

Thank you for calling

By
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Based on a true story

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FADE IN:

INT. CALL CENTER FLOOR- DAY

MR. MILLER walks onto call center floor to discuss his position as the new marketing director.

MR. MILLER
OK everybody listen up!!

Employees continue to talk.

MR MILLER
Guys keep it down!!

Talking continues while he thinks of a way to get their attention

MR MILLER (CONT'D)
I got laid last night!

Everyone stops talking and looks shocked and amazed.

MR MILLER (CONT'D)
No I'm kidding. Now that I have your attention, I'm your new marketing.

Employees acknowledge and return to work like normal.

MR MILLER (CONT'D)
Scarlett-my office,now!

SCARLETT and MR. MILLER walk into his office

INT. MR. MILLERS OFFICE

SCARLETT IS QUESTIONING MR. MILLER ABOUT HIS RELATIONS WITH ANOTHER EMPLOYEE.

SCARLETT
OK, who did you sleep with to get that position?

MR MILLER
No, that's your job remember.

SCARLETT
That's not what I heard.

MR MILLER
What did you hear?

SCARLETT
Let's just say I heard the
conference room is the new
champagne room.

MR MILLER
Who's been talking?

SCARLETT
Who's panties are you pulling?

Scarlett looks at Mr. Miller in disbelief

MR MILLER
Was it Tierra?

SCARLETT
(Smiling)
I'm not a snitch?

MR MILLER
Look bottom line is, I am the new
man in charge.

SCARLETT
And--

MR MILLER
And it doesn't matter what anyone
else says.

SCARLETT
Did you really sleep with...?

MR MILLER
NO!

Ron knocks on the office door of Mr. Miller.

MR MILLER (CONT'D)
WHAT!

RON
Hey, I heard you slept with--.

MR MILLER

No! I Could of sworn I didn't say
come in.

MR. MILLER looks at the schedule to see who's working.

MR MILLER (CONT'D)

How are we doing in sales?

SCARLETT

Three on the board, our goal is 35
for the day.

MR MILLER

Well as long as the agents don't
have an attitude with the clients,
we should be OK.

INT. CALL CENTER FLOOR CONTINUOUS

AGENTS ARE TALKING TO ANGRY CUSTOMERS ON THE PHONE.

TIERRA

I don't have an attitude with you
sir, you're the one with the
attitude.

TIERRA pauses as the customer responds

TIERRA (CONT'D)

What do you mean put you on the "do
not call list"--how about I put you
on the "do not meet me face to face
or I will kick your ass list".

TIERRA pauses again to listen to the customer

TIERRA (CONT'D)

You wanna speak to my manager. Well
your talking to her.

TIERRA hangs up and slams phone down on the customer.

TAY

Damn girl, you sound sexy on the
phone..

TAY laughs after making comment

TAY (CONT'D)
Yeah, so what do you look like?

TAY pauses as the customer responds.

TAY (CONT'D)
Oh people tell you, that you look like Ciara?

TAY pauses again waiting for response.

TAY (CONT'D)
I like that, I can't wait until you come down, just me and you.....

TAY pauses with a confused look on his face.

TAY (CONT'D)
How many kids do you have?

TAY (CONT'D)
Oh, hell no!!

INT. MR. MILLERS OFFICE

MR. MILLER IS THINKING OF THE NEXT MAJOR DECISION FOR THE CALL CENTER.

SCARLETT
So are you thinking of hiring new people?

MR MILLER
(Sarcastic tone)
No I'm sitting here thinking about my career going down the drain.

Scarlett gives Mr Miller a strange look.

MR MILLER (CONT'D)
No I'm serious, my boss just myspaced me and told me my career is going down the drain.

MR. MILLER looks at his computer showing his myspace page.

SCARLETT
Why don't you grow some balls and take over this call center?

MR MILLER

And since you already have some why don't you be my assistant and make me some coffee?

SCARLETT

I've been working here for a year and I have never made you coffee.

MR MILLER

Well there's a first time for everything.

SCARLETT

Well you certainly made your point when you were screwing.....

MR MILLER

Shut up! Nothing happened okay...I'll tell you later.

SCARLETT

Ha!!I Knew it.

Mr Miller quickly notices the time.

MR. MILLER

What time are my interviews?

SCARLETT

3:30 pm

MR. MILLER

What time is it now?

SCARLETT

3:30 pm

MR. MILLER

You know that old saying brains before beauty.

SCARLETT

Yea why.

MR. MILLER

Well its backwards for you.

SCARLETT FLICKS HIM OFF WITH A SMILE ON HER FACE.

INT. MR. MILLERS OFFICE MID AFTERNOON

MR. MILLER PREPARES TO INTERVIEW CANDIDATES TO HIRE FOR THE CALL CENTER.

MR. MILLER is reading the resume looking leery.

MR MILLER

So let me get this straight, you've only worked 2 jobs after High School?

SEAN

Um, yea but I was the best damn key holder ever!!

MR MILLER

A what?

SEAN

You know, a key holder---you never been one?

MR. MILLER

(Sarcastically)

I'm sorry, I actually went to college.

SEAN

(Laughing)

Damn, I didn't.

MR MILLER

Yeah, I couldn't tell from the way you spelled "Rezmay"

MR MILLER (CONT'D)

(Under breath)

R-E-Z-M-A-Y

MR. MILLER SHAKES HIS HEAD IN DISBELIEF

INT. CALL CENTER FLOOR

AVIANA THE NEXT NEW HIRE IS ABOUT TO GET INTERVIEWED FOR THE POSITION.

MR MILLER

You're Hired!

MR. MILLER takes a sip of coffee while smirking.

AVIANA

But I didn't do anything, and you didn't even read my resume.

MR MILLER

So what are you saying?

AVIANA

I'm saying I might not be qualified.

MR MILLER

Oh no! your qualified----very qualified.

AVIANA

I could have a criminal history, or I could have been a prostitute or something.

MR. MILLER excited chokes after drinking the coffee.

MR. MILLER

Are you?

AVIANA

WHAT!

MR. MILLER (CHANGING SUBJECT)

When can you start?

AVIANA

Start what?

MR. MILLER

Um, the Job.

AVIANA

But, you haven't told me what the position is.

MR MILLER

(speaking fast)

MISSIONARY

AVIANA

WHAT?

MR. MILLER

I need you working the back end.

AVIANA
Excuse me?

MR. MILLER
You need to be able to handle a
heavy load.....

AVIANA
Huh?

MR MILLER
....of call volume!? Don't worry we
will "train" you (pause)

MR. MILLER stares AVIANA up and down forgetting the last
thing that she said.

MR MILLER (CONT'D)
So when did you say you can start?

AVIANA
(sighs/reluctantly)
Monday I guess.

MR MILLER
Great! I just need your handcock.

MR. MILLER quickly hands AVIANA the new hire paperwork to
sign.

INT. MR. MILLERS OFFICE

MR. MILLERS INTERVIEWS JAMES WHO IS A COCKY CANDIDATE. JAMES
IS SITTING IN THE INTERVIEW ACTING AS IF HE IS ABOVE MR.
MILLER.

MR MILLER
I don't even know where to start
with you.

JAMES
Well we can start with how much I'm
getting paid.

JAMES SITS BACK IN HIS SEAT WITH A COCKY ATTITUDE.

MR. MILLER turn and looks behind him as if someone else were in the room

MR MILLER

Who said you were hired?

JAMES

Why wouldn't you hire me? I can talk, I can dress, and I'm fine as a motha.....

MR MILLER

This is a call center.....not a casting call for boys in the hood two.

SCARLETT KNOCKS ON THE DOOR.

MR MILLER (CONT'D)

If it's not a really attractive girl at the door, don't come in.

SCARLETT

Stevens on the phone, he can't come in today.

MR MILLER

What do you mean he can't come in today?

SCARLETT

He said something about his "ACL"

MR. MILLER puts his phone on speaker to talk to STEVEN.

MR MILLER

Steven, this is your third time calling out what's the deal?

STEVEN

I'm sorry man, but I tore my ACL.

MR MILLER

You play table tennis! How in the hell do you tear your ACL in table tennis!?

STEVEN

Yeah, it's pretty banged up man.

MR MILLER

Let me ask you a question. Where is your ACL?

STEVEN
Behind my neck!

MR MILLER
It's around your knee area
Steve!..your knee area!..Now bring
your ass to work!

STEVEN
Come on boss man!

MR MILLER
And its Friday, so if you don't
come in I'm gonna freeze your check
so you cant pay your prostitute
from Portugal.

STEVEN (EMBARRASSED)
Who told you that?

MR MILLER (SARCASTIC TONE)
Your ex-girlfriend when we had
dinner the other night...COME TO
WORK!

MR. MILLER hangs up the phone and resumes interview.

MR MILLER (CONT'D)
I apologize about that, we are a
different kind of call center here.

JAMES
I can see that.

MR MILLER
My concern is making sales, can you
sell?

JAMES
Yeah.

MR MILLER
Can you start on Monday?

JAMES
I'll be here early.....

JAMES mumbles to himself.

JAMES (CONT'D)
Right after I get high.

MR MILLER

Sounds good.....Scarlett!

SCARLETT

I'm standing right next you!

MR MILLER

That's not how you answer to the new marketing director.

SCARLETT

Oh, I'S sorry massa'. What else would you likes me to do fuh' ya boss?

Scarlett begins on a tangent, imitating various blackface, slapstick dancing routines and gestures.(ex: tap dancing, broadway, running man, sweeping, etc).

MR. MILLER stone faced stares at SCARLETT in disbelief of what he has just witnessed.

MR MILLER

Can you show Mr. James here the way out, he will be starting on Monday with the rest of the new hires. And Scarlett, don't hit on him on the way out....

SCARLETT

Oh yea, and Mr. Miller, your boyfriend called and said don't forget to pickup that hemorrhoid cream.

JAMES

You dont look like your--

MR. MILLER

I'm not.

JAMES

Its ok if your--

MR. MILLER

If you wanna be fastest person ever to get hired then fired on the same day raise your hand. Now Shut up.

(CONT'D)

MR. MILLER looks at him in disgust and walks back into the noisy call center. Call center employees are dancing to the music on the radio. Employees quickly sit down once he looks at them.

MR MILLER

Why is it always so loud in here?
Turn the music down for a sec!

RON

Can I go on break?

MR. MILLER

Can I go on a date with Kate
Hudson.

RON (TO HIMSELF)

So I guess that's a "no" then.

MR MILLER

Alright guys listen up!

MR MILLER (CONT'D)

Monday we are having a meeting so I
need everyone to be here early.

Call center employees get angry and protest.

RON

Come on Mr. Miller, you're messing
with my money.

MR MILLER

That's funny Ron because, I don't
remember you making any in the past
two months.

The whole call center laughs.

MR MILLER (CONT'D)

I know how much you guys love
coming to work, but we have some
new hires and we need to welcome
them and introduce ourselves so
they can get to know us.

TAY

Any good looking girls.

MR MILLER

Yes Tay, but you're still going to
be a virgin for another five years.

MR MILLER (CONT'D)
Be here Monday and on time.

INT. CALL CENTER FLOOR MONDAY MORNING

MR.MILLER HOLDS A MEETING WITH THE NEW HIRES AND CURRENT EMPLOYEES.

All of the employees boo Mr. Miller.

MR MILLER
Please, hold the applause!

SCARLETT
Make this quick Miller, we've got calls in queue.

MR MILLER
Now they put me as the new marketing director for a reason....

RON
Yeah to be the company's full time ass kisser.

MR MILLER
No, that's why I hired you. But seriously, we are the worst call center in the company, right behind Tampa.

TIERRA
That's not surprising.

MR MILLER
Well here's a surprise for your non working ass. I have people who actually want to work. COME ON IN!

Mr. Miller asks the new hires to enter the room. The new hires walk in and immediately start whispering amongst themselves.

MR MILLER (CONT'D)
Alright guys meet Avianna, James and Sean. They'll be starting today, so please make them feel at home.

Employees raise hands to ask question

TIERRA

(Blushing)

James right? Hi my name is Tierra,
I'm one of the top agents here, and
we would like to welcome you to
this team.

RON

(Leaning over speaking to
Tay)

Here comes the punchline...

TIERRA

And if you need anything at all you
can come to my cubicle or you can
call me. My number is -----

MR MILLER

(Interrupting Tierra)

Thank you Tierra, just because
"match.com" couldn't find you
someone, there's no need to grab
your fellow employee.

Tay raises his hand

MR MILLER (CONT'D)

Yes Tay!

TAY

I have a question for the new
hires.. Do you guys love to party?

New hires reply yes

TAY (CONT'D)

Well you're in the right place
baby!

The entire call center floor begins to celebrate

MR MILLER

Look guys, this is gonna be a good
year. I'm gonna need you all to
focus on selling these packages in
order to make the money you want to
make.

Mr. Miller points at ron

MR MILLER (CONT'D)

Ron aren't you tired of being late
on Rent?

RON

Yeah, but I thought we were going to keep that a secret?

MR MILLER

And Tay, you really need a new suit, you wear the same jacket all the time. And Steve, don't you want more money to pay for your.....

STEVEN

Yes yes, lets just leave it at that, ok?

MR MILLER

Ok, I'm going to pair the new hires up with our top agents, and when I call your name please come up to the front and stand by your trainee.

MR MILLER (CONT'D)

Tierra, you're going to pair up with Sean. Ron, you're going to pair up with Avianna, and James, you'll be paired up with Tay.

RON

(Speaking to tay)

Twenty-dollars says I'll get Avianna's number before I clock out.

INT. CALL CENTER FLOOR IN CUBICLES

THE NEW HIRES ARE GETTING TRAINED TO TAKE CALLS ON THE PHONES FROM THE TOP AGENTS. EACH NEW HIRE IS PAIRED WITH THE PEOPLE SELECTED BY MILLER.

SEAN

Is it always like a circus in here?

TIERRA

Yeah, but it's fun at the same time. We're like one big, messed up family.

SEAN

How long have you been here?

TIERRA

About a year and a half.

SEAN

That's what's up.

TIERRA

Ok, before we get started, I gotta let you know about some of these people.

Teirra begins to point at each employee spilling there dirt.

TIERRA (CONT'D)

Now mr. Miller he's cool, a little high sprung but loves women. Don't ever drink with him though because he can't hold his own if you know what I mean. Scarlett, that's his assistant. They used to sleep together until the company found out and threatened to fire them both. They've hated each other since then, but seem to put on a front for the floor. As for Ron, Steve, and Tay, let's just say they're the party boys that love to get high and drink until they pass out. Plus they all want a shot at that tramp Scarlett.

SEAN

You don't like her too much do you?

TIERRA

She's cool, she just thinks her kitty kat doesn't stink.

Not paying attention, SCARLETT walks up to give TIERRA her paycheck. SCARLETT smiles big as she hands the check to TIERRA.

SCARLETT

(Smiling)

Here's your check.

TIERRA

(Faking a smile)

Thank you!

TIERRA CONT'D)

(Insincere tone)

Oh hey girl what you doing tonight?

SCARLETT
Going out to the club, are you coming?

TIERRA
Girl, you know I'm gonna be there.

SCARLETT
"Girl" you're crazy.

SCARLETT and TIERRA both walk away talking about one another

TIERRA
Bitch.

SCARLETT
Tramp.

SEAN
So what about you?

TIERRA
(Smiling deviously)
Who me? I'm an angel.

James and Tay are at the other end talking about Teirra.

JAMES
So what about Tierra?

TAY
Oh, she'll sleep with anybody she's a freak

JAMES
Did you sleep with her?

TAY
You better believe I did.

Sean looks at Tierra in a curious way as he asks more questions.

SEAN
Have you slept with anybody here?

TIERRA
Hell no! What do I look like?

CUT TO JAMES AND
TAY

TAY
A HOE! I don't care what anybody
says.

JAMES
You're too much Tay.

INT. DESK OF RON

RON IS TRYING TO WORK HIS BEST MOVES ON AVIANNA BUT IS
SPEAKING HESITANTLY WHEN ASKING HER QUESTIONS.

RON
So, do you have a....?

AVIANA
No

RON
Do you like to.....?

AVIANA
No

RON
Can I get your numb....?

AVIANA
No

RON
Ouch!

AVIANA
I don't date guys that I work with.

RON
What if I quit?

AVIANA
I don't date guys who are
unemployed either.

RON
How do you know I was even trying
to hit on you?

AVIANA
Because your cell is open and
someone just texted you saying "did
you get her number yet"!

Scarlett walks by ron and gives him his check. Ron opens the check to see his earning. Ron calls Mr. Miller after reviewing check.

RON
Wait, hold on here.

Ron storm into MR. MILLER'S office.

RON (CONT'D)
Yo! Mr. Miller.

MR MILLER (MOCKING RON)
Yo! Close my door.

RON
We've got a problem.

MR MILLER
What. Aviana said no?

RON
Yeah, I mean no. Wait,
what?.....I don't want her.

MR MILLER
(In Disbelief)
Yea ok, you've got two minutes go.

RON
Who's FICA?

MR MILLER
(Confused)
I'm sorry?

RON
FICA! Who's FICA?

MR MILLER
Do I look like I speak that
nonsense, speak English!

RON
Here look.

RON and MR. MILLER look at check.

MR MILLER
What am I looking at besides the
fact that you barely made any
money?

RON

I think someone is stealing money
from my check. It says medicare
\$3.00. tax \$2.00 and FICA took
\$75.00. Who the hell is that.

Mr Miller begins to walk Ron to the door.

MR MILLER

You see Ron, in this world that we
live in, we have a little thing
called taxes... Wait, hold on, can
you step back a little bit for a
sec..wait, ok, right there ok good
thanks.

MR. Miller moves ron from behind the door and into the
hallway.

MR MILLER (CONT'D)

And to whom we pay these taxes is
Uncle Sam. And if we don't pay said
taxes to the afore mentioned , then
we go to jail for tax evasion.

RON begins to speak as MR. MILLER slams door in his face.

CUT TO BLACK

THE END