate reaction is to:

- A. tell the passenger that it's not the airline's fault and recommend that he reads the booking conditions
- B. tell the passenger to calm down, as there is nothing he can do now except pay the fees
- C. listen to the passenger and wait until he calms down before helping him make the excess baggage payment
- D. apologise for any inconvenience or distress caused, listen patiently and try to diffuse the situation by using positive language

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When only single seats are available, the **most** appropriate response to passengers who would like to sit next to each other is:

- A. Sorry, there are no seats together
- B. I am sorry there is nothing I can do. You will have to sit separately
- C. I can check to see if I can offer you two aisle seats instead, would that be suitable?
- D. I cannot offer you seats together, but perhaps someone on board will swap with you

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A passenger presents a passport at check-in for a destination which the Travel Information Manual (TIM) states must have a validity of 6 months after the date of the return journey. The passenger's passport is only valid for 5 months. The passenger is adamant that the embassy of the destination country has stated that it will be accepted on arrival. The correct course of action would be to:

- A. check the passenger in as the embassy decision overrides the TIM
- B. refuse check-in unless the passenger can obtain written confirmation on Embassy paper confirming the decision
- C. check the passenger in but advise that all costs or fines incurred, if entry is denied at the destination, will be their responsibility
- D. leave your desk and telephone the Embassy to obtain confirmation of acceptance

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While boarding a flight you notice a passenger's given name has a different spelling in the passport to that shown on the boarding card (e.g Francis is Frances). The correct action is to:

- A. allow the passenger to board as it is not unusual for a given name to be spelt incorrectly in the reservation
- B. only allow the passenger to board if the entire name in the passport is exactly the same as that shown in the reservation
- C. only allow boarding if the surname is identical in the reservation and the passport
- D. allow the passenger to board, as they have checked in and gone through the security questions and if to deny boarding could delay the aircraft

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A passenger has a return ticket to travel from point A to point B but is returning to point A from Point C (e.g. London to Los Angeles, then San Francisco to London). This ticket is known as:

- A. a double single
- B. a broken return
- C. a split journey
- D. an open jaw

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You are checking in a group of young men for a flight and notice that one of them is clearly intoxicated by alcohol and, although he appears friendly, is quite unsteady on his feet. His friends assure you that they will look after him and he will be no trouble. The **most** appropriate action to take is to:

- A. refuse to check the passenger in until he is deemed to be fit for travel, as it is a criminal offence to be drunk on an aircraft
- B. check the passenger in but ensure he is seated between two of his friends
- C. check the passenger in as, unless he is aggressive, he is no threat to the safety of other passengers
- D. check the passenger in but ensure that his friends understand that they are legally responsible for his behaviour

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You are checking in a passenger with a toolbox. The toolbox has a flammable gas dangerous goods label on the top showing that it is prohibited if not packed correctly. The passenger states that it is an old label and should have been removed, and that the toolbox does not contain the blow torch from a previous job. In view of this information you would:

- A. ask the passenger to remove the DG label and then affix the destination label as normal
- B. check the toolbox in as normal baggage subject to weight limitations
- C. request that the passenger opens the toolbox for inspection and only if there are no gas canisters accept the toolbox
- D. check the toolbox in as baggage. If it contains flammable gas, this will be picked up by x-ray, and as it is labelled correctly will be handled accordingly

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A passenger is travelling with a collapsible mobility scooter powered by lithium-ion batteries. The scooter complies with all the regulations and has been confirmed safe for travel by the airport authority. At check-in the passenger declares that she has two spare batteries of 160 watt hours (wh) each. The watt hour limit for an individual battery is 300wh. Can you allow the passenger to check in these additional batteries as hold baggage?

- A. No, only one spare of 160wh can be checked in as the maximum limit is 300wh
- B. Yes, providing the spare batteries are safeguarded against short circuit, they can both be checked in
- C. No, although the batteries conform to the watt hour limit of 160wh each, all spare or removed lithium ion batteries must be carried in the cabin
- D. Yes, as dangerous goods including lithium-ion batteries are not allowed in the cabin they must be checked into the hold

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If a passenger arrives late at check-in and is accepted on a chance basis that the bag and passenger arrive at the aircraft gate on time. The baggage must be labelled with:

- A. a priority label
- B. a limited release label
- C. a RUSH label
- D. standard airline labelling

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A youth football team is checking in for their flight with three hampers of kit and equipment, plus all their normal baggage. The group leader explains the team is comprised of disadvantaged youngsters who are travelling courtesy of a charity. As a PR exercise the airline decides to waive 100 kilos of excess baggage. As the check-in agent you would record this by:

- A. checking in all the bags and hampers and recording the weight as the groups' total free baggage allowance, comment in the system and advise the ticket desk
- B. accounting for the bags as normal but adding the actual weight of the hampers to record a total baggage weight
- C. counting the number of pieces including the hampers and account for the weight as usual (actual weight or 13kgs per bag notional), comment in the system and advise the dispatcher
- D. adding the weight of the bags together but ignoring the kit hampers altogether so no excess baggage is traceable

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When preparing to open check-in for a flight the mandatory poster that **must** be displayed at each desk is:

- A. security restrictions on liquids
- B. hand-baggage restrictions
- C. security questions about passenger's baggage
- D. prohibited or restricted dangerous goods contained in baggage

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The definition of a service level agreement (SLA) is:

- A. a contract to supply a service usually between a company and a supplier at an agreed price
- B. an agreement to provide a service on an ad hoc basis within an agreed time frame
- C. an agreement between a customer and supplier who will provide a service to a jointly agreed standard
- D. an agreement which specifies the maximum price that will be paid for a contracted service

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When a flight is going to be delayed after the passengers have arrived at the gate lounge, the optimum time to make an announcement to advise of the delay would be:

- A. at the scheduled time of departure as technically the flight is not delayed until then
- B. at the time passengers have been advised boarding would commence or not later than STD -25
- C. when passengers become aware of a delay and start seeking information
- D. as the passengers are already at the gate, to wait until after boarding and let the crew explain the delay

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It is an essential part of any quality or safety management system to ensure that published procedures are followed and that any deficiencies are identified. The **most** effective way to achieve this is:

- A. for supervisors or team leaders to carry out informal audits, based on standard operating procedures (SOPs) on a regular basis
- B. to monitor the number of customer complaints by category, to identify areas of poor performance
- C. to monitor aircraft punctuality performance and use as the barometer for overall performance
- D. to carry out various time checks on tasks to ensure staff are always working at optimum speed

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Passengers can easily become confused or disorientated at an airport, especially if they have encountered unexpected delays. If you are confronted with an apparently angry passenger, the **most** appropriate way to proceed is to:

- A. try and empathise with the passenger and reassure them you will do your best to assist them
- B. advise the passenger to calm down or you will not try and help
- C. ask to see the boarding pass and hurry them towards the gate even if time is not critical
- D. ignore the passenger and call for assistance from a supervisor



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