

**PLEASE
HOLD**



Clint Snyder

Norman Maine Publishing

Copyright © 2013, Clint Snyder

ALL RIGHTS RESERVED

Pl ease Ho l d is fully protected under the copyright laws of the United States of America, and all of the countries covered by the Universal Copyright Convention and countries with which the United States has bilateral copyright relations including Canada, Mexico, Australia, and all nations of the United Kingdom.

Copying or reproducing all or any part of this book in any manner is strictly forbidden by law. No part of this book may be stored in a retrieval system or transmitted in any form by any means including mechanical, electronic, photocopying, recording, or videotaping without written permission from the publisher.

A royalty is due for every performance of this play whether admission is charged or not. A “performance” is any presentation in which an audience of any size is admitted.

The name of the author must appear on all programs, printing, and advertising for the play. The program must also contain the following notice: “Produced by special arrangement with Big Dog/Norman Maine Publishing LLC, Rapid City, SD.”

All rights including professional, amateur, radio broadcasting, television, motion picture, recitation, lecturing, public reading, and the rights of translation into foreign languages are strictly reserved by Big Dog/Norman Maine Publishing LLC, www.BigDogPlays.com, to whom all inquiries should be addressed.

Norman Maine Publishing
P.O. Box 1401
Rapid City, SD 57709

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]