

TITLE: CUSTOMER SERVICE

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DRAFT 2.1 (print version for actors) / OCTOBER 14, 2014

SETTING: Customer enters a Target store's customer service counter for returns, etc.

CHARACTERS:

Elaine: Crazy "chatty Kathy" busybody talkative customer service rep. who is flirtatious and touchy-feely and super positive.

Francis: Grumpy persnickety consumer who is trying to get a credit back on his credit card since he returned his gift but no money has come back from Target.

Barbara: Elaine's supervisor. Just like Elaine, but even worse.

Lyndsey: Barbara's Male supervisor who is very manly with a deep voice and NOT GAY but super friendly like the others.

Elaine is standing at the counter very perky wearing a target uniform with lots of smiley buttons. She's very bouncy and dancing around because she so cheerful. Chews gum voraciously.

ELAINE

Happy Holidays, sir! My name is Elaine - that's right! Just like the character on Seinfeld! Just so you know we have cameras everywhere! There's one over there...

Elaine points, dances, etc.

ELAINE (CONTI.)

...over there, over there... But don't you worry your pretty little head over that, sweetheart! It's not like I have one in my butt.

(laughs awkwardly)

ELAINE (CONTI.)

Now, how can I help you today - or any day for that matter! What are you doing tomorrow - kidding! I don't even know your name!

FRANCIS

(perturbed)

If you recall, Target had a security breach this past Spring...

ELAINE

(interrupting)

I know! So many people lost their jobs here... not me, though - my momma always said having a positive attitude will keep you employed - so true! Right?!

FRANCIS

(perturbed)

Anyway, my wife's credit card number...

ELAINE

(interrupting)

You are sooo handsome, I'm not surprised you're married...

FRANCIS

(yelling)

I may not be by the time this conversation is over! Just PLEASE hear me out!

ELAINE

(interrupting)

Right. Gotcha! Customer is always right?! I am closing my lips and locking them with an imaginary key and throwing that imaginary key right out the imaginary window - OK!

Elaine does the locking of her mouth and tossing key away gesture.

FRANCIS

(more calm, but talking fast)

OK. My wife swiped her Visa card at Target, and the number was stolen, and so the kind executives of your store gave her free monitoring, blah, blah, blah... but also a gift certificate for \$250. Move ahead 7 months and my wife

Elaine starts to check her smart phone. During Francis' story she can occasionally say "hmm-hmm" and "uh-huh" and "sure".

FRANCIS (CONTI.)

decides to use the gift certificate to buy me exactly eight white oxford button downs for Chanukah. It's a nice gesture and certainly practical since the bill came to around \$248 dollars and I actually have a white collar job (no pun intended) so need these shirts when I litigate in front of a judge, but I really only need 7 (no offense to our religious traditions) because I take the dry cleaning in once-per-week and so eight is too much so I returned one shirt with the expectation that the credit would go back to the gift card that had \$2 left on it, but my wife just went to target to by a fondue pot because we have people coming over for New Year's but there was still only \$2 on the gift card, so I have my return receipt and want to get the gift card to have \$31 put back on it for a total of \$33 dollars.

ELAINE

(being kind and flirtatious)

And a lawyer too! No surprise there.
Rrrrrr. Well, sweetheart why don't you
first give me your name.

FRANCIS

Francis. Francis Weinstein.

ELAINE

No silly, not your wife's name, your
name.

FRANCIS

It's Francis. With an "I". The female
name is with an "E". It's both a female
and a male name. Male "I"; Female "E".
I'm like Fran Tarkington the
quarterback, not Fran Drescher, the
actress. But only my closest friends
call me Fran.

ELAINE

Ha! I love "The Nanny". You know, Fran,
if I were not in customer service, I
always saw myself as a nanny... guiding
little people as they grew up into
adults like you and me.

FRANCIS

(annoyed)

Francis! So, do you think you'll be
able to help us with this \$31 credit?

ELAINE

I'm sure it will be fine, sweetheart!
Let me just bring over my supervisor,
Barbara. You will love her, she raises
Chihuahuas for fun and just like your
namesake her oldest son plays

ELAINE (CONTI.)
quarterback at the local high school
here.

Elaine grabs the phone to get on the PA system.

ELAINE (CONTI.)
Barbara! customer service. Barbara,
customer service.

Barbara Enters.

BARBARA
(giggling to Elaine)
No need to shout! You going to the
holiday potluck?

ELAINE
(giggly)
You kiddin' me? Devin, the new stock
boy, will be there and I'm bringing the
mistletoe.

BARBARA
(to Elaine)
You little vixen. So what we got here?

Elaine introduces Barbara to Francis.

ELAINE
Barbara, this is Fran.

FRANCIS
(annoyed)
Francis!

BARBARA
(whispering to Elaine)
Francis is a woman's name.

ELAINE (whispering back to Barbara)
He's a quarterback.

BARBARA

(winking to Elaine)

Well, Merry Christmas, Francis! You know my son's a quarterback! You are so handsome! I just happen to have some mistletoe in my pocket.

Barbara comes around the counter and holds mistletoe over her head and gets very close to Francis, batting her eyes toward the the mistletoe suggesting Francis should kiss her.

BARBARA

(winking to Elaine)

What are YOU doing tomorrow and just How can I help YOU.

Francis frantically tries to avoid Barbara who continues to stay close trying to get a kiss. Barbara occasionally says "hmm-hmm" and "uh-huh" and "sure" during Francis' story.

FRANCIS

(flustered, and talking even faster)

Wife uses Visa here, number got stolen, we got free monitoring plus gift certificate... she uses certificate to buy me eight white shirts. I only need 7 so I returned one. The gift card never got \$31 dollars in credit from the return.

ELAINE

...And, he's a lawyer!

BARBARA

Reeaallly?! Hubba-Hubba. Well, What a shame...

Barbara gives up trying to get a kiss.

BARBARA (CONTI.)

These turn of events, Fran. But the gift card is in your wife's name?

FRANCIS
(frustrated)

Yes.

BARBARA
OK. Well, let me get my supervisor.

Barbara grabs the phone to get on the PA system.

BARBARA (CONTI.)
Lyndsey, customer service, Lyndsey,
customer service.

Lyndsey Enters.

FRANCIS
(to Lyndsay, surprised)
I thought you'd be woman.

LYNDSEY
(giggling)
Happy Chanukah! sir. Nope. Spelled
with an "e" like Senator Graham from
South Carolina, not an "a" like that
trollop, "Lohan" - career's been in the
pissier since "Parent Trap" if you ask
me. So how can I help you?

FRANCIS
(extremely flustered / talking faster)
Wife... Visa... (sniffle) Stolen... gift
certificate... I only (sniffle) need 7
shirts. You owe me ... (sniffle) \$31.

LYNDSEY
(very matter of fact / deep voice)
You sure are handsome.

Lyndsey pulls a piece a mistletoe out of his
pocket and holds it above his head.

BLACKOUT.