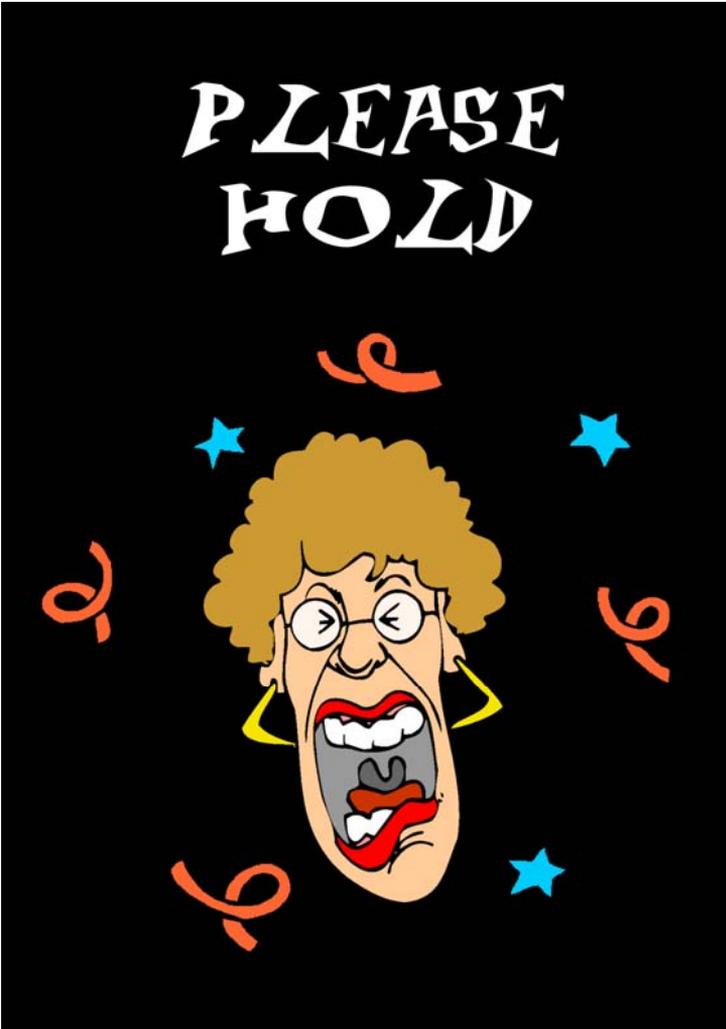


PLEASE HOLD



Clint Snyder

BIG DOG PUBLISHING

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Pl ease Ho l d

COMEDY. Five employees with major personality flaws have been hired to “help” customers at a cable company call center. There’s an overly peppy agent, an agent with anger issues, a rude southern belle, an extremely anxious agent, and an agent who thinks she’s Abraham Lincoln. And then there are the customers! Hilarity abounds when the agents have to assist a hard-of-hearing customer, a woman with an unpronounceable name, and a customer who just needs an ambulance. In the end, the agents discover there is only one way to please unhappy customers.

Performance time: Approximately 30 minutes.

Characters

(2 M, 13 F or 15 flexible)

REGINA: Cable company supervisor who doesn't do much except read magazines and fix her makeup; female.

CLAYTON: Agent who gets increasingly more anxious as customers grow frustrated; male.

SABRINA: Sassy southern belle who does not really care about her job or her customers; chews gum loudly on the phone; female.

KRISTY: Overly energetic, peppy agent who enjoys her job a little too much; female.

PATTY: A masculine, rough agent with anger issues; female.

AUDREY: Agent who talks to herself and thinks she's Abraham Lincoln; female.

PETUNIA: Her husband has recently died and she wants to cancel her cable, but the account is in her husband's name; female.

CONNIE: Customer who wants to lower her cable bill; female.

AUSTIN: Customer who wants the cable company to pick up the cable box; male.

UNPRONOUNCEABLE NAME: Customer who has an unpronounceable name and a thick foreign accent; female.

SHAWNA: Woman who desperately needs an ambulance; female.

LUCILLE: Elderly, hard-of-hearing customer; female.

WILMA: Customer who wants a lower price; female.

BRUMHILDA: Customer who can't understand why her bill is higher; female.

GRETA: Brumhilda's young daughter; can be played by an adult; female.

NOTE: The name and gender of any character can be changed to better suit your cast.

Setting

Cable company call center.

Set

Cable company call center. Five chairs face the audience. A taller chair or barstool stands SR. There is a space SL large enough for the Customers to stand. TV trays or small tables/desks can be positioned in front of the chairs (opt.) Laptop computers and telephones can be placed on the tables (opt.).

Props

Nail file

Magazine

Hand lotion

5 Telephone headsets

5 Laptop computers (opt.)

5 Phones (opt.)

Sound Effects

Dial tone

Sound of phone ringing (opt.)

Yer company
makes no sense!
Ya'l I know bl ueberries
don't even grow on
no gosh dang tree!

—Austin

PI ease ho I d

(AT RISE: A cable company call center. Agents are sitting on four chairs facing the audience. Regina, the supervisor, is sitting on a taller chair SR, filing her nails and reading a magazine. Lights up on Krisy. Krisy answers the "phone.")

KRISY: (*Into headset.*) Thank you for calling Blueberry Tree Cable Company. My name is Krisy. How can I help you today?

(*Petunia enters SL.*)

PETUNIA: (*Highly distraught, sobbing.*) Hi...my husband recently passed, and he really liked watching the TV. He liked the westerns, and every time I see them, it reminds me of him, so I just want to cancel my cable, please.

KRISY: (*Peppy but unsympathetic.*) Well, I can definitely understand that death can be an issue, and I'd be more than happy to help you out with that today.

PETUNIA: Okay.

KRISY: Can I just start by asking for the name on the account?

PETUNIA: It was my husband, Billy Reteski—

KRISY: Awww, I had a gerbil named Billy once...then the dog got him and ripped his limbs right off. (*Petunia sobs loudly.*) Poor little gerbil. Who knew there would be so much blood in such a little guy...? (*Typing on the "computer."*) Hmm...I do see the account now. But, unfortunately, since you are not the account holder, I will not be able to cancel the cable today.

PETUNIA: What?

KRISY: Yeah...unfortunately because you are not the account holder, I can't access the account.

PETUNIA: The account holder is dead. My husband is dead! Didn't you hear me?!

KRISY: I am deeply sorry for your loss, and like I said, I definitely understand loss myself. I just lost my gerbil— blood everywhere— then I got over it.

PETUNIA: I want to talk to your supervisor.

KRISY: I can definitely understand that. Let me just check on that for you. One moment... *(Takes off her headset. Shouts.)* Regina! I have a teensy problem. This woman's husband died and I can't get into the account, so she wants to speak to a supervisor.

REGINA: *(Not looking up from her magazine, casually.)* Sell her The Movie Channel.

(Krisy puts her headset back on.)

KRISY: *(To Petunia.)* Okay, it does look like I was able to speak to a supervisor, and she let me know that I wouldn't be able to cancel the cable today, but what I *can* do is go ahead and offer you The Movie Channel at a discount rate of five dollars a month.

PETUNIA: This is ridiculous.

KRISY: What's ridiculous is the amount of savings that you would be receiving with The Movie Channel. It looks like tonight they're showing a nice little action flick with cute aliens that have fangs that shoot out of their chest. Doesn't that sound great?

PETUNIA: *(Shouts.)* I want my cable canceled now!

KRISY: I can definitely understand how that can be a concern, but, unfortunately, I don't have the ability to do that today.

PETUNIA: Can you...can you really understand that, or are you just saying that?

KRISY: One moment...I may actually be able to get you right over to someone who can set that up for you. It will just be a brief teensy hold, okay?

PETUNIA: Thank you.

(Lights down. Lights up on Patty and Lucille, an elderly woman.)

PATTY: *(To Lucille.)* Thank you for calling Blueberry Tree Cable Company. My name is Patty. How can I help you today?

(Pause.)

LUCILLE: *(Looking at her "phone" as if it is a foreign object.)*
Hello?

PATTY: Yes, ma'am, hello. How can I help you?

LUCILLE: Is this the airport?

PATTY: No! *(Sighs. Slowly.)* No, ma'am. This is the Blueberry Tree Cable Company. My name is Patty. How can I help you today?

LUCILLE: What was your name?

PATTY: *(Sighs.)* Patty.

LUCILLE: Edward?

PATTY: No, ma'am... *(Shouts.)* ...Patty!

LUCILLE: Gary?

PATTY: *(Louder.)* No! Patty! Patty! It's Patty!

LUCILLE: Oh...Donald.

PATTY: *(Big sigh.)* Yes, ma'am, my name is Donald.

LUCILLE: Well, sir, my cable bill is just too high.

PATTY: I can definitely understand how that could be an issue, and I would be happy to look at your account and see what can be done today. Can I please have the name on the account?

LUCILLE: The what?

PATTY: The name.

LUCILLE: The what?

PATTY: *(Shouts.)* The name!

LUCILLE: Oh, the name. I don't remember.

PATTY: Fine, ma'am, that's...that is just fine. Can I please have the phone number on the account?

LUCILLE: Phone number? Hmmm, five...

PATTY: Five. And what is the rest?

LUCILLE: That's it. Five.

PATTY: Your phone number is not five!

LUCILLE: I don't see it here on the bill.

PATTY: It's not on the bill. It's the number you use to call people.

(Pause.)

LUCILLE: I don't see that. Oh, 19 dollars and 95 cents.

PATTY: Just one moment, let me transfer you over to someone who may have something to help you lower your bill today. It will just be a brief hold.

(Lights down on Lucille and Patty. Lights up on Clayton and the Woman with the Unpronounceable Name.)

CLAYTON: *(To Unpronounceable Name.)* Thank you for calling Blueberry Tree Cable Company. My name is Clayton. How may I assist you today?

UNPRONOUNCEABLE NAME: Yeas.

CLAYTON: My name is Clayton. How may I assist you today?

UNPRONOUNCEABLE NAME: I don't care what name is, I want *ish*.

CLAYTON: I'm sorry, ma'am, what was that?

UNPRONOUNCEABLE NAME: *Ish! Ish! I want ish! (Shouts.)*
And do not call me ma'am. I no am not your moder.

CLAYTON: I do apologize about that, ma'am. *(Realizes.)* I mean, *miss*. I mean, I am sorry.

UNPRONOUNCEABLE NAME: Sounds like *ish* you do not know what you mean.

CLAYTON: Yes, I do apologize about that, ma'am.

UNPRONOUNCEABLE NAME: *(Shouts.)* I am not no man!

CLAYTON: Of course, you are absolutely right. And like I said, I do apologize with the upmost sincerity. I just want to let you know how much your patience means to me.

UNPRONOUNCEABLE NAME: *(Shouts.)* *Ish* I want now!

CLAYTON: Sorry! I am so sorry!

UNPRONOUNCEABLE NAME: Stop you say "sorry." Sorry like little wee baby you cry to mama bird. You are weak.

CLAYTON: Yes, ma'am, you are absolutely right: I am weak. I am a weakling. I hardly ever eat my vegetables, and when I do, they are usually fried, giving me a very flabby and greasy physique.

UNPRONOUNCEABLE NAME: You calling me ma'am once time more, and I will reach through phone and cut out your tongue.

[END OF FREEVIEW]