

CLAUDE

Well said. Also, you never hear people talk about LARGE stones. If the stones are large, they get upgraded to ROCKS or BOULDERS.

TODD

Like if you were rock climbing you wouldn't say "Hey, you want to climb that really tall stone?" See?

Glenn stares at each them, bewildered. And then he pounds both of his fists on his chest twice and walks out.

He enters the interview room.

START

GLENN

Whew-you just never know what's going to come up, do you? Got that all sorted. And now. We're. Back. Sorry about that. You ready to do this?

VIVA

Absolutely. I've been waiting all day for this one.

GLENN

That's the spirit Viva! It's in the air around here, isn't it? THE AIR IS THICK WITH WINNING. All right, then, I got to be honest with you-I really enjoy these interviews. For me, it's all about our core values and how they drive the mission of our company, and what better way for us to see how you operate than to give you some game time experience? Sound good?

VIVA

Sounds great.

GLENN

So here's how it's gonna work: We're going to do some role play situations where I'm a customer and you work here in customer service. Pretty straightforward stuff just to get warmed up, got it?

VIVA

Got it.

GLENN

So here I go, I'm pretending to dial my phone and you're pretending to wear a headset in our call center and the phone is ringing and you answer and say:



Hello?

VIVA

He pretends to speak like an old lady. It is excruciating to listen to.

GLENN

Hello? Is this customer service? Have I reached customer service?

His phone starts ringing. He ignores it.

GLENN

I'm trying to reach customer service.

It's still ringing.

GLENN

I can't stand it when the phone...

He pulls it out and shuts it off.

GLENN

Where were we?

He's totally rattled now. Viva saves him.

VIVA

Hello, this is customer service, how can I help you today?

GLENN

I have a problem. I purchased-

His phone rings again. He gets up and storms out of the room and into the closet-while the phone keeps ringing-and unleashes on the group.

GLENN

STOP CALLING ME!!! I AM A PROFESSIONAL and I am trying to conduct a PROFESSIONAL ROLE PLAYING EXERCISE here for a PROFESSIONAL INTERVIEW that is part of a PROFESSIONAL PROCESS and you are inhibiting my ability to perform the task at hand.

The phone keeps ringing.

The group just silently looks at him.

He looks down at his phone.

GLENN

Oh. Sheesh. Sorry. It isn't from one of you.

They are quiet, and then all together in their best impersonation of his old lady voice they all start talking at once:

ALL TOGETHER

IS THIS CUSTOMER SERVICE? HELLO? HELLO? IS ANYBODY THERE?

He gives them a withering glance and leaves.

They think this is hilarious.

He enters the interview room.

GLENN

Where were we?

VIVA

You are currently an older woman calling customer service and I am inquiring as to the nature of your problem.

GLENN

Sometimes I like to do different voices but I'll just go with my normal voice from here on out. So here it goes: I bought your latest 3.1 series but it doesn't seem to be doing what it's supposed to do. It's broken.

VIVA

Well Mrs...I'm sorry I didn't get your name, may I ask your name?

GLENN

Well...Yes...

Glenn is so bad at this. He has no improv skills.

GLENN

I'm Mrs. Crimson.

VIVA

Mrs...Crimson...Well, Mrs. Crimson I am so glad you called. We are sorry this has happened. It's so frustrating when you purchase something and it doesn't do what it's supposed to do.

Glenn doesn't say anything. He's transfixed.

VIVA

Hello?

GLENN

Yes, yes it is.

VIVA

So how about I send you a brand new 3.1 for free- does that sound good? I thought so. Just send yours to our headquarters-the address is on your receipt-and please put my name on the outside of the box. I'm Viva. V. I. V. A. That way I can personally make sure that you get your perfectly working replacement as fast as possible. Are you happy with that? Great. Have a good day and if you have any questions in the future, just call us back-

GLENN

Okay, okay-Let's hold up right there. I like to stop from time to time in the course of an exercise like this and do a little in game coaching. You were friendly, I liked that. And you were engaged and you tried to help, I like that can-do spirit. But we don't EVER, under ANY CIRCUMSTANCES, send free replacements.

VIVA

You don't? Why not?

GLENN

That is just not how it works. Can you imagine how costly that would be if every time something broke you could just get a new one from us?

VIVA

What do you mean by costly?

GLENN

Cost. Expense. You know, money. Nothing fuzzy about it. Every free unit that goes out these doors is money we lose. AT ALL COSTS we avoid that.

VIVA

That's interesting. How do you avoid it?

END

START

VIVA

It sounds exhausting, Glenn. Always having to look over your shoulder. Always having to win. Always needing to put it back on the caller. I don't know how you do it.

GLENN

It's how it works. It is brutal out there. But I gotta put food on the table. That's what you don't understand. I start giving things away...FOR FREE? We start losing money and it's my fault? I LET our competitors win? I AM DONE. It's tough enough since that mess in '08. Me and Frieda bought this lovely little condo in Sarasota-then everything tanks and suddenly we're up side down...I'm still trying to get out from under that one. And then Frieda gets downsized so she starts driving Uber but that many hours a day driving aggravates her back, she's got disc issues from pole vaulting back in college. It just piles up. And then my boy-did I tell you our third kid is a boy? My boy, his name is Saban-my pride and joy-he didn't get that scholarship we've been working towards for 17 years. They don't want him. He's going to have to try out as a walk on. My boy!??? After all I did, he's going to be just one of hundreds just trying to get one of those last spots. Now mind you, he has warrior blood flowing through his veins just like his father, but still...Viva, we're going to have to come up with tuition money. I wasn't expecting this.

He leans back in his chair and stares at the ceiling.

GLENN

I am not winning here. I am not winning anywhere. Not at this, not at anything right now. At night I stick my head in his room to say good night and you know what my boy Saban is usually doing? Drawing. The wildest, most fantastical stuff you've ever seen. Drawing, Viva, drawing. When I was his age, I was pouring over play books, getting ready for that weeks game. But he's plastered the walls of his room with another world of creatures and colors. I often walk down the hall wondering where I went wrong. And now I gotta come up with a lot of money very quickly. Viva, I'm between A RICK AND A HARD PLACE you hear me?

VIVA

I see what you did there.

He smiles.

GLENN

That was a good one, wasn't it? A rick and a hard place.

VIVA

It is a gift.

END