

Customer Services
London Airways
Uxbridge
UB8 9XS

Dear Employee

I assume you self identify as human, not a BOT, but you are a paid employee. When I purchased my extortionately priced business class ticket for my recent flight (copy attached), I was expecting a professional approach from your staff and a classy experience. Sadly, I was disappointed on both counts. The spotty, gum chewing steward who mispronounced my name during his welcome on board greeting, was but an hors d'oeuvres to the culinary horrors that awaited.

My boarding card showed seat 5A but the fat, sweaty passenger already seated there guzzling a bottle of coke and simultaneously chomping on crisps loudly claimed it as her own, the spittle enhanced snacks exploding from her mouth, marking her territory. The same steward, now calling everyone 'love' as he was clearly marginally nonverbal, waved me, disinterestedly, to another seat. The broken, stained seat offered little in either comfort nor style and my expectations plummeted to previously uncharted depths.

We took off, just an hour late which, the captain cheerfully and unapologetically informed us, was early for Heathrow. As we climbed, my seatback, despite being ordered to remain upright alongside stowed tray tables and fastened seatbelts, shifted backwards in a slow but deliberate attempt to alarm me. It worked.

I used antiseptic wipes on every surface I could reach around my seat. Food was thrown at me with the excuse that turbulence could hit at any time so to remain seated. I have no idea whether it was lunch or leftovers. It resembled a Dali painting and the only item I recognised was the bread roll. I used that to hit the loose screw on my chair, so all was not lost.

This letter is sent with the full and certain knowledge it will be filed in the uninhabited Customer Service department for future generations to exhume when studying the historic use of paper.

Yours

Rhea Leigh (Mrs)

Dear Ms Leigh

Thank you for your letter. Here at the World's Favourite Airline, we welcome all customer feedback, in the same way we encourage those with a range of disabilities to work for us, so your comments about our staff are offensive. The steward in question was trying to appeal to all passengers.

Commenting on the weight of customers is equally puzzling in our world of equality. Everyone is beautiful, perhaps the passenger in question had health issues, needing sustenance, unable to wait for our world renown inflight catering.

We deep clean our aircraft in between flights making additional cleaning unnecessary.

We lead the way in sustainability so our seats, alongside all our hard products have been with us for some time. We don't believe in waste and replacing perfectly good seats, or indeed any aircraft parts if they can be made serviceable. Thanks for repairing your seat, much appreciated. It all helps to save our planet.

The team for your return flight look forward to welcoming you.

Love and peace!

Carli

X