

LAST ORDERS Academic PDF

last orders is a phrase that resonates deeply within the hospitality industry, often signaling the final opportunity for customers to place their requests before closing time. Whether at a cozy pub, a bustling restaurant, or a late-night diner, understanding the significance of last orders can enhance both customer experience and operational efficiency. In this comprehensive guide, we will explore the concept of last orders, their importance, how establishments manage them, and tips for patrons to make the most of their final chance to enjoy their favorite meals or drinks.

Understanding Last Orders: Definition and Significance

What Are Last Orders?

Last orders refer to the final time that a venue, such as a bar, restaurant, or pub, accepts new food and beverage orders before closing. This cutoff time is usually announced or displayed to inform customers that no further orders will be taken beyond that point.

The Importance of Last Orders in Hospitality

Managing last orders effectively is crucial for various reasons:

- Ensures smooth closing procedures
- Maintains legal compliance with licensing laws
- Allows staff to prepare for closing duties
- Provides customers with a clear understanding of service limits
- Enhances overall customer satisfaction by setting expectations

Legal and Regulatory Aspects of Last Orders

Licensing Laws and Last Orders

Different countries and regions have specific licensing laws that regulate the hours during which alcohol and food can be served. For example:

- In the UK, the Licensing Act 2003 stipulates that premises must cease serving alcohol at the licensed closing time.
- In the United States, laws vary by state and city, often including "last call" policies.

Understanding local regulations is vital for both operators and patrons.

Legal Implications of Last Orders

Failure to adhere to last orders timings can lead to:

- Fines or penalties
- Closure of the establishment
- Legal liabilities in cases of over-serving alcohol

Managing Last Orders: Best Practices for Hospitality Venues

Effective Communication

Clear communication is key to managing last orders smoothly:

- Announcing last orders at regular intervals
- Using visible signage indicating closing times
- Making verbal announcements as closing time approaches

Operational Strategies

Hotels and venues often adopt several strategies:

- Setting a designated last call time well before closing
- Offering last orders for a set period (e.g., 30 minutes before closing)
- Preparing to wind down service efficiently

Customer Engagement

Engaging with customers during the last orders period can:

- Encourage last-minute orders
- Create a positive atmosphere despite closing time
- Reduce abrupt shutdowns that may frustrate customers

Last Orders in Different Types of Hospitality Venues

Pubs and Bars

In pubs and bars, last orders often involve a "last call" for alcohol:

- Typically announced 15-30 minutes before closing
- Customers are encouraged to finish their drinks
- Staff may prepare to clear glasses and tidy the premises

Restaurants and Dining Establishments

For restaurants:

- Last orders usually refer to food service cutoff times
- Many establishments allow ordering up to a certain time, even if drinks are served later
- Some venues may have a specific "last seating" policy

Nightclubs and Late-Night Venues

In nightclubs:

- Last orders for drinks are often called significantly earlier than closing time
- The focus is on winding down music and activity
- Staff may begin cleaning or preparing to close as last orders are called

Tips for Patrons: Making the Most of Last Orders

Plan Ahead

To maximize your experience:

- Check the venue's closing hours in advance
- Arrive early enough to enjoy your desired items
- Be aware of last orders announcement times

Be Courteous and Respectful

Remember:

- Staff are working hard to close the venue smoothly
- Avoid rushing or causing disturbances during last orders
- Respect the decisions and policies of the venue

Enjoy Last-Minute Offers and Specials

Many venues offer:

- Last call discounts
- Special cocktails or drinks
- Limited-time menu items

Know the Legal Drinking Limits

For those enjoying alcohol:

- Be aware of your own tolerance
- Drink responsibly during last orders
- Plan transportation accordingly

Impact of Last Orders on Customer Experience and Business Operations

Customer Satisfaction

A well-managed last orders process can:

- Leave customers with a positive impression
- Encourage repeat visits
- Enhance reputation through good service

Operational Efficiency

For venues:

- Clear last orders procedures streamline closing
- Reduce errors or misunderstandings

- Ensure staff are prepared and reduce late-night chaos

Challenges and Solutions

Common challenges include:

- Customer frustration at early last orders
- Managing last-minute rushes
- Staff fatigue

Solutions involve:

- Effective communication
- Offering attractive last-minute incentives
- Proper staffing and scheduling

Conclusion: The Art of Last Orders

Last orders symbolize the closing chapter of a night's hospitality experience. While they mark the end of service, they also serve as a vital component of operational management, legal compliance, and customer satisfaction. For venue owners and staff, handling last orders with professionalism and clarity ensures a smooth transition from bustling activity to a peaceful closing. For patrons, understanding and respecting last orders enhances the overall experience, allowing everyone to enjoy their final moments at a venue responsibly and happily.

In essence, last orders are more than just a time limit—they are an integral part of the hospitality culture that balances service quality, legal obligations, and customer enjoyment. Whether you're a frequent patron or a venue operator, appreciating the significance of last orders can lead to better experiences and smoother operations.

Key Takeaways:

- Last orders mark the final opportunity for service before closing time.
- Clear communication and legal compliance are essential.
- Effective management benefits both customers and staff.
- Patrons should plan accordingly and enjoy responsibly.
- Respect and understanding enhance the overall hospitality experience.

By mastering the nuances of last orders, both venues and customers can ensure a positive, respectful, and enjoyable conclusion to every night out.

Last Orders: A Comprehensive Exploration of the Final Call

Introduction

The phrase "last orders" resonates deeply within social, culinary, and cultural contexts. It signifies the final opportunity for patrons to place their drink or food requests before a pub, restaurant, or establishment closes for the day. Beyond its literal meaning, "last orders" embodies themes of transition, anticipation, and often, nostalgia. This review delves into the multifaceted nature of last orders?its origins, cultural significance, practical implications, and the social rituals surrounding it.

Origins and Etymology of "Last Orders"

Historical Roots

The term "last orders" likely originated within the British pub culture, dating back to the 19th and early 20th centuries. Historically, pubs would announce the final opportunity for customers to order drinks before closing, often marked by a specific call or announcement by staff.

Etymology

- "Last": Denotes finality or the concluding point.
- "Orders": Refers to the requests made by customers for drinks or food.

Together, "last orders" encapsulate the concept of the final chance to make a purchase before cessation of service.

The Practical Aspects of Last Orders

Timing and Announcements

In many establishments, last orders are associated with a specific time, often announced through a bell, a shout, or a verbal announcement. For example:

- British pubs: Typically announce last orders 15-30 minutes before closing.
- Nightclubs and bars: May have different policies, sometimes with a final call at a designated hour.

- Restaurants: Last orders are often a verbal cue rather than an official announcement.

Significance for Customers and Staff

- Customers: The last call creates a sense of urgency, often prompting final rounds or last-minute decisions.
- Staff: It marks the beginning of closing procedures, including settling tabs, cleaning, and securing the premises.

Legal and Regulatory Context

In many countries, last orders are intertwined with licensing laws, which regulate closing times to control alcohol consumption and maintain public order. These laws influence:

- Cut-off times for serving alcohol.
- Last call announcements mandated by authorities.

Cultural Significance of Last Orders

Social Rituals and Customs

The final moments before closing often serve as a social ritual:

- Final round: Patrons may gather for a last drink, sharing stories or reminiscing.
- Goodbyes: Last orders often mark the end of an evening's social interaction.
- Celebrations: In some cultures, last orders are seen as a celebratory or communal experience.

Literature and Media Depictions

- Films and literature frequently portray last orders as moments of nostalgia or reflection.
- Examples include scenes where characters share heartfelt conversations during last calls, symbolizing closure or transition.

Symbolism

- The phrase often symbolizes the closing of a chapter, whether it's the end of a night out, a

relationship, or a phase in life.

- It can evoke feelings of longing, camaraderie, or bittersweet farewell.

Variations and Global Perspectives

Different Cultural Approaches

- United Kingdom and Ireland: Strong pub culture with defined last call times.
- United States: Varies by state and city; some places have no official last call, while others enforce strict closing hours.
- European countries: Each has unique customs?e.g., Spain?s late-night culture often extends drinking hours.
- Asia: Some countries have different norms, with night markets and 24-hour establishments.

Modern Trends

- Extended hours: Some venues operate 24/7, diminishing the traditional concept of last orders.
- Late-night venues: Clubs and bars may have multiple last calls, or none at all.
- Digital influence: Apps and online reservations influence the timing and awareness of last orders.

The Impact of Last Orders on Business and Economy

Revenue and Customer Experience

- Last orders can significantly influence a venue?s revenue by encouraging patrons to indulge in final purchases.
- Properly timed last orders contribute to customer satisfaction and adherence to legal regulations.

Operational Challenges

- Staff must balance providing excellent service with closing procedures.
- Managing last orders efficiently reduces waste and ensures smooth closing routines.

Cultural Economy

- Nightlife industries depend heavily on last orders to maximize profitability.
- Events and promotions often align with last call timings to boost sales.

Psychological and Social Dynamics

The Psychology of Last Orders

- Urgency: The approaching deadline stimulates a rush to order.
- Nostalgia: Last calls often evoke sentimental feelings, prompting reflection.
- Social bonding: The final moments of socialization can reinforce camaraderie.

Social Dynamics

- Group behavior tends to escalate around last orders, with patrons often making spontaneous decisions.
- Some may choose to extend their night, while others prepare to leave, leading to varied social interactions.

Controversies and Criticisms

Excessive Drinking and Public Health

- The last call can sometimes encourage binge drinking, especially when patrons rush to consume as much as possible before closing.
- Critics argue that rigid last orders contribute to unsafe drinking environments.

Licensing Laws and Cultural Restrictions

- Strict enforcement of last call times has been criticized for limiting personal freedom and social spontaneity.
- Conversely, opponents argue they are necessary for public safety.

Impact on Nightlife Culture

- Some argue that strict last orders diminish the vibrancy of nightlife, leading to early closures and less lively atmospheres.

The Future of Last Orders

Trends Toward Flexibility

- Increasingly, venues are experimenting with flexible closing times, especially in cosmopolitan areas.
- Some establishments operate without formal last orders, instead relying on staff discretion.

Technology and Innovation

- Digital systems can notify patrons of last orders through apps or digital displays.
- Contactless payments and online reservations streamline closing routines.

Cultural Shifts

- Changing social norms around alcohol consumption and nightlife are influencing the concept of last orders.
- There is a growing emphasis on responsible drinking and safe closing practices.

Conclusion

Last orders hold a unique place in social and cultural contexts, symbolizing the end of an evening, a moment of transition, and a shared ritual. From their historical origins to modern adaptations, they influence not only the operational aspects of hospitality venues but also the social dynamics and cultural narratives surrounding nightlife. Whether viewed as a practical necessity, a social tradition, or a point of contention, last orders remain a significant aspect of human social behavior, reflecting broader themes of closure, celebration, and community.

As societies evolve and nightlife patterns shift, the concept of last orders will continue to adapt, balancing tradition with innovation. Understanding its multifaceted nature offers valuable insights into human socialization, regulation, and the enduring appeal of shared conviviality at the close of the day.

Question What does 'last orders' mean in a restaurant or bar setting? 'Last orders' refers to the final opportunity for customers to place their food and drink orders before the establishment closes for the day. Why is the concept of 'last orders' important for hospitality venues? It ensures that staff can prepare and serve final dishes or drinks efficiently, helps manage closing times smoothly, and prevents last-minute disruptions. How has the COVID-19 pandemic affected last

orders policies? Many venues implemented earlier last orders or reduced opening hours during the pandemic to comply with health guidelines and manage staffing, impacting customer experience. Are there any cultural differences in how 'last orders' are handled around the world? Yes, some countries have specific customs or legal regulations dictating last orders times, which can vary widely depending on local traditions and laws. What should customers keep in mind about last orders when planning a night out? Customers should be aware of the last orders time to ensure they can enjoy their experience without rushing and avoid being turned away at closing time. Are there any popular events or promotions linked to last orders? Some venues host special last orders promotions or themed nights to encourage late-night visits and maximize revenue before closing. How do online booking platforms display last orders information? They often show closing times and last orders deadlines in the reservation details to help customers plan their visit accordingly.

Related keywords: final call, closing time, last chance, last service, end of service, final orders, closing hours, last seating, last drinks, end of day

The Last Man

Understanding "The Last Man": An Exploration of the Concept and Its Cultural Significance

The last man is a phrase that resonates deeply across literature, philosophy, science fiction, and popular culture. It encapsulates a range of ideas about solitude, survival, the end of humanity, and the future of civilization. This article delves into the multifaceted concept of the last man, examining its origins, interpretations, and how it has influenced various domains.

Origins and Historical Context of "The Last Man"

Literary Roots

The phrase "the last man" has been prominent in literature for centuries, often symbolizing the ultimate survivor or the final representative of humanity. One of the earliest notable appearances is in Mary Shelley's post-apocalyptic novel *The Last Man* (1826), which depicts a future world devastated by plague, leaving a sole survivor?ultimately the last man alive.

Philosophical Foundations

Beyond literature, the idea has philosophical undertones. Thinkers like Friedrich Nietzsche have mused about the concept of the "last man" as a symbol of societal stagnation and the decline of

higher ideals. Nietzsche's "last man" embodies complacency, mediocrity, and the loss of ambition, serving as a cautionary archetype of humanity's potential downfall.

The Cultural Significance of the Last Man

Symbol of Solitude and Endurance

In many narratives, the last man represents extreme solitude, embodying human resilience and endurance in the face of existential threats. Whether in stories of apocalyptic survival or dystopian futures, this figure highlights the raw human experience of isolation.

Reflection on Humanity's Future

The concept prompts essential questions about the future of humanity: Will we survive technological or environmental crises? What does it mean to be human in a world where the species is nearing extinction? The last man serves as a mirror, forcing society to confront these profound issues.

Depictions of the Last Man in Literature and Media

Literary Examples

- **Mary Shelley's "The Last Man"**: A dystopian novel exploring love, loss, and survival after a global pandemic.
- **H.G. Wells' "The Time Machine"**: Features the Eloi and Morlocks, with themes of degeneration and the possible future of mankind.
- **Isaac Asimov's "The Last Question"**: A science fiction story pondering humanity's survival and the fate of intelligent life.

Popular Culture and Media

- Movies like *I Am Legend* and *Mad Max* depict lone survivors navigating post-apocalyptic worlds.
- Video games such as *The Last of Us* portray the emotional journey of the last survivors.
- Comics and graphic novels, including *The Last Man* by Brian K. Vaughan and Pia Guerra, explore themes of gender, society, and survival.

Thematic Analysis of the Last Man Archetype

Isolation and Humanity

One of the core themes associated with "the last man" is profound isolation. This solitude tests human resilience and questions about identity, purpose, and the meaning of life when social structures collapse.

Survival and Adaptation

The last man's journey often emphasizes adaptability?how individuals cope with extreme circumstances?and the moral dilemmas faced when resources are scarce.

Technological and Environmental Collapse

Many narratives attribute the last man's existence to catastrophic events like nuclear war, pandemics, or environmental disasters, serving as warnings about current trajectories.

The Last Man in Philosophy and Society

Nietzsche's "Last Man"

Friedrich Nietzsche's concept of the "last man" appears in his work "Thus Spoke Zarathustra." It describes a complacent, risk-averse individual lacking higher aspirations, symbolizing societal decay. Nietzsche warns that this mindset leads to stagnation and the loss of human greatness.

Modern Societal Implications

In today's context, the "last man" can symbolize societal complacency, consumerism, and the potential decline of cultural or moral values. It serves as a critique of modern life and a prompt to pursue higher ideals.

Scientific Perspectives on the Last Man

Extinction Risks and Humanity's Future

Scientists have identified various risks that could lead to human extinction or a scenario where only one individual remains:

- Environmental catastrophe (climate change, asteroid impact)
- Pandemics and bioengineered viruses
- Nuclear war
- Artificial intelligence surpassing human control

Post-Human Evolution and Transhumanism

Some futurists explore the idea that the last human might evolve into a post-human entity, transcending biological limitations via technology, thus redefining what it means to be "the last man."

Ethical and Philosophical Questions Surrounding the Last Man

Morality in Survival Situations

When faced with survival, ethical dilemmas emerge?should one prioritize self-preservation over others? How does morality evolve when societal structures vanish?

Existential Reflection

The last man prompts introspection about purpose and the nature of existence. Is survival enough, or is there a higher meaning to life?

Conclusion: The Last Man as a Mirror to Humanity

The concept of the last man is a compelling narrative device that forces us to consider our future, our values, and our resilience. Whether portrayed as a solitary survivor, a cautionary figure, or a philosophical archetype, the last man embodies the ultimate test of human endurance and the enduring questions about our destiny.

As we advance technologically and confront global challenges, contemplating the role and fate of "the last man" helps us reflect on what kind of future we want to create?and whether we will be the architects of a new beginning or the final chapter in human history.

The Last Man: An In-Depth Exploration of Humanity's Final Survivor

In the realm of speculative fiction and existential philosophy, the concept of the last man has long captivated audiences and thinkers alike. Whether depicted as a solitary survivor in a post-apocalyptic wasteland, a symbol of human resilience, or a mirror reflecting our deepest fears and hopes, the figure of the last man embodies both the end of an era and the enduring spirit of humanity. This article endeavors to provide an exhaustive examination of the last man?from its origins and cultural representations to its philosophical implications and contemporary relevance.

Understanding the Archetype: Who Is The Last Man?

Historical and Literary Origins

The archetype of the last man traces back centuries, evolving through literature, philosophy, and popular culture. It encapsulates the scenario where, due to catastrophe—be it environmental, nuclear, biological, or societal—humanity is reduced to a single survivor.

Key literary milestones include:

- Percy Shelley's "The Revolt of Islam" (1818): While not explicitly about the last man, Shelley's poetry hints at themes of solitude and resilience amidst apocalyptic change.
- Mary Shelley's "The Last Man" (1826): The most direct literary treatment, this novel narrates the story of Lionel Verney—the last known survivor of a plague that annihilates humanity. It explores themes of loss, hope, and the meaning of existence in solitude.
- H.G. Wells' "The Time Machine" (1895): While focusing on future evolution, the story hints at a lonely existence of the "Eloi," and indirectly references the loneliness of humanity's distant descendants.

These foundational works set the stage for understanding the last man not merely as a plot device but as a vessel for exploring human identity, morality, and existential meaning.

Philosophical Foundations and Symbolism

Philosophically, the last man often symbolizes:

- The culmination of individualism: A figure who embodies ultimate solitude, free from societal bonds.
- The end of human progress: A reflection on the trajectory of civilization and whether humanity's pursuit of progress leads to its own demise.
- The embodiment of nihilism vs. hope: Some portray the last man as a nihilist resigned to despair; others as a resilient figure seeking meaning despite loss.

Friedrich Nietzsche's concept of the "last man" in "Thus Spoke Zarathustra" describes a complacent, materialistic individual who epitomizes the decline of human ambition and spiritual aspiration. Though not directly about a survivor, it provides a philosophical backdrop for contemplating the end of human striving.

Cultural Depictions and Variations

Post-Apocalyptic Narratives

In contemporary media—films, novels, video games—the motif of the last man is often central to

post-apocalyptic stories:

- ?I Am Legend? (novel by Richard Matheson, 1954; film adaptations): Focuses on Robert Neville, seemingly the last human alive amid vampire-like creatures, exploring loneliness, resilience, and the search for meaning.
- ?The Road? by Cormac McCarthy (2006): Follows a father and son traveling through a devastated landscape; while not solely about the last man, it underscores themes of survival and moral judgment in solitude.
- Video Games like ?The Last of Us?: Depict a world ravaged by infection, with characters navigating loneliness and hope in a broken world, echoing the archetype.

These stories often serve as allegories for human vulnerability and the importance of community, even when faced with extinction.

Symbolic and Philosophical Variations

The depiction of the last man varies based on cultural context and narrative intent:

| Variation | Description | Notable Examples |

|-----|-----|-----|

- | The Stoic Survivor | Endures hardship with resilience and philosophical calm | "The Last Man" by Mary Shelley |
- | The Nihilist | Embraces despair, sees existence as meaningless | Nietzsche?s ?Last Man? concept |
- | The Hopeful Remnant | Seeks meaning and renewal despite loneliness | ?The Martian? by Andy Weir |
- | The Tragic Figure | Suffers loss and existential despair | ?Mad Max: Fury Road? (post-apocalyptic hero) |

These variations demonstrate the richness and complexity of the last man archetype, reflecting diverse human responses to catastrophe.

Philosophical and Ethical Implications

Existential Questions

The figure of the last man prompts profound inquiries:

- What does it mean to be human in solitude?

Is identity rooted in social connection, or intrinsic to individual consciousness?

- Is survival enough?

Can one find purpose after the extinction of civilization and loved ones?

- Does the last man possess morality?

How do ethical principles hold when the social fabric disintegrates?

Morality and Humanity

In a world where the last man exists in isolation, traditional morality faces challenges:

- Moral relativism vs. universal ethics:

Does morality persist when societal norms vanish?

- The role of memory and culture:

Without others, is knowledge and culture lost? Or can the last man preserve the essence of humanity?

- Responsibility to future generations:

Does the last man bear the burden of humanity's legacy?

These questions are not merely academic; they are vital considerations in understanding human resilience and the meaning of existence.

Contemporary Relevance and Reflection

Environmental and Societal Concerns

Modern concerns about climate change, nuclear proliferation, and pandemics make the theme of the last man increasingly relevant. The possibility of humanity facing extinction?whether gradual or sudden?raises urgent questions about sustainability and preparedness.

Key considerations include:

- Preventive measures: How do we safeguard against scenarios that could lead to such solitude?
- Ethical stewardship: The importance of environmental conservation and responsible technological development.
- Resilience planning: Strategies to ensure survival and continuity of human civilization.

Technological and Transhumanist Perspectives

Advances in technology?artificial intelligence, space colonization, genetic engineering?offer pathways that could extend human life or create new forms of existence:

- Digital immortality: Uploading consciousness to machines, potentially creating a new form of the last man?a digital survivor.
- Space colonization: Ensuring human survival beyond Earth, possibly avoiding extinction altogether.
- Transhumanist ideals: Enhancing human capabilities to transcend biological limitations.

These developments prompt us to rethink the boundaries of the last man and whether true solitude is an inevitable outcome or a challenge to be overcome.

Conclusion: The Last Man as a Mirror and a Mission

The archetype of the last man is more than a narrative device; it is a mirror reflecting our deepest fears, desires, and philosophical inquiries. Whether portrayed as a tragic figure, a resilient survivor, or a nihilist, the last man encapsulates humanity?s confrontation with mortality, meaning, and morality.

As we navigate an era of unprecedented technological and environmental challenges, understanding this archetype helps us grapple with vital questions:

- How do we find purpose in the face of potential extinction?

- What does it mean to preserve our humanity?
- Can resilience and hope withstand the loneliness of ultimate solitude?

In examining the last man, we are not only exploring a fictional scenario but also engaging with the essence of what it means to be human. It is both a cautionary tale and a call to action, reminding us that while solitude and end are unavoidable realities, the pursuit of meaning, connection, and responsibility can define our legacy.

In essence, the last man is a powerful symbol, a testament to human endurance, a philosophical inquiry, and a reflection of our collective consciousness. Whether as a literary figure, a cultural icon, or a philosophical concept, the archetype challenges us to consider how we live, die, and, ultimately, what it means to carry the torch of humanity into the unknown.

Question What is the main plot of 'The Last Man'? 'The Last Man' is a dystopian novel by Mary Shelley that explores a future world devastated by a plague, focusing on the solitary survivor's struggles and reflections on humanity and society. Who are the key characters in 'The Last Man'? The novel primarily centers around Lionel Verney, the protagonist and survivor, along with other characters like Adrian, Lord Raymond, and Perdita, who represent different facets of human resilience and morality. How does 'The Last Man' reflect themes of isolation and societal collapse? Shelley uses the protagonist's solitude and the decaying world around him to explore themes of loneliness, the fragility of civilization, and the enduring human spirit amidst catastrophic loss. Is 'The Last Man' considered a prophetic work? Yes, many interpret 'The Last Man' as a prophetic novel, as it eerily anticipates future pandemics and societal upheavals, making it relevant in contemporary discussions about global crises. How has 'The Last Man' influenced modern dystopian literature? Shelley's depiction of a post-apocalyptic world and the exploration of human resilience have inspired numerous modern dystopian works, emphasizing themes of survival, loneliness, and societal collapse. Are there recent adaptations or references to 'The Last Man'? While there are no major recent film adaptations, the novel has been referenced in contemporary discussions about pandemics and survival stories, and inspired graphic novel adaptations exploring its themes. Why is 'The Last Man' still relevant today? Its exploration of human vulnerability, societal breakdown, and the search for meaning in solitude makes 'The Last Man' profoundly relevant in the context of modern global challenges like pandemics and environmental crises.

Related keywords: post-apocalyptic, survival, dystopian, solitude, apocalypse, loneliness, extinction, future, resilience, humanity

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