

## **Raluca of Bucharest, Other on June 16, 2016**

My mother and I flew yesterday from Marseille to Bucharest with Alitalia and it was definitely the worst travel experience I ever had. For the first flight (AZ 335, from Marseille to Rome), the young employee who was supposed to check us in barely spoke English, appeared to have trouble managing our data, called a colleague for help (who was actually not paying much attention to us, but was simultaneously talking on the phone during this time) and eventually gave us seats only for the first flight. Knowing we had a short commute, never having faced this situation before, not having understood what happened and not trusting her skills by now, I was a little worried and I asked twice where we would get our seats for the next flight, to which she finally said something about a transfer desk.

The plane was 40 minutes late so my mom and I frantically ran, following the transfer signs, to the first transfer desk we found. After waiting in line, the woman there, who seemed annoyed and made comments about her job and the customers, slowly looked at us and held us there for fifteen minutes. Gave us absolutely no information, looked at our documents and raised her shoulders. Said some stuff in Italian although we addressed her in English, interrupted me annoyed when I tried to explain what had happened in the previous flight, told me not to raise my voice (I did that after seeing nothing was happening, time was flying and the employees said it was OUR fault!!!) and decided to pass us to one of her colleagues because 'we had lost our plane anyway'. This person also gave us no useful information, just said we probably already missed the flight and there was nothing they could do about it at that desk. At this

point I decided to take my chances and run like a crazy person through the airport with my mom, hoping we would somehow find the gate on time. Before arriving at the gate we saw another transfer desk, so I thought we should also ask there, but the person was less than helpful, only repeating the number of the gate. Not being sure if it was at all possible to get on without a boarding pass, but not seeing ANY other solution, we sat in line and tried to explain AGAIN our situation. The woman there, chewing gum and annoyed by the situation took our IDs to...do something, did not understand some data and asked yelling from across the table what my mom's birth date was. (Of course it was written on the document!!) When I wanted to come closer so that she may understand, she barked at us to stay in line. She finally got the papers and came back to us, giving us the tickets with no apologies while still chewing gum. This flight (AZ 494) also had a half an hour delay. (And it was NOT because of us, we miraculously managed to be there on time DESPITE all your airplane and airport staff!!!) I still can't believe the attitude of your employees, the incredible lack of respect or helpfulness and basically the enormous incompetence of the staff. And just to finishing off in style, the plane to Bucharest experienced some serious turbulence which nobody bothered to warn us or talk about, but I guess that was already too much to expect. Anyway, I don't know how you recover from an experience like this (now that I'm writing I feel sick to my stomach again) and to spare me the horror I'll be sure to avoid traveling with your airline in the foreseeable future.