

Ladies and gentlemen,

I understand that flight delays can be quite frustrating, and I want to acknowledge the impact this has on each of us. We are here today to express our concerns and urge the airline to improve communication and timeliness.

While we appreciate the efforts made by the staff, it's important that we see concrete steps towards preventing future delays. Better planning and communication can go a long way in ensuring a smoother journey for all passengers.

Thank you for your understanding as we come together to seek positive changes.

Safe travels to everyone.