

Customer Hello CSO Oh Hi, [If late, say sorry to keep you waiting] My name is \_\_\_\_\_, How may I help you?CSO Yeah sure, may I have your passport number and flight airline booking information.Customer My Passport Number is AE5545454 and my ticker number is ET43343.Customer It's Itehad Airline, ET43343.But as I can see, you are a regular traveler of Itehad Airline.CSO AE5545454 Customer That's correct.CSO ET43343.(Deep breath shows patience) CSO The system shows ET43343 is flying to Paris, France.You should open some more counters to minimize waiting time.I have upgraded your ticket from economy to business class.Plus, you have access to business class lounge where your family can enjoy our range of services like free massage chairs, sleeping pods.I am giving you kids meal voucher for Poppeys.CSO You know I can imagine how frustrating it was.Customer I have full confidence on Itehad Airline.CSO Give me second, let me note down.Can you please repeat your Passport Number.Customer Its AE5545454.CSO And flight Number please?CSO May I have connection flight information?CSO Connected flight number.Customer It is EK505.CSO [Takes time for 20 – 30 seconds to look for the information].\_\_\_\_\_.CSO I do not know sir, but no information is given so far with this detail.CSO I understand and you feel tired.No one cares about passengers and their families.Customer Ah!!! 1.2.