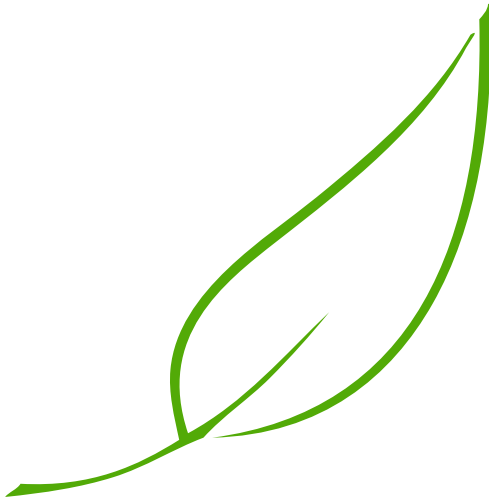


THE ADDRESS LABEL

by Robert L. Crowe



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Characters (2): Bob, a caller; Pat, an employee of Universal Products

Note: The employee in the presentation does not play the parts of multiple characters. Part of the humor, if any, is that she is one person who fills multiple jobs within the company.

(At open, Pat puts on and adjusts a microphone headset. Bob is dialing a phone.)

PAT: *(sounds like a recording)* Hello. Welcome to Universal Products. Your call is very important to us. We answer calls in the order in which they are ordered. You are currently #33 in line.

BOB: 33?

PAT: 33. If you would *like* to continue to hold, press 1. If you wish to continue to hold but don't like it, press 2. If you want to apply for a job, press 5. If you want to quit your job, press 7. For all other topics press 6 for customer service. To take a survey at the end of this call, press 13.

BOB: I just want to update my address, I guess I ...

PAT: Press 6.

BOB: *(surprised, looks at the phone, then presses 6)*

PAT: Click. Click. Customer service.

BOB: Oh, hello. You sound just like the voice on the recording.

PAT: Yes, it is some type of magic. I don't really understand it. How can I help you?

BOB: I need to update my address. I've moved.

PAT: Why did you move?

BOB: Why did I move? What difference does that make?

PAT: Maybe none. Answer me this. Did you move to avoid one of our sales consultants?

BOB: No. I don't know any of your sales consultants.

PAT: Good. What is your customer ID, please?

BOB: I don't know my customer ID. I didn't know I had a customer ID.

PAT: Every customer has an ID. How do you expect us to ID our customers?

BOB: I can't find my number. Is there some other way to access my account?

PAT: Yes, there's the hard way. We can try to access the account by name.

BOB: Oh, sure. That's good. (*laughs*) I know what my name is.

PAT: (*Pat doesn't laugh. There is a pause while Bob's laugh fades.*) What is your first name?

BOB: My first name? Don't you mean my last name?

PAT: No. When I want that information I say things like, "What is your last name?" Now. Let's try again. What is your first name?

BOB: It's Bob.

PAT: There. That wasn't so hard, now was it? Just a moment while I do a name search.

BOB: You mean you search the database by first name?

PAT: Yes, we feel it gives us a more personal touch with our customers. Now, are you in the film business?

BOB: No. Why do you ask?

PAT: I have a "Bob" in Hollywood, Florida.

BOB: No. That's not me.

PAT: How about Gallup, New Mexico?

BOB: No. I'm in Illinois. (*or your state*)

PAT: Oh, that will speed things considerably. I can filter by state. Let's see. Bob of Illinois. It doesn't have the same ring as "Lawrence of Arabia" does it?

BOB: No. I guess not.

PAT: Have you ever been to Arabia?

BOB: No. No. Indiana (*or substitute neighboring state*) a couple of times but not Arabia. I don't even know where Arabia is.

PAT: Near a desert, I think.

BOB: Very likely. Look. I'm kinda in a time bind. Maybe I should call back later.

PAT: It won't do any good. You're better off completing your mission since you got this far.

BOB: Yeah, maybe so. I was number 33 in line and somehow jumped to the head of the line.

PAT: Ok. You seem like a nice person, so I'll tell you. We tell every caller they are 33rd in line. Then when we answer right away, they feel like we care. How about this idea? What if I transfer you to the shipping department? You leave your information with them and let them find your account.

BOB: Hey, that's great. Thanks for your help.

PAT: My pleasure. One moment. Transferring. Click. Click. Shipping Department. How may I help you? Do you want to leave your new address?

BOB: Yes, I ... Is this the same person I was just talking to ... in ...

PAT: This is Shipping. What is your new address, please?

BOB: Uhhhh. 2743 Milkwood.

PAT: Milkwood. That's a funny name for a street. What is the old address?

BOB: 419 Parsons Boulevard, Apt 13c.

PAT: OK. Got it. We will ship all new orders to 27 Silk Worm. And we will delete 4-1-9 Arabia. What is your first name, please?

BOB: It's Bob but ...

PAT: Bob. That's a very convenient name.

BOB: Convenient? How so?

PAT: It's spelled the same forward and backward. It's hard to get confused with a name like Bob.

BOB: Somehow I still seem to get confused. Look. I've spent too much time on this project. I'm not getting anywhere. Do you have a complaint department?

PAT: Oh, yes. It's one of the largest divisions in the company.

BOB: Would you transfer me, please?

PAT: (*very pleasant*) Of course, sir. Stay on the line. Click. Click.

(*silence*)

BOB: Hello. Anybody there?



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