ALASKA CUSTOMER SERVICE PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. DOCV maps to which documentation status?

A. NATIONAL DOCS VERIFIED BY AGENT

B. INTERNATIONAL DOCUMENTS CHECKED

C. INTERNATIONAL DOCS VERIFIED BY AGENT

D. DOCUMENTS VERIFIED BY FLIGHT CREW

2. Which code indicates Armed/Security Exemption?

A. ARMD

B. LEOP

C. FFDO

D. BLND

3. Which item identifies the passenger during refund processing?

A. Document Type

B. Ticket Number

C. Flight Origin

D. Pax Name

4. Which option shows a set of codes such as /E, TE, IT, TT?

A. /E, TE, IT, TT

B. Ctrl A

C. Sf1/F2

D. Upgrades

5. Which code indicates Unarmed Law Escorting Prisoner?

A. LEOP

B. NB

C. FFDO

D. FLEO

6. Which option is associated with fast access or readiness?

A. Ctrl A

B. Quick Availability

C. Sf1/F2

D. Upgrades

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7. Which code corresponds to the 737-900 RECONFIG?

A. dh4

B. q400

C. 73j

D. Vcr

8. Which code denotes a wheelchair with manual power?

A. AVIH

B. PETC

C. WCMP

D. WCOB

9. Saturday maps to which letter?

A. Q

B. J

C. V

D. H

10. SF6/F3 MAPS TO WHICH SERVICE?

A. EXPRESS TICKING

B. MILEAGE UPGRADE

C. EXPRESS TICKETING

D. FLIGHT LOADS

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Answers

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1. C
2. A
3. D
4. A
5. A
6. B
7. C
8. C
9. B
10. A

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Explanations

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1. DOCV maps to which documentation status?

A. NATIONAL DOCS VERIFIED BY AGENT

B. INTERNATIONAL DOCUMENTS CHECKED

C. INTERNATIONAL DOCS VERIFIED BY AGENT

D. DOCUMENTS VERIFIED BY FLIGHT CREW

DOCV indicates that documents have been verified for international travel and that this verification is done by an agent. The prefix implies a formal verification status, and the international scope matches the need for agent review to confirm passports, visas, and other travel documents are valid before departure. Other options would point to national scope, general checking, or verification by flight crew, which doesn't align with what this code represents. So, the best fit is international documents verified by an agent.

2. Which code indicates Armed/Security Exemption?

A. ARMD

B. LEOP

C. FFDO

D. BLND

Armd signals Armed/Security Exemption. This code is used to discreetly indicate that a person has an armed status or is exempt under security rules, so staff apply the correct handling and privacy procedures without broadcasting sensitive details. The other acronyms point to different security roles or programs—FFDO refers to Federal Flight Deck Officer (a specific armed role for pilots), LEOP indicates a law enforcement officer on patrol, and BLND isn't a standard code for armed exemption. So ARMD is the appropriate code for Armed/Security Exemption.

3. Which item identifies the passenger during refund processing?

A. Document Type

B. Ticket Number

C. Flight Origin

D. Pax Name

The passenger's name is the primary identifier used in refund processing because it directly ties the refund to the traveler listed on the reservation. When a refund is requested, staff and systems verify that the name matches the booking so the money goes to the correct person and to avoid errors if multiple passengers or tickets are involved. A ticket number identifies the booking itself, and in some cases can apply to multiple travelers, so it doesn't by itself confirm exactly who should receive the refund. Other data like document type or flight origin do not uniquely identify a person and aren't used to confirm eligibility for a refund. Therefore, the name of the passenger is the best identifier in this process.

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4. Which option shows a set of codes such as /E, TE, IT, TT?

A. /E, TE, IT, TT

B. Ctrl A

C. Sf1/F2

D. Upgrades

The pattern being tested is recognizing a set of two-letter codes, some with a leading slash. The given example shows four codes exactly as /E, TE, IT, TT. The option that reproduces that same set in the same format is the best match, because it mirrors both the content and the layout of the codes. The other options don't fit this pattern: one shows a keyboard shortcut (Ctrl A), another uses function keys (Sf1/F2), and another is just a word (Upgrades). None of these present the same sequence of codes.

5. Which code indicates Unarmed Law Escorting Prisoner?

A. LEOP

B. NB

C. FFDO

D. FLEO

Unarmed Prisoner Escort is signaled by the code LEOP, which stands for Law Enforcement Officer Prisoner Escort. This code specifically communicates that an officer is escorting a prisoner without carrying a weapon, differentiating this duty from other roles. The other options refer to different functions or statuses—FFDO is a Federal Flight Deck Officer, and FLEO is a Federal Law Enforcement Officer in general—so they don't describe the prisoner-escort scenario. That makes LEOP the correct and most precise choice for this situation.

6. Which option is associated with fast access or readiness?

A. Ctrl A

B. Quick Availability

C. Sf1/F2

D. Upgrades

Think about being ready to use something right away. Quick Availability is the phrase that directly communicates that idea: it means something is ready for immediate access or use, implying minimal delay. The other terms don't capture that sense of immediacy. Ctrl A is just a keyboard shortcut to select all content, which doesn't say anything about being ready or instantly accessible. Sf1/F2 are function keys tied to specific actions (like help or renaming) and don't inherently convey readiness. Upgrades refer to improvements or newer versions, which may involve steps or wait time rather than immediate access. So, the option that best matches fast access or readiness is Quick Availability.

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7. Which code corresponds to the 737-900 RECONFIG?

A. dh4

B. q400

C. 73j

D. Vcr

The concept being tested is how Alaska uses fleet codes to identify a specific aircraft type and interior arrangement. For the 737-900 RECONFIG, the code uses a numeric prefix to indicate the aircraft family and model, with a final letter designating the interior configuration. Here, 73 indicates the 737-900 series, and the letter j shows the reconfigured interior. So 73j uniquely identifies the 737-900 with the RECONFIG layout. The other codes point to different aircraft or configurations, so they don't represent the 737-900 RECONFIG. For example, one code represents a different aircraft model entirely, while another corresponds to a different regional or domestic variant, and a third isn't a recognized Alaska fleet code for this aircraft type.

8. Which code denotes a wheelchair with manual power?

A. AVIH

B. PETC

C. WCMP

D. WCOB

The important idea is how codes describe passenger mobility equipment. Wheelchairs use a WC prefix, and the suffix tells you how they are powered. MP stands for manual propulsion, meaning the chair is not powered by a motor. So the code WCMP identifies a manual wheelchair. The other options refer to animals in cabin or other categories and do not describe a wheelchair's propulsion type, so they don't indicate a manual chair.

9. Saturday maps to which letter?

A. Q

B. J

C. V

D. H

This question uses a simple weekday-to-letter code with a fixed shift. Number the days Sunday = 1, Monday = 2, ..., Saturday = 7. Then convert that number to a letter (A=1, B=2, and so on) with a +3 shift: Sunday becomes D, Monday E, Tuesday F, Wednesday G, Thursday H, Friday I, and Saturday J. Since Saturday is the 7th day, 7 + 3 = 10, which is J. So Saturday maps to J.

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10. SF6/F3 MAPS TO WHICH SERVICE?

A. EXPRESS TICKING

B. MILEAGE UPGRADE

C. EXPRESS TICKETING

D. FLIGHT LOADS

SF6 and F3 are internal routing codes in MAPS that point to a specific service category. In this context, those codes are mapped to the Express Ticking service, meaning tasks labeled with SF6 or F3 are handled through fast ticketing workflows. This is about rapid processing of ticketing requests, not upgrades or flight inventory work. Mileage Upgrade, Express Ticketing, and Flight Loads are different areas: upgrades use mileage, Express Ticketing would refer to a broader fast ticketing function (but the system specifically uses the term Express Ticking for this mapping), and Flight Loads deals with seat inventory. So SF6/F3 aligning with Express Ticking is the correct pairing.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://alaskacustomerservice.examzify.com

We wish you the very best on your exam journey. You've got this!

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