

# Anger at the Ticket Counter

The *Los Angeles Times* published a story of a commercial airline flight cancellation that resulted in a long line of travelers trying to get booked on another flight.

One man in the line grew increasingly impatient with the slow movement toward the counter.

Suddenly, he pushed his way to the front and angrily demanded a first-class ticket on the next available flight.

“I’m sorry,” said the agent, “but I’ll have to first take care of the people who were ahead of you in the line.”

The irate man then pounded his fist on the ticket counter, saying, “Do you have any idea who I am?”

Whereupon, the ticket agent picked up the public address microphone and said, “Attention, please! There is a gentleman at the ticket counter who does not know who he is. If there is anyone in the airport who can identify him, please come to the counter.”

Hearing this, the man retreated, and the people waiting in line burst into applause.

Arrogance turns people off, and the ticket agent certainly found a way to deal with it.

The Bible has much to say about humility. Here are two examples:

- *For whoever exalts himself will be humbled, and he who humbles himself will be exalted* (Luke 14:6).
- *Let nothing be done through selfish ambition or conceit, but in lowliness of mind let each esteem others better than himself* (Philippians 2:3).

These are among the reasons we teach servant leadership in Life Care.

– Beecher Hunter

