

THE CALL CENTER

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FADE IN:

EXT. NAPERVILLE, IL-MORNING

Billowy clouds reflect against the tinted glass windows, of this modern five story building.

INT. CALL CENTER, UNIVERSITY HOSPITAL-MORNING

"Vaseline" by Stone Temple Pilots plays from a radio. Wearing a white shirt and tie, JASON SCHWARTZ, 48 slowly trolls through the crowded noisy room. It's complete chaos. Phones ring loudly, as OPERATORS chatter on headsets. They quickly jot down messages, and transfer calls. A Jumbotron, on the front wall, flashes metrics in large green lights, constantly reminding them, of the never ending Que. JASON waves, and greets everyone as he passes.

JASON

Good Morning!

LUKE RYAN, 24, with long blond hair, and a pierced ear, directs traffic. He helps answer calls. Wearing a cap backwards, he's a regular chick magnet, and he knows it. On his desk, are several pagers. Tacked on a Bulletin Board, directly in front of him, is a print out of the Purple Squash. Listed on it, are all the OPERATORS names, with time schedules for breaks, and lunches. In the left hand corner, a large Purple Squash smiles at him. He sneers, and growls at it.

LUKE

Grrrrrrrr!

LUKE yanks it off, as the tack falls to the floor. JASON stops in his tracks.

JASON

What's wrong?

LUKE rests his head in his hand. He smacks the print out, and shows it to JASON.

LUKE

It's the damn squash again! Look at this!

He points to his name on the print out.

LUKE

It has me going to lunch at 9:30! I just
got here at 9:00!
It has Lack Jack going to lunch at 3:30
in the afternoon.

He looks up at him.

LUKE (CONT'D)

She started work at seven am!

JASON laughs.

JASON

So. She's on a diet right? Maybe if she
goes a little later it will help her
loose weight!

LUKE laughs back hard. He raps like M & M. The tempo
quickens as he keeps rapping.

LUKE

Yeah! Maybe we could all go to de lunch
at four in de afternoon. Then we would
all starve ourselves. Then there'd be no
one to answer de phones! Then you would
loose your job, then your wife would
divorice you, then take Amy your
daughter, and then take all de money
before it's gone!

JASON cracks up.

JASON

That would be very bad!

LUKE

(rapping)

Do you want to approve de changes now?
Or after de divorice?

JASON quickly snatches, and initials it with a pen on
LUKE'S desk.

JASON

What's with these stupid formalities?
Next time, use your best judgment, and
just change it!

LUKE raps again.

LUKE

I can't be a changing de purple squash on
de fly judgment like dat! Not de 10,000
dollar sacred squash! I don't be having
de authorities!

JASON

Well, I'm giving it to you now! Next time
just go ahead and change it!

LUKE

(rapping)

Ok, but I just hope dat my wife don't
divorice me and take all my money!

JASON

You're not married, and you have no
money!

LUKE

(rapping)

I'm just a saying, I'ffin I was, and
i'ffin I had some!

JASON giggles, and shakes his head. He walks away.
SFX: Sound of a Locust chirping.

JASON stops midstream, and looks around.

JASON

What's that sound?

Now LUKE speaks like CHRISTOPHER WALKEN.

LUKE

Gilbert brought him in. He jumped out of
his briefcase.

JASON

Brought who in? What jumped out of his
briefcase?

Like CHRISTOPHER WALKEN again.

LUKE

The Secada! Didn't you see them? There
all over the parking lot!

JASON

No! I didn't!

LUKE
 (like Walken)
 Seriously? You are so in the dark my
 friend! Please come to the light.

He points to the florescent light above them.
 SFX: Another chirp.

JASON looks around. He lifts up some papers and charts on
 LUKE'S desk. Then sighs.

JASON
 Try and find it! That's driving me nuts!

LUKE
 (like Walken)
 I tried to find him, but I couldn't
 Boss!

JASON
 Well...keep looking.

JASON starts to walk away, and then turns around.

JASON (CONT'D)
 And can you please stop talking like
 Christopher Walken?

Again like CHRISTOPHER WALKEN.

LUKE
 What do you mean?

JASON chuckles. He walks into his office, and shuts the
 door. Through the glass window, he shakes his head in
 disapproval. LUKE smiles back. In a very exaggerated
 CHRISTOPHER WALKEN accent, he answers his phone.

LUKE (CONT'D)
 Thank you for calling University
 Hospital, how may I direct your call?

INT. CALL CENTER-AFTERNOON

A SECADA jumps on the floor next to LAKESHA JACKSON, 38.
 She retreats quickly. In a spandex tube top, and dreadlocks,
 she cracks gum in between calls. She's got a heart of
 gold, and a contagious laugh. The other OPERATORS follow
 suit. GILBERT KNIGHT, a fifty year old African American,
 hisses in a creepy raspy

voice.

GILBERT

They're all over the parking lot. I saw them out there before I came in. There were two of them...oooh...they was humping up a storm...

He cackles a laugh. LAKESHSA eyes him in disgust. The others look at each other, and laugh hard.

LACK JACK

Ewe! TMI...TMI! And I thought you were a man of the cloth!

GILBERT

Forgive me Lakesha for my sins!

LACK JACK

Forgive you nothing! You just a filthy old man pretending...

He interrupts her and bows his head.

GILBERT

Blessed is the man that endureth temptation: for when he is tried, he shall receive the crown of life, which the Lord hath promised to them that love him. James 1:12.

LACK JACK

Yeah. You better start praying! Hard...for your lost soul!

INT. LUKE'S DESK-A FEW MINUTES LATER

LUKE through the speaker phone to a DOCTOR.

LUKE

(like Walken)

Miss Todd had another accident? Sorry it smells so bad Doctor Chen! I'll page environmental services right away! Sorry, Doctor! I know. Ok, I promise!

He pushes the end call button.

LUKE (CONT'D)

They'll be fighting over who gets this assignment!

He picks up one of the pagers, and types a message. In the meantime, DESIREE HOLMES, a very attractive twenty something, with long brown hair struts up to LUKE in platform shoes. She's dressed in a low cut blouse, and tight mini skirt. He looks her up and down.

DESIREE

Hi! You Luke?

LUKE (CONT'D)

Yeah. Are you Desiree?

DESIREE

The one and only. Here at your service for training.

She smiles big. He smiles back. LUKE rolls a chair from a unoccupied desk nearby. He pats it.

LUKE

Have a seat.

He opens his drawer, and takes out a headset, with a Y cable extension. He attaches it to his, and hands it to her. She sits, as she puts on the headset.

LUKE (CONT'D)

Listen and learn.

She crosses her legs, revealing her underwear. He stares and smiles.

DESIREE

Ok! I'm ready.

He touches his crotch.

LUKE

Me too! Nice to meet you Ms. Sharon Stone!

They both laugh.

INT. JASON'S OFFICE-LATER

JASON sits at his desk with his hands folded. LUKE sits across from him. LUKE giggles, as he watches a utube video on his iphone. His headset is rested around his neck, as he half listens to him.

JASON

Tell her she can't dress like that!

LUKE glances up.

LUKE

Why?

LUKE stands up, and through the window snaps a close up shot of DESIREE. She waves and smiles. He sits down again, and admires the photo. JASON grabs LUKE by the wrist.

JASON

Because we have to project an aura of professionalism around here!

LUKE puts his feet up on JASON'S desk.

LUKE

Since when?

LUKE stares back at his ipod. JASON pushes his feet off the desk. LUKE looks up and listens.

JASON

Since Joyce became the new VP!

LUKE thinks for a moment.

LUKE

You think she'll come in here? The sewer pit as she calls it?

JASON

Yeah. You can bet on it! She told me she'll be coming around a lot now! Believe me...I'm not happy about it!

LUKE

Wow! that really sucks for you!

JASON

Big time! And I don't want to end up like the last supervisor. It's like musical chairs around here.

LUKE

You don't have anything to worry about! Unless you're planning to blow 10,000 dollars on a bad adherence program!

JASON

That's not why Jeff was fired!

JASON looks at him seriously.

JASON (CONT'D)

Was it?

LUKE

(like M&M)

Dat's de rumor Boss! Dat and de management feedback survey. He did not do too well on it! Did yours already! I did mines online! Want to see?

He flips on his iphone, and shows it to JASON. JASON examines the page he saved carefully. He sees all the overall management boxes checked as excellent.

LUKE (CONT'D)

See...I gave you all de best scores!

JASON picks up a paper on the desk, touches his head, and closes his eyes.

JASON

I see a very bright future for you.

LUKE

Dat's a music to me ears!
How long have you been here?

JASON

Twenty five big ones!

LUKE

Joyce has only been here five. She has more to worry about than you! They just move you again, this time maybe to de environmental services department.

LUKE laughs. JASON does not.

JASON

I hope you're right partner!

LUKE

Hey Jay! Check out this video Gilbert sent me. It's of Brittany Spears and Paris Hilton. Look no underwear! They're flashing!

He hands the iphone to JASON. He watches it intently.

JASON

You guys know you're not supposed to have those on in the call center! And...I know about the TV on the night shift!

JASON keeps watching.

LUKE

Gilbert gave you a really good review too!

JASON

Ok, Good. He can have the TV! Gilbert sent you this video? Isn't he a Minister?

LUKE

(like M&M)

That's why he needs to watch it. He's not getting any...You know..too busy with de holy rollers, and preaching de sermon and all. And when he's not at de church, he's working de night shift here...and still not getting any...

JASON

(interrupting)

Ok. Ok, I get it!

Finally LUKE gets up, and snatches the iphone from JASON.

LUKE

Good talk Boss!

INT. CALL CENTER-EVENING

It's quiet now. The phones are dead. GILBERT turns on the small portable TV at his desk. American Idol beams. LAKESHA and the other OPERATORS watch.

LACK JACK

I can't stand him!

GILBERT

Who?

LACK JACK

Who do you think? Cowell!

SFX: Chirping.

LACK JACK
(CONT'D)

Damn it Gilbert! That secada is still in here!

GILBERT turns towards her. He grins. In a raspy voice.

GILBERT

It's not my fault. I can't help it if he's looking for a quickie in the call center.

LACK JACK
(screeching)

Don't go there. Don't you dare go there again!

GILBERTS bows his head and preaches.

GILBERT

Let us not give up meeting together, as some are in the habit of doing, but let us encourage one another-and all the more as you see the Day approaching.
Hebrews 10:25

INT. JASON'S OFFICE-MORNING

JASON sits down at his desk. LUKE walks in and hands him a Starbucks coffee.

JASON

Thanks dude!

LUKE

No problems.

JASON

Everything good with the squash today?

LUKE

Yep! And good news! We found the secada!

JASON

Oh yeah? Where was he?

LUKE

Under Gilbert's desk. LAKESHA put it in a cup and threw him outside.

JASON

Wonderful!

JASON looks out the window. He sees DESIREE dressed in a turtle neck sweater, and nice pair of dress slacks.

JASON (CONT'D)

I see you had the talk with Desiree.

LUKE

(like M&M)

Yeah. I told her we have a dress code. No ho wear!

JASON

Oh, Come on, you didn't!

LUKE

(like M&M)

No. I didn't say nothing. I like the way she dress. She has a job interview later.

JASON rolls his eyes.

JASON

Great! Get the hell out of my office.
Now!

LUKE swaggers out, and closes the door. JASON shakes his head. He sips the Starbucks.

SFX: Chirping sound.

SFX: Another chirping sound.

JASON (CONT'D)

Shi...

FADE TO BLACK

THE END