As the elevator doors begin to close, a woman receives a call that clearly rattles her—she drops her phone in panic. The caller, who she identifies as Officer Burke, urgently tries to warn her about something, but the connection is poor, making it hard for her to understand him. He manages to tell her that a man with hooks is going to kill her. The tension rises immediately, especially since the man standing right behind her is holding hooks in his hand. Realizing this, she panics and tries to escape, but in the struggle, her braid gets tangled in the man's hooks. She desperately tries to pull away, but in the chaos, her head gets caught between the elevator doors. Two people outside try to help, but it’s too late, the elevator moves, and in a horrifying moment, it decapitates her. The people inside scream, stunned and horrified by what just happened.