

- 1 RONI: It would be fun to *play* Santa, though. To buy a couple
- 2 of things for my sisters and put them under the tree with
- 3 Santa on the tag and not tell them who it's from.
- 4 LONI: I see Santa is going to show up at your house this
- 5 year.
- 6 TERRY: I still think you're crazy, Loni, but it does sound like
- 7 fun.
- 8 LONI: Isn't that what it's all about?

27. How May I Help You?

Topic: Communication problems via the phone between an innocent citizen and corporate America.

Cast:

REP: almost mechanical, working on automatic pilot with not much emotion

CUSTOMER: trying painfully to bring a little logic to the conversation

- 1 (*This scene should take place with both ACTORS On-Stage.*
- 2 *Customer REP should be sitting at a desk with a headset to*
- 3 *serve as the phone and something to serve as a computer.*
- 4 *CUSTOMER should have a cell or regular phone. They should*
- 5 *be on opposite sides of the stage and never make eye*
- 6 *contact.)*
- 7 REP: (*Very rehearsed, professional, falsely cheerful*) Hello, this is
- 8 National Credit Agency. How may I help you?
- 9 CUSTOMER: Hi. I'm calling to let you know my grandmother
- 10 has passed away and to cancel her account.
- 11 REP: OK. Could I please get the account number?
- 12 CUSTOMER: (*Consulting a paper*) Yes, that's five-six-nine-
- 13 one-two-five-four-six-seven.
- 14 REP: Thank you. (*Clicks some keys on the computer. Consults*
- 15 *screen.*) Yes, I see the account here. There is a three
- 16 hundred dollar balance.
- 17 CUSTOMER: Well, she died three months ago, in
- 18 September, and there was a zero dollar balance at that
- 19 time.
- 20 REP: Well, these charges are for annual fees and late
- 21 charges. There are also some penalties added for
- 22 October and November.
- 23 CUSTOMER: I just told you that she died in September.
- 24 REP: I understand, but she is still responsible for the late
- 25 charges and the fees.

1 CUSTOMER: For fees and charges that were applied after
 2 she died?
 3 REP: *(Very logically)* The account wasn't cancelled.
 4 CUSTOMER: *(A little confused)* But she died.
 5 REP: Yes, I understand that. But the fees and late charges
 6 are still due.
 7 CUSTOMER: Let me get this clear. You are trying to collect
 8 three hundred dollars from a dead woman who didn't buy
 9 anything?
 10 REP: *(Beginning to be bored)* If you have a copy of your
 11 contract, you'll see where these fees and late charges
 12 still apply unless an account is cancelled.
 13 CUSTOMER: *(Speaking a little more slowly and clearly.*
 14 *Obviously starting to get angry.)* I hope you heard me say
 15 that this was my grandmother's account and that she is
 16 dead. I don't have any contract.
 17 REP: *(Unconcerned)* Well, it was mailed out with your original
 18 credit card.
 19 CUSTOMER: *(Surrendering)* You know what? Go ahead and
 20 keep mounting up those fees and late charges. I'm sure
 21 she won't mind.
 22 REP: We advise our customers to keep up-to-date with their
 23 bill. You really don't want to ruin her credit rating.
 24 CUSTOMER: *(With a sudden idea)* How about this — would
 25 you like her new address?
 26 REP: That would very helpful, thank you.
 27 CUSTOMER: The address is Saint Andrew Cemetery, Ten
 28 Main Street.
 29 REP: A cemetery? Her new address is at a cemetery?
 30 CUSTOMER: Yes it is. Where do you bury people on your
 31 planet?

28. The Principal's Office

Topic: A student is called to the principal's office — for a good reason.

Cast:

MRS. JEFFERSON: the typical principal, business-like but kind

ANDY: a kid with a guilty conscience

1 *(Scene should open with MRS. JEFFERSON sitting behind a*
 2 *desk and ANDY sitting in a chair on the other side, obviously*
 3 *uncomfortable.)*
 4 MRS. JEFFERSON: Well, Andy, I guess you know why I've
 5 called you down to my office.
 6 ANDY: *(Trying to express regret)* Yes, ma'am. I'm really sorry
 7 about the problem on the basketball court.
 8 MRS. JEFFERSON: *(Confused)* The problem on the
 9 basketball court? I don't know about that, but maybe I
 10 should. Want to tell me?
 11 ANDY: No, ma'am. I mean, if you don't know, it's not
 12 important. I mean, I don't want to bother you with it. I
 13 mean, what was it you wanted?
 14 MRS. JEFFERSON: It's interesting, Andy, that you've been
 15 a student here for three years and I've never had you
 16 down to my office.
 17 ANDY: Yes, ma'am. That's a good thing, isn't it?
 18 MRS. JEFFERSON: Yes, of course. How do you like it here
 19 at Lincoln Middle?
 20 ANDY: *(Enthusiastically)* Oh, it's great. I like it a lot.
 21 MRS. JEFFERSON: The teachers and the other kids treat
 22 you well?
 23 ANDY: Yes, ma'am.
 24 MRS. JEFFERSON: How about homework? *(Consults a pad*
 25 *or book.)* I see here your grades are fine.
 26 ANDY: A little bit too much homework sometimes, but not
 27 too bad.