

DO TELL  
EPISODE 1: COMMUNICATION AND THE CHAIN OF EXCELLENCE

Written by

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DRAFT 1

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Bone Dry Roofing  
7735 Winton Dr., Indianapolis 46268

### CHARACTERS:

**David Monroe** - Store Manager. (S) Late 30s, above-average looking, competent leader. Steady and even-keeled.

**Trent Dotson** - Salesman. (High D) Mid 20s, knows how everything should be run. Trying to make it better.

**Cheryl Rodriguez** - Saleswoman. (C) Late 20s, actually knows how everything is run. Cold. Efficient.

**Yizou (Yizzy) Chang** - Saleswoman. (I) Early 20s, wants things to run smoothly. Warm, fuzzy and social.

**Katherine Loisseau** - District Manager. (D) Early 40s, No nonsense. Proving herself. Dominant.

**Monty Mattli** - Greeter/Cashier. (I) Early 30s, friendly, flamboyant and knows everyone's business.

**Geraldo Vasquez** - Repairs. (S) Mid 50s, knows his way around the shop blindfolded. Makes it look easy.

**Libby McGowan** - Repairs. (C) Mid 20s, extroverted, but needs her work to be accurate and quality.

COLD OPEN

1 EXT. /ESTAB. CONTINENTAL SHOE STORE - DAY 1

The Continental Shoe Store is an average business located in the middle of a strip mall in the suburbs of a large, metropolitan area. Inventory ranges from high-end fashion shoes to kids shoes to work boots. They also manage all their repairs in house.

2 INT. SALES FLOOR - SAME 2

MONTY, dressed in his work polo shirt and his phone's headset, is near the front counter which includes the cash register of the showroom setting things out for the start of the day as DAVID, wearing his normal work wear of a suit jacket over his polo, enters reading his cell phone.

DAVID enters.

MONTY

Good morning, Mr. David! How was your weekend? Did you do anything fun?

DAVID

Oh, good morning, Monty. How are you doing?

MONTY

Oh, my weekend was very good. It was just me and Mr. Flix curled up into a little ball all weekend.

DAVID

Mr. Who?

MONTY

Mr. Flix. Net Flix. My new cat.

DAVID

Oh! I thought... Never mind.

MONTY

Mr. David, I should probably tell you that Ms. Katherine is in your office.

DAVID

What?!? Now? What is she doing here?

(MORE)

DAVID (CONT'D)  
It's never good when your boss  
beats you to the office. Why didn't  
you tell me?

DAVID exits quickly.

MONTY  
Well, you asked me how my weekend  
was... and I wanted to tell you...

3 INT. WAREHOUSE -- SAME. FOLLOWING DAVID 3

DAVID enters the warehouse where LIBBY and GERALDO are busy  
at work at their work stations starting their shoe  
repairs/custom work this morning.

LIBBY  
(Happily)  
Good morning, David! Hey, did you  
know Katherine is already here?

DAVID  
(Without stopping.)  
Yes, I was made aware.

KATHERINE  
(Coming out of David's  
office to meet him.)  
Good morning, David. How are you...

DAVID  
I'm so sorry Katherine, I didn't  
know you were coming by today. I  
would have certainly been here  
earlier if I had known.

KATHERINE  
No problem, I just wanted to get an  
early start. We have something to  
discuss.

DAVID and KATHERINE enter David's office.

LIBBY  
Yikes!

GERALDO  
Not your problem, Libby.

LIBBY

I know. Just hate to see when Mom  
and Dad have 'something to  
discuss.' It's never good.

4 INT. DAVID'S OFFICE --SAME-- A FEW MOMENTS LATER.

4

DAVID

(Sitting at his desk.)  
Please, Katherine, have a seat.

KATHERINE

(pulling up a chair next  
to him.)  
Here. This might be easier.  
(taking out a stack of  
forms.)  
Let me show you what we've been  
developing at the main office. It's  
a new sales process. There have  
been some significant changes to  
the standard sales form and I  
wanted to make sure you understood  
the new process.

5 INT. SALES FLOOR -- SAME -- SAME TIME.

5

YIZZY enters with TRENT.

MONTY

Ah! Good morning you two! Did you  
guys car pool this morning or  
something?

TRENT

What? Ew. No.

YIZZY

Ew? Ok.

TRENT

No. We just... coincidence that we  
came at the same time.

Monty raises his eyebrows.

TRENT (CONT'D)

Arrived at the same time. Here to  
work. I saw her walking up the  
parking lot. We weren't together. I  
mean, I have...

YIZZY

Yeah, Trent. You have a girlfriend.  
We all know. Where is she? Paris?

TRENT

Well, today she's in Berlin. She is  
a stewardess...

YIZZY

Stewardess, of course. Travels the  
world. Ok.

Leans on the counter in front of Monty.

YIZZY (CONT'D)

Good morning, Monty. How was your  
weekend?

MONTY

Oh, it was, you know. I was able to  
curl up into a little ball...

TRENT

(interrupting)  
I have calls to make.

TRENT exits out of the back of the showroom crossing...

DAVID and KATHERINE enter mid-conversation.

KATHERINE

...big change. It's important that  
each version of the form makes it  
to shipping, repairs and the  
leaders.

DAVID

I got it. Sure. No problem.

KATHERINE

Be sure that the software is  
updated on everyone's workstation.  
That includes Monty's with his  
online sales. Make sure he's not  
overlooked.

DAVID

Got it.

MONTY

What's that? I heard my name!

KATHERINE

I was just making sure that David doesn't leave you out.

MONTY

Out of what?

KATHERINE

He'll tell you.

KATHERINE Exits.

MONTY

Leave me out of what?

DAVID

Nothing. Just some changes. I have to wrap my head around this first.

DAVID Exits through the shop doors toward his office.

CHERYL Enters through the front doors of the store dressed in her polo uniform.

CHERYL

Good morning, Monty. How are you?

MONTY

Well, I had a great weekend curled up in a ball with Mr. Flix, but it's hard to concentrate after the bomb David just dropped on me.

CHERYL

What do you mean? What bomb?

MONTY

He's getting ready to fire someone. Katherine was in here and said something about not forgetting about me. I just know they are talking about letting me go. Online sales have...

(Into phone headset.)

Good morning! Continental Shoes, how may I help you?

DAVID pops his head in from the back room.

DAVID

Hey, team. Are there any customers yet? I need to see you back in the warehouse for an announcement.

MONTY

(nods his head toward Cheryl as if to say, "I told you so." CHERYL scoffs.)

No ma'am, we don't offer quarter sizes.

(Monty stays out front on his computer talking on the phone.)

6

INT. THE WAREHOUSE -- SAME.

6

The sales team of TRENT, CHERYL, YIZZY, the repair team of GERALDO and LIBBY gather around DAVID.

DAVID

Ok, team. This isn't me. I just want you guys to know that I had nothing to do with this. Katherine was in this morning to let me know about some changes in our order process. The form has been revamped and new fields have been built to help us with clearing up confusion.

(handing out print outs of the new form.)

Um. Ok. There you go.

TRENT

Ok. Got it.

YIZZY

Wait. This is not making sense.

CHERYL

Wow. I get it. I never was a big fan of the old system. This could be an improvement.

YIZZY

Hold on. Where do we record the size of the shoe? If it's custom, where are the dimensions? Like where is the heel height? How do I write up multiples?

DAVID

Yes, well. It's all there. Katherine took me through it.

(MORE)

DAVID (CONT'D)

Um, I think custom work is on the bottom. With its own heading. See?

TRENT

Yeah, Ok. Makes sense. It's all there. Can I get back on the floor?

DAVID

Sure, Trent. The software has been updated so let me know if you run into any issues.

TRENT, YIZZY, CHERYL Exit to the sales floor.

LIBBY

So, basically, we only have to worry about the form from here down, right? I mean that's where the repairs start. Anything custom is below that.

DAVID

I think. Yes. You're right. Thanks.

DAVID Exits into his office.

GERALDO

Well, this is not going to end well.

LIBBY

Not really, I don't think. We just need to focus on the bottom half. It'll be fine.

7

INT. SALES FLOOR -- SAME -- SAME TIME.

7

TRENT, CHERYL, and YIZZY are helping customers at various times.

TRENT

(at the computer inputting an sale. YIZZY is standing next to him.)  
Just a moment, sir.

CHERYL

Wait. Did you just order those shoes?

TRENT

No. I just sold them. I don't need to order them.

CHERYL

But on that line it says 'order.'

TRENT

Yeah, but that's because I sold them as an order. It's not going to order them again.

LIBBY Enters from the back room. She hands Trent a box of shoes.

LIBBY

Here you go.

TRENT

What are these?

LIBBY

They are the shoes you just ordered. We had a pair in stock.

TRENT

I don't need these. I just sold these.

LIBBY

But you put in an order for them. See? Right here.

TRENT

No, that's for sales. Look. If I fill out the form here, it's for a sale. If I...

LIBBY

But that's not what it says.

TRENT

Forget what it says. It just makes more sense that if I fill out the top part it's for sales. Not for orders.

LIBBY

Fine. But that's not what it says.

LIBBY Exits and runs into GERALDO entering with twelve boxes of shoes.

LIBBY (CONT'D)

Nope. That's not a order. It was just their sales.

LIBBY exits and GERALDO turns around and follows her out.

YIZZY

(at the computer terminal  
trying to ring up a sale.  
Asking Trent.)

So, if I put the quantity in this field, why doesn't it autofill the total and calculate the tax.

TRENT

Oh, I don't know about the tax.

YIZZY

Oh my gosh. You've been charging tax, right? Please tell me...

TRENT

Look, if it rings up, that's what I charge.

YIZZY

Oh, no. So, Cheryl? Cheryl, how do I ring up this pair of shoes? If I put the quantity in this field, the total should come up here with the price of goods and the tax. It's not computing.

CHERYL

Where are my shoes?

YIZZY

What?

CHERYL

My shoes! I just sold twelve pairs of soccer cleats and I can't find them.

YIZZY

Did you fill out the quantity? Did it ring up a total with the tax?

CHERYL

Yes, of course.

YIZZY

Well, then how did you do it?

CHERYL

I have to find them. This coach is getting impatient.

YIZZY exits into the back room.

YIZZY

I'm sorry ma'am. We've just switched over to a new ordering system and I want to make sure you get charged accordingly.

CUSTOMER

Taking this long, I should get them for free!

YIZZY

I am terribly sorry. It will just be a minute before...

YIZZY enters with twelve shoe boxes, trips and cleats fly everywhere. After a beat, TRENT and CHERYL start to help her pick them up.

CUSTOMER

This place is crazy. I'll just go somewhere else.

DAVID has entered investigating the noise. Sees the customer leave.

DAVID

What's happening.  
(helping with the cleats.)  
Where is she going?

YIZZY

David, the new system is not working. We just lost a customer because it doesn't work.

TRENT

Sure it does, you just need to know how to fill it out. See?

YIZZY

Doesn't that mean you just duplicated every shoe you sold today. And you never charged sales tax.

TRENT

No, it doesn't.

DAVID  
Actually, it looks like you did.

TRENT  
Oh, no.

YIZZY delivers her cleats and comes back to the computer to complete the sale.

DAVID  
Ok, let's look at the new system.

TRENT  
Didn't you already learn this new system?

DAVID  
Well, sure. It's just that some things were not clear.

YIZZY  
Did you ask Katherine?

DAVID  
Well, sure. I did. I thought I understood it. It was easy as she was going through it. Just trying to explain it to you all; it was harder than I thought. Let me get Katherine on the phone.

DAVID exits into the back room toward his office.

YIZZY  
Let's see if we can figure this out.

TRENT  
No. I don't think so. Let's wait for some direction. I don't want to mess things up more than they already are.

8 INT. DAVID'S OFFICE --SAME-- A FEW MOMENTS LATER. 8

DAVID  
(on phone. Looking at his  
computer.)  
Ok, so if the quantity field is  
filled out up here, then the total  
will automatically fill with the  
adjusted price based on the unit  
price? (pause.) And the tax?...  
(pause.) Ok. That's what I thought.  
(pause.) No, not really. We just  
had a little hiccup. It was my  
fault, really. I should have asked  
these questions when you were here.  
(pause.) Ok. I will. Thanks, again,  
Katherine.

9 INT. SALES FLOOR -- SAME -- SAME TIME. 9

TRENT, YIZZY and CHERYL are gathered around the computer.

TRENT  
I still don't see where the tax is  
collected.

YIZZY  
Give it a rest.

DAVID enters.

DAVID  
Ok, team, listen up. I'm going to  
walk you each through the new  
system. As we work through the day,  
we are going to take it slow.

CHERYL  
Some of us already get it.

DAVID  
Right. I get it. I'll just check up  
on you as we go. Just to make sure.

CHERYL  
(eye roll.)  
Thanks.

YIZZY

I could really use your help. I've lost three sales so far because I can't figure out how to ring anyone up!

DAVID

Three? I only saw the one.

YIZZY

Well, we've been busy off and on.

DAVID

Trent, I figured out the tax thing. It's just a button that needs to be toggled. I'll show you.

TRENT

Thanks, David.

MONTY comes from behind his desk.

MONTY

What's all the commotion?

DAVID

Oh, we were just having some issues with the new sales system. But I think we have it solved.

MONTY

Well, I've been super busy today. It's amazing how many orders I've taken over the phone this morning!

DAVID

Really? And you haven't had any issues using the new system?

MONTY

Oh, no. Everything has been as smooth as the silk pajamas I bought Mr. Flix.

LIBBY and GERALDO enter from the back room with a tremendous amount of boxes.

GERALDO

Here are your orders, Monty.

MONTY

What?!?

LIBBY

Yeah, I know you've been sending them to us all morning, but it's taking us a while to find them. We find a pair, but then it gets sold, so we have to keep finding different pairs. It's been crazy.

MONTY

But, I've sent out all my orders. These aren't mine.

DAVID

Smooth as the cat's pajamas?

MONTY

Oops. Sorry guys.

LIBBY and GERALDO start to exit with all the shoes.

GERALDO

I told you this was not going to end well.

DAVID

Alright, guys. Let's get back to work. If you have any more trouble, please let me know.