

Viva has stretched out her arms to mimic an embrace.  
Really awkward pause. Connie forges ahead.

CONNIE

Viva, I'm going to explain to you how we do things here. We have a method for how we interview people when they apply for a job. We call it our VISION 360 PROCESS, because we believe that EVERYONE who applies here should be thoroughly and fairly considered. It's an extensive process, and IF you choose to continue, you'll be here for the next hour and fifteen minutes, meeting with a number of our team from different departments who will each be asking you very specific questions about various aspects of your employment history. There's a schedule-a procedure we follow-and we'll stick to it. Should you decide to go through this rigorous process, it will give us a more fully formed sense of who you are and whether or not we think you're a good fit. And then, at the end, your last interview will be with RICK BLIZZARD. He's our interim CEO-

TODD

Actually Connie, technically he's the ACTING TEMPORARY CEO-

CONNIE

Actually Todd, check your email. His title has just been calibrated from ACTING TEMPORARY to PROVISIONAL MANAGING DIRECTOR-so...try to keep up. And uh, while we're at it, I WILL take it from here.

She is ice personified. Todd is slightly terrified, cowering just a touch as he gets up to leave.

But then he catches himself

TODD

Viva, Quick question: What made you want to apply for a job HERE, at THIS company?

VIVA

Here? I have absolutely no idea what you do here.

Todd sits back down.

TODD

Wait-what?

CONNIE

Excuse me?

START



VIVA

I ran out of gas.

TODD

You RAN out of GAS?

VIVA

Yeah, totally unexpectedly. I woke up this morning realizing *I need a job* so I decided to go out driving and see if a job would present itself to me because sometimes you just have to let your heart lead you, AM I RIGHT OR AM I RIGHT?

Todd and Connie are speechless.

VIVA

So I'm driving down that street right out there when my car quits. I look down and see the gas light is on-who knows how long it's been on?-as I'm coasting into your parking lot. So I'm trying to figure out what to do when it starts to rain. I run into the lobby and I'm sitting there waiting for the rain to let up when I notice that sign in your lobby that says IF YOU'RE HERE FOR AN INTERVIEW PLEASE CHECK IN AT THE FRONT DESK. So I walk up to the front desk and I ask *Who interviews people for jobs here?* And the man behind the desk says *That would be Todd and Connie.* And so I say *Could you please tell them that I'm here for an interview?* He was SO HELPFUL. He asked me *Do they have your resume?* And I hadn't really thought of that so I asked him for a piece of paper and a pen and I wrote it out and then he offered to type it up for me. He was SO HELPFUL-did I already mention that?

Connie is stunned.

CONNIE

So you don't have a specific job you're applying for?--

VIVA

Oh-and I also included on the back there some people you could call and if you wanted to ask about me. I thought that would be a good little helpful addition to make.

Connie turns the paper over.

END

CONNIE

Well, yes...you did. How thoughtful.

Todd bangs his head on the desk. And then he laughs, really, really loudly in between fragments of words and sentences.

START

VIVA

Well, how old is Mrs. Crimson?

GLENN

I don't know, she's not real, you know that, right? I was just making her up.

He laughs nervously.

VIVA

No. She's real.

GLENN

You have completely lost me Viva.

VIVA

Let's say she's 73. Sound good?

GLENN

Ok, 73. Still don't know what your point is.

VIVA

Does she go to work every day?

GLENN

Probably not.

VIVA

Does she have young children she's taking care of all day?

GLENN

Grandkids, maybe, but no, probably not every day.

VIVA

Right. Does she have friends?

GLENN

Well, yes, I assume so.

VIVA

And what do they do together?

GLENN

OK fine, I'll play along-she and her friends probably take walks and go to lunch and play cards and see each other at the grocery store.

VIVA

Exactly. And WHAT are they doing the entire time?

GLENN

I don't know...talking?

VIVA

Yes. And what do they talk about?

Glenn growing in exasperation.

GLENN

Um...Health issues? Grand kids? Whatever happened that day, honestly Viva, can we just get back to-

VIVA

Which today means that somewhere some woman named Mrs. Crimson is telling her friends that she called that company because her whatever wasn't working and a nice lady named VIVA

She calls it out like a CHANT and it is fantastic.

VIVA

Was just so kind and helpful and she apologized and said they'd send her a new one right away just as soon as they got her broken one back.

Viva does a wonderful impression of an charming old lady:

VIVA

AND SHE EVEN SAID TO WRITE HER NAME ON THE OUTSIDE OF THE BOX SO THAT SHE COULD PERSONALLY MAKE SURE THAT THEY SENT MY NEW ONE IMMEDIATELY. She is telling that story to everyone she sees...FOR DAYS, GLENN, FOR DAYS.

Glenn is amused.

VIVA

Ooooooorrrrrr...I could have dealt with her your way and I deny and avoid and give her the run around and keep pushing her problem down the road and I insist ever so subtly over and over and over again THAT IT'S HER PROBLEM and if I do that, if I do it your way, you know what she's doing right now?

She's getting her hair done or she's talking to her neighbor or practicing her golf swing or drinking tea on someone's patio somewhere telling them about her experience with your company on the phone, making sure that everyone knows that those people at that company are ASSHOLES and so my question for you Glenn is this: How much does that COST THE COMPANY?

END

They freeze.

Shift to storage room.

CLAUDE

LIKE A LAMB BEING LED TO THE SLAUGHTER.

Back to the interview room.

GLENN

I see what you did there Viva, and it was fairly impressive...and I understand that our reputation is important and you can't put a price on the stories people tell about you, etc etc but I've been in this game a long, long time and people-customers, paying customers-will never stop trying to take advantage of you. You have to have your defenses up. They will bleed you dry with endless complaints and demands. You're giving people way too much credit.

VIVA

How so?

GLENN

Well, let's do another role play. It'll be easier for me show you.

VIVA

Excellent, proceed.

GLENN

Ok. I'm the caller. Phone is ringing...

VIVA

Hello, customer service, this is Viva. How can I help you today?

GLENN

I have a question. I just saw a similar model on the website of one of your competitors and it's way cheaper than it costs on your site-will you match their price?

VIVA

What a great question! I-