1. 1. At check‑in, the agent informs that boarding may be denied due to overbooking. A later flight 90 minutes after the original is guaranteed, plus a meal voucher. What will you do?  
   (A) Shout at staff and demand immediate boarding  
   (B) Calmly accept the reassignment to the next flight and request written confirmation plus entitlements  
   (C) Leave the airport and book a different airline at personal cost  
   (D) Demand free lifetime status for the inconvenience
2. 2. You are denied boarding despite arriving well before cutoff. The airline offers a seat 5 hours later and meal vouchers. What will you do?  
   (A) Accept the new flight, collect vouchers, and document the incident for a formal claim  
   (B) Refuse all offers and block the counter  
   (C) Pay for another carrier now and discard evidence  
   (D) Argue with other passengers to start a sit‑in
3. 3. Your connecting itinerary is broken after involuntary bump at origin. Gate staff propose rerouting through another hub to reach the destination 3 hours late. What will you do?  
   (A) Insist on original routing even if it means next‑day arrival  
   (B) Accept the reroute, request written confirmation and any due amenities, and notify downstream bookings  
   (C) Demand an upgrade on a different airline or nothing  
   (D) Abandon the trip and forfeit all tickets
4. 4. Traveling with a medically necessary time‑sensitive appointment, you’re denied boarding; next flight is 6 hours later. What will you do?  
   (A) Create a scene and refuse to move  
   (B) Calmly escalate to the duty manager, present documentation, request priority on the earliest safe option and accommodations while documenting the case  
   (C) Threaten ground staff physically  
   (D) Purchase a walk‑up fare and discard the original ticket
5. 5. You volunteer to be bumped for benefits, sign the form, but then the airline changes the offer to less compensation. What will you do?  
   (A) Accept the reduced amount without records  
   (B) Politely decline the change, request restoration of original terms or reinstatement on the original flight  
   (C) Start shouting at unrelated passengers  
   (D) Abandon the airport and post on social media only
6. 6. You’re denied boarding on a late‑night flight; the next confirmed seat is next morning. Hotel and transfers are offered. What will you do?  
   (A) Accept the arrangement, get written details, keep receipts, and confirm the new boarding pass  
   (B) Sleep in the terminal to “punish” the airline  
   (C) Buy a separate red‑eye and skip documenting anything  
   (D) Verbally abuse the agent for “ruining the vacation”
7. 7. The airline says you missed check‑in, but your timestamped photos show you arrived on time; boarding is denied. What will you do?  
   (A) Give up and go home  
   (B) Present evidence calmly, ask for supervisor review, and request appropriate reaccommodation and record of the decision  
   (C) Block the counter until police arrive  
   (D) Purchase another ticket and discard evidence
8. 8. Traveling with a child, you are involuntarily downgraded and nearly denied boarding due to equipment change; the airline offers seats together on a later flight. What will you do?  
   (A) Demand separate seats now regardless of safety  
   (B) Accept the later together‑seat option, confirm assistance/amenities, and keep records for follow‑up  
   (C) Split from the child to board now  
   (D) Start a loud protest march in the terminal
9. 9. After denied boarding, the agent issues a new boarding pass but refuses to note the reason. What will you do?  
   (A) Leave immediately without documentation  
   (B) Politely insist on a written remark or irregular operations receipt, plus any due meal/hotel vouchers  
   (C) Film the agent’s face and threaten them  
   (D) Take the new pass and rip up the old one

10. You accepted a later flight and compensation. On reaching the gate, the seat is no longer available due to “system error.” What will you do?  
(A) Yell at the nearest uniformed person  
(B) Ask for the duty manager, present the documented commitment, and request priority reaccommodation with written guarantees and amenities  
(C) Abandon travel altogether  
(D) Demand the airline pay for an unrelated luxury hotel for a week