

Paper Code: M-EPA-AGOPS2001
Level 2

Aviation Ground Operative – 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 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 paper 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 has booked a ticket to travel from London Heathrow to New York. In order to travel they will need a:

- A. valid passport and valid ESTA
- B. valid ID card and valid ESTA
- C. valid ESTA only
- D. valid passport only

4

A passenger is travelling from London Heathrow to Manchester and is a British citizen. In order for them to travel they would need:

- A. a valid, photographic identity card
- B. a national insurance card
- C. travel insurance
- D. a UK work visa

2

The main purpose of checking travel documents at check-in is to:

- A. positively identify the passenger against the presented travel document, check document validity, and to comply with the travel document rules and regulations
- B. speed up the process at the boarding gate, so the checks do not need to be repeated
- C. avoid the passenger paying a fine if they are sent to a destination without a valid document and to comply with CAA rules and regulations
- D. comply with CAA rules and regulations and to cross-check documents against tickets

5

The Schengen Area is an area comprising 26 European states that have officially abolished passport and all other types of border control at their mutual borders. Three participating Schengen states are:

- A. Luxembourg, Hungary, United Kingdom
- B. Austria, Poland, Portugal
- C. Denmark, Germany, United Kingdom
- D. Norway, Malta, Ireland

3

A passenger has arrived at immigration without a valid visa. This would result in:

- A. the passenger being sent back and having to pay for their return ticket, as it was their responsibility to have a valid visa
- B. the airline that allowed the passenger to travel receiving a fine and the passenger being sent back on the next available flight
- C. the passenger no longer being able to fly with the airline
- D. the passenger being sent back without any consequences

6

Mrs Bronski is a Polish national. She is travelling from Paris to Warsaw. In order to make this journey she would need:

- A. travel insurance
- B. a passport or ID card
- C. a passport, ID card or a valid photographic driving licence
- D. a driving licence or ID card

7

A passenger is a British citizen travelling to New York for two months. The programme permitting them to enter the United States for business or pleasure without a visa is the:

- A. VWP
- B. ESTA
- C. API
- D. TWOV

8

A flight from London Heathrow to Cairo departs at 10am UK time. The flight takes 6 hours, and Cairo is 1 hour ahead. The flight will arrive in Cairo at:

- A. 15:00
- B. 17:00
- C. 16:00
- D. 14:00

9

A passenger is checking in for an international flight. When you scan their passport, you can see a special service requirement code 'DBML'. You would:

- A. take no action; the code means that the passenger requested a diabetic meal on board
- B. need to call your supervisor to inform them about the passenger's special request
- C. need to send a message to the catering company requesting a diabetic meal
- D. need to confirm with the passenger what they requested when making their booking as the DBML code is only for domestic flights

10

A passenger is travelling from Manchester to Phnom Penh International in Cambodia via Amsterdam. You are unsure if the passenger should have a visa prior to travel, you should:

- A. call your supervisor and ask them to clarify
- B. check the travel requirements in TIMATIC
- C. check the passenger in, and ask the boarding agents to confirm any visa requirements
- D. ask the passenger what they need to travel, as it is their responsibility to have the correct documentation

11

A passenger is travelling with an infant, who will be sitting on her knee. She has only just booked her ticket, and her seat has not yet been allocated. You should allocate the passenger:

- A. a seat with a spare drop-down oxygen mask
- B. a seat in an emergency exit row, so they have more space available
- C. a seat near the galley in case they need help from the cabin crew
- D. any available seat

12

A passenger approaches the check-in desk in a wheelchair. They are travelling with a friend and they request to be seated in the emergency exit row to provide additional space. The **most** appropriate course of action is to:

- A. allocate seats in an emergency exit row as requested. This is permitted due to the passenger's access requirements
- B. apologise and inform the passengers that, for safety reasons, customers requiring special assistance cannot be seated in an emergency exit row
- C. call your supervisor and ask them to authorise the passengers to sit in an emergency exit row
- D. send a request in the system for two seats in an emergency exit row and ask the dispatcher to obtain authorisation from the crew

13

While processing a passenger's passport, you receive a message on your system informing you that they are a 'SELECTEE'. The correct action to take is to:

- A. process the passenger for additional security screening
- B. place the passenger's name on a SELECTEE list as they cannot travel to the USA
- C. correct or complete the passenger's API data as their API data is invalid or incomplete
- D. select the passenger for additional questions at check-in. Your system will give you the list of questions you should ask

14

A passenger wants to check in a bag weighing 33kg. The airline baggage allowance is normally 23kg, but the passenger has a frequent traveller card that allows them an additional 5kg. The airline charges £7.50 per kilogram for excess baggage. The passenger will:

- A. not have to pay an excess baggage fee if the bag is repacked to be within 2 kg of the allowance
- B. need to pay £75 in excess baggage fees
- C. need to pay £37.50 in excess baggage fees
- D. be allowed to check in the bag without fees, but advised of the fees for future flights

15

As a check-in agent it is your responsibility to ensure passengers not only have a confirmed booking for a flight but that the travel documents are also correct. The **most** important check would be that the:

- A. photograph is an identical representation of the passenger
- B. name shown in the passport is exactly the same as the name in the reservation, including spelling
- C. name shown in the passport is the same as in the reservation except for any minor spelling mistakes
- D. passenger has a passport in their name; any other discrepancies are the responsibility of border control

16

When a passenger checking in does not speak much English, the **most** appropriate behaviour is to:

- A. always be polite; try to use gestures or, if you are aware of any of your colleagues who do speak the passenger's language, ask them for help
- B. speak loudly so the passenger can understand you; always smile and be positive
- C. treat the passenger the same as any other passenger
- D. ask the passenger to step to the side, so that you can call a supervisor for help

17

At the end of a check-in transaction, the **most** appropriate action is to:

- A. say thank you and good bye
- B. inform the passenger that all relevant information is on their boarding pass, and then call the next passenger forward
- C. inform the passenger of the boarding time and departure gate, and wish them a pleasant flight
- D. inform the passenger to watch the screens for the gate number

18

A passenger is checking in for a flight which is delayed by 45 minutes. The **most** appropriate course of action is to:

- A. check in the passenger as normal, the details of the delay will be displayed on the information screens
- B. inform the passenger that the flight is delayed and advise that they must wait before you can check them in
- C. inform the passenger that they can ask at the gate for more information on the delay
- D. inform the passenger of the delay, apologise for the inconvenience, and pass on any information you can

19

You are approached by a passenger who has a complaint about their seat allocation. The **most** appropriate response is:

- A. 'I am sorry, but I cannot assist with this issue. You can ask at the ticket desk for help'
- B. 'I am really sorry; let me do my best to help you'
- C. 'Here are the contact details of the customer service department, they deal with all complaints'
- D. 'I am sorry, but seat allocations cannot be amended'

21

While checking in a flight you are faced with a passenger who you have been told requires a visa for the country of destination, but the passenger is strongly disagreeing with this. The **most** appropriate action is to:

- A. let the passenger travel by endorsing the reservation and boarding card, and inform them that they are travelling at their own risk and expense if denied entrance on arrival
- B. refuse to let the passenger travel unless confirmation from the appropriate embassy is obtained
- C. consult with the Travel Information Manual (TIM) which is an industry publication, easily accessible and accurate
- D. telephone the senior immigration officer at the destination airport

20

When communicating with passengers it is important to always use:

- A. technical terminology
- B. verbal communication only
- C. non-verbal communication only
- D. both verbal and non-verbal communication

22

A family of four: 2 adults and 2 children, are checking in for a flight very close to close-out time; however only the father and two children are present as the mother is parking the car. The father has all the passports and requests you check them all in and issue all boarding cards as he expects her to be no more than 10 minutes. Bearing in mind the time factor, the correct course of action would be to:

- A. check all passengers in and give the boarding cards to the father instructing not to proceed through security until the missing passenger arrives
- B. check the passports against the booking and if everything is correct check all the passengers in without the missing passenger
- C. politely decline and explain that all passengers must be present at the desk for check-in to proceed
- D. check the bags in so they will arrive at the aircraft on time and wait for all the passengers to be present before issuing the boarding cards

23

A passenger arrives at check-in in a wheelchair, not previously notified, just as check-in is about to close. There are no available airport assistance staff immediately available. Bearing in mind European regulations for passengers with restricted movement (PRM), the responsibilities of the airline are:

- A. that the passenger must be accepted even if the flight has to be delayed
- B. to do all possible to accommodate the passenger but to not delay the flight
- C. that the passenger will automatically be refused as the 48-hour notice was not given
- D. to accept the passenger only if they are prepared to travel without their wheelchair

24

A passenger arrives at check-in with a dog in a travel cage as part of their baggage. The booking is a return flight to a European destination and the dog has a pet passport. The correct course of action would be to:

- A. refuse to check them in as dogs are not allowed to travel as baggage to/from the UK
- B. check the passenger in but advise that while the dog can travel out of the UK as baggage it can only be readmitted to the UK as registered cargo at an approved airport
- C. check the dog in as long as the pet passport is valid and has immunisation details up to date. There is no further restriction in or out of the UK
- D. check the passenger in and label the dog cage as baggage and have it taken to the baggage sort area separately

25

Some baggage labels have a green stripe along both edges. This is an indication that:

- A. the bag originated from an airport within the E.U.
- B. the bag has been previously customs cleared
- C. the bag has been x-rayed and has been security cleared
- D. the bag is not a transfer bag and can be loaded without restriction

26

The code DNB (Denied Boarding) is used to describe passengers who:

- A. are denied boarding because they failed to show at check-in prior to the advertised close-out time
- B. checked in on time but failed to show at the gate until after the aircraft doors were closed for departure
- C. refuse to comply with a lawful request to an additional security check
- D. have a confirmed reservation, arrived on time, but have been denied carriage due to the flight being overbooked

27

Emergency row seating may not be occupied by passengers with restricted movement; this includes passengers who are obese. In the event of such a passenger requesting an exit seat the correct way to deal with the request is to:

- A. inform the passenger that unfortunately, due to their size, you are unable to allocate an emergency exit seat
- B. advise the passenger that, due to operational reasons, the emergency row seat is unavailable
- C. advise the passenger that no emergency row seating is currently available but offer the next best alternative
- D. allocate the passenger an emergency row seat, as the crew will reseat them on the aircraft

28

Some airlines using smaller aircraft, operate a DAA (deliver at aircraft side) system where excess cabin baggage is placed in the hold and delivered back to the passenger at the aircraft side upon arrival. This system could have some minor customer service or commercial disadvantages as it:

- A. delays the disembarkation of other passengers on arrival while the DAA bags are reunited with the passengers
- B. increases the weight of the load in the hold which means the aircraft could burn more fuel
- C. potentially loses excess baggage income which could be charged on the excess hand baggage
- D. increases the possibility of baggage being lost

29

Unaccompanied minors (UMs) are children travelling alone usually between 5 and 12 years old. The parent/guardian or escort is required to remain at the airport until:

- A. the UM is checked in
- B. the aircraft is airborne
- C. the airline accepts responsibility at an agreed handover point
- D. the UM goes through departure controls

30

Passengers who are delayed for more than 3 hours have certain rights under EU legislation. For a delay over 3 hours this would result in passengers being entitled to:

- A. cancellation compensation of up to 600 euros
- B. compensation of 100 euros, claimed back on completion of journey
- C. full refund of ticket irrespective of class or restrictions
- D. refreshments or meals appropriate to the length of delay



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