

DESK LADY

Hi there, How are you doing?

LACIE

I am wonderful (laughs)

DESK LADY

I am so sorry, that flight is cancelled.

LACIE

No.no no no.

DESK LADY

Customer incident at the other end.

LACIE

But... so when is the next flight?

DESK LADY

Yeah, they're all kind of full.

LACIE

Uh... I booked this weeks ago.its my best friends wedding.

DESK LADY

Im sorry.

LACIE

I have to get there...

DESK LADY

Okay -- lets see what we can do.

LACIE

Thank you. Thank you so much.

DESK LADY

I see there's one standby seat on another plane leaving tonight.

LACIE

(Sighs) uh...

DESK LADY

oh...That's reserved for members of our prime flight programme. You gotta be a 4.2 or above to qualify.

LACIE

Oh, im.. im a 4.2

DESK LADY

Uh-huh.im afraid you're actually a 4.183.

LACIE

oh. Well, that's not my fault. Um some woman dinged me down in the Cant you just..

DESK LADY

Im sorry. It won't let me book it without the correct ranking

LACIE

But its so close.

DESK LADY

There's just nothing I can do.

LACIE

Christ, I mean surely.

DESK LADY

Im gonna have to ask you to moderate your language there.

LACIE

Sorry. Its just... im maid of honour I cannot miss this wedding.

DESK LADY

And I am so sorry about that.

LACIE

Can you call a supervisor?

DESK LADY
I cannot do that.

LACIE
Can you just call the supervisor

DESK LADY
I cannot do that

LACIE
Call the fucking supervisor!

DESK LADY
Okay, that's profanity. We're zero tolerance on profanity.

LACIE
Im sorry. Its just

DESK LADY
I have to serve the next customer.

LACIE
No no no no.

DESK LADY
Can you step away, ma'am?

LACIE
God, just fucking help me! Im so sorry

DESK LADY
Ive called security.

LACIE
Oh, no, no, no. please don't do that. im uh... five-starring you. Five stars.

SECURITY
What's the issue here, Hannah?

DESK LADY
Intimidation and profanity

LACIE
Oh, no, no. I ws not intimidating.

SECURITY
Don't speak, ma'am

LACIE
I was just trying to...

SECURITY
Ma'am. Okay. So, in order to restore calm, im invoking my authority as airport security to dock you one full ranking point as a punitive measure.this is a temporary measure.

LACIE
(Gasps) No!

SECURITY
Your score reverts to normal in 24 hours.

LACIE
No,no, no. but I need it now

SECURITY
During this period, all down votes are subject to a times two multiplier.

LACIE
Times two?

SECURITY
We recommend you avoid negative feedback at this time.

LACIE

Im on double damage

SECURITY

Please, remove yourself from the
airport immediately.