

Customer Disservice

By

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INT. OFFICE CUBICLE - DAY

Shirleen, a Customer Service Representative at a Phone Sex Call Center. There are audible "ooo's and ahh's" in the background interspersed throughout the scene. She picks up the phone at her desk. John is on the other line. She speaks loudly and is a bit abrasive.

SHIRLEEN

Hello?!

JOHN

Hi, yes, is this customer service?

SHIRLEEN

Who's this?

JOHN

Uhhh John.

SHIRLEEN

Okay.

JOHN

(timid)

Okay...ummm looks like I was charged for ten minutes but I know I only used five.

SHIRLEEN

And you're proud of that?

JOHN

Excuse me?

SHIRLEEN

You couldn't even last ten minutes? I see why you called in but that's embarrassing even over the phone.

JOHN

I have a pituitary gland issue.

SHIRLEEN

Sir, please, I don't have any interest in any of your glands. Save that for your five minute calls.

JOHN

Is there a manager I can speak to?

SHIRLEEN

Yes.

JOHN

Well can I speak to him?

SHIRLEEN

Why does the manager have to be a him?

JOHN

I just assumed.

SHIRLEEN

Well, I assumed I could get a job with a degree in counseling psychology and look at me now.

JOHN

Can you just give me a refund or credit or something?

SHIRLEEN

I could.

JOHN

Okay.

SHIRLEEN

Doesn't mean I will.

JOHN

Ma'am, what is your problem?

SHIRLEEN

I don't have a problem. You're the one with the problem. You called customer service not me!

JOHN

I'm not getting my issue resolved!

SHIRLEEN

You want to know why? Because you're not assertive enough. You didn't ask me my name, you didn't demand your money back. You calmly stated that you were overcharged. I bet when you call in, you ask how her day's going. How will you get anywhere in life if you don't assert yourself?

JOHN

You're right! All my life I just let people walk all over me. My wife left me and took everything, my dog ran away, my kids call me John. I'm underpaid at work...

SHIRLEEN

I bet you could really use that refund.

JOHN

I sure could.

SHIRLEEN

Okay.

JOHN

Okay, you're processing the refund?

SHIRLEEN

Nope.

She hangs up the phone. It rings again.

SHIRLEEN

Hello?! Who's this?

There's masculine mumbling on the other end.

SHIRLEEN

You know what your problem is Erik? You talk entirely too much. How do you plan to get anything accomplished when you don't listen?

END OF SCENE