

PART 1 – MULTIPLE CHOICE

Choose the correct answer.

1. What document proves a person's citizenship?
A. Boarding pass B. Passport C. Visa D. Ticket
2. What type of baggage is allowed inside the airplane?
A. Checked baggage B. Carry-on baggage C. Oversized baggage D. Cargo
3. Where do passengers check in their luggage?
A. Boarding gate B. Immigration C. Check-in counter D. Arrival hall
4. What do you receive after checking in?
A. Visa B. Boarding pass C. Arrival card D. Currency receipt
5. Which information is shown on an airport timetable?
A. Weather B. Flight number and destination C. Hotel bookings D. Pilot name
6. What happens at the security checkpoint?
A. Your boarding pass is stamped
B. You buy food
C. You place items in a bin and go through a scanner
D. You collect your luggage
7. What is the purpose of the information counter?
A. Ask questions and receive help B. Buy souvenirs C. Scan boarding pass D. Exchange money
8. Which building is where passengers depart and arrive?
A. Airport terminal B. Lounge C. Hangar D. Duty free
9. What happens if your baggage exceeds the weight limit?
A. Nothing B. You must pay excess baggage fee C. You cannot fly D. You throw your bag away
10. At immigration, officers:
A. Give boarding passes B. Check passport and arrival card C. Weigh your bags D. Sell visas
11. Where do you pick up your checked baggage after landing?
A. Immigration B. Baggage reclaim C. Duty free D. Boarding gate
12. What is the arrival hall for?
A. Buying snacks B. Where family waits for passengers C. Checking passports D. Boarding flights
13. Which area is used for waiting before boarding?
A. Lounge / boarding area B. Security checkpoint C. Trolley station D. Arrival hall
14. CUSS stands for:
A. Self Check-in B. Self bag drop C. Passport Control D. Immigration Lane
15. Self-service check-in means:
A. An airline staff checks you in
B. You check yourself in using a machine
C. You check-in inside the plane
D. You skip check-in

16. Which is the correct order for self-check-in?

- A. Select – Place – Attach – Print – Scan
- B. Select – Print – Attach – Scan – Place
- C. Scan – Place – Attach – Select – Print
- D. Select – Place – Print – Attach – Scan

17. What fee must you pay if your baggage is too heavy?

- A. Travel fee
- B. Entry fee
- C. Excess baggage fee
- D. Service fee

18. What is the purpose of Duty Free?

- A. To buy products without tax
- B. To buy boarding passes
- C. To exchange money
- D. To check luggage

19. What document is given at passport control?

- A. Arrival card
- B. Boarding pass
- C. Visa
- D. Currency note

20. Which document is required for immigration?

- A. Passport only
- B. Passport + Boarding pass (departure) / Arrival card (arrival)
- C. Ticket only
- D. Baggage receipt