

The Complaint Department

Larry Ferguson





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ArtAge Publications

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THE COMPLAINT DEPARTMENT

by

Larry Ferguson

CAST

WOMAN: Middle-age, casually dressed.

MAN: Middle-age, average looking.

CUSTOMER SERVICE LADY: Pleasant, authoritative.

Place

Complaint Department of a large retail store.

Time

The present. A few days after Black Friday.

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Setting: The complaint department of a large retail store. A chain/rope guides customers to the service counter. A sign on the wall says, "We are here to serve you better." A bell rings to alert customers to advance to the counter.

At Rise: A WOMAN stands in line with a lamp. A MAN behind her carries a bag. He wears a hat and dark sunglasses. A CUSTOMER SERVICE LADY sits behind the counter. She is rummaging through her handbag.

WOMAN: Boy, it always seems that you have to line up for everything these days. And these girls have to answer the phone as well as this line up.

MAN: You're right. At some places you have to line up just to get into a line-up.

WOMAN: Did you see the article in the paper about the fight in a line-up on Black Friday? Imagine getting a black eye because the guy behind you wanted to get a ninety-nine cent rectal thermometer more than you did.

(SOUND CUE: Bell rings.)

MAN: Oops! Your turn. You have a nice day.

WOMAN: Thanks. Same to you.

(The Woman exits as if she is going to another customer service representative. The Man removes his sunglasses. Facing the audience, he dabs at a black eye. Then he steps to the counter.)

MAN: Good morning. I have a complaint about a ninety-nine cent rectal thermometer I bought on Black Friday.

CUSTOMER SERVICE LADY: Sorry sir, you will have to go back in line until the bell rings for service.

MAN: *(looking about)* But I'm the only one in line.

CUSTOMER SERVICE LADY: I know but it is company policy. We treat every customer equally.

MAN: *(again looking about)* But I'm the only one here!

CUSTOMER SERVICE LADY: Please, sir, it's not my rule. It's company policy.

MAN: Okay, Okay.

(He returns to the line. SOUND CUE: Bell rings.)

CUSTOMER SERVICE LADY: Next!

(Going again to the counter, he looks in his bag for the receipt. SOUND CUE: Phone buzzes. She puts on her telephone headset.)

MAN: *(showing receipt)* I'd like to make a complaint about this ninety-nine cent rectal thermometer that I bought on Black Friday.

CUSTOMER SERVICE LADY: *(She seems to be looking at him, but in fact, she is answering the phone call.)* Hello. How can I help you today?

MAN: *(bewildered)* Like I just said. I have a complaint about this rectal thermometer.

CUSTOMER SERVICE LADY: *(continuing her phone call)* Yes. I understand sir. Was it stored in a cool, dry place?

MAN: *(indignant)* Excuse me?

CUSTOMER SERVICE LADY: Is it possible you inserted it in the wrong place?

MAN: Are you kidding?

END OF FREEVIEW
You'll want to read and perform this show!