

ENDLESS DRIVE THROUGH

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BANK DRIVE-THROUGH WINDOW - AFTERNOON

TELLER

Happy Friday, thank you for Banking with Wells Fargo, how can I make your time with us today a five star experience that surpasses your expectations for service excellence?

DRIVER

(distracted on his phone)

What?

TELLER

Happy Friday, thank you for Banking with Wells Fargo, how can I make your time with us today a five star experience that surpasses your expectations for service excellence?

DRIVER

Uh, I don't know.

TELLER

What can I do for you?

DRIVER

I have a deposit.

TELLER

Perfect. Anything interesting planned for the weekend?

A Pause.

DRIVER

Yes, actually, uh, I'm going to an event on radical life extension and physical immortality.

TELLER

Oh, I'm going to Disneyland.

DRIVER

Did you hear what I just said?

TELLER

Excuse me?

DRIVER

Did you hear what I said about going to an event on unlimited life?

Pause

TELLER

Unlimited life, what is that?

DRIVER

It's about living without the limitation of aging, living forever.

TELLER

I never think about death.

DRIVER

I didn't say you did.

TELLER

I didn't say you said I did.

DRIVER

OK.

TELLER

OK.

DRIVER

Here's my deposit.

Driver pantomimes sending deposit by pneumatic tube.

TELLER

Thank you. This will just be a moment while I make your deposit and return with your receipt.

Teller pantomimes entering deposit info, and sending deposit slip by pneumatic tube.

TELLER (CONT'D)

OK, and here is your deposit slip. Is there anything else I can do to ensure that your experience with Wells Fargo today surpasses your expectations for exceptional five star service?

Pause.

DRIVER

There is actually.

TELLER

Yes, sir.

DRIVER

When I told you about my event on physical immortality, you told me about Disneyland.

TELLER

Hope you have a great weekend!

DRIVER

Hold on a second. Aren't you even just a little curious about unlimited lifespans?

TELLER

(to audience)

The Wells Fargo Service Manual does encourage us to connect with customers on a personal level -- connection is the foundation of exceptional service.

TELLER (CONT'D)

Yes, what is it about?

DRIVER

It's hard to say, no one has actually done it yet.

TELLER

Oh.

DRIVER

I mean, everyone seems to see something different in it.

TELLER

Really?

DRIVER

Yes, the implications for ending aging and death are so vast, it's hard to get your mind around it all.

TELLER

What do you see in it?

DRIVER

Me? Well ... I see ... a world with no separation.

TELLER

Separation from what?

DRIVER

I mean death is the great separator, it leaves all of us alone in the end. How close can any of us really get knowing there is an end to it?

Manager approaches teller.

MANAGER

Any problems?

TELLER

I don't think so, I'm making a personal connection with the customer as a platform for outstanding service.

MANAGER

Perfect.

Manager walks away.

TELLER

Is there anything else I can help you with to make your day more productive, efficient and satisfying?

DRIVER

Is that all you have to say?

TELLER

Well, I could say, is there anything else I can do for you to make it a five star experience that surpasses your expectations for service excellence?

DRIVER

You know what would surpass my expectations is for you to take a moment to actually listen to me.

TELLER

That's what great service is all about.

DRIVER

But I don't want just service, I want to actually connect with you. That's what living forever is all about.

TELLER

Perfect, because that's what great service is all about. Really connecting in order to meet your needs while surpassing your expectations.

DRIVER

Oh never mind.

Pause.

TELLER

I've disappointed you.

DRIVER

It's OK. I just thought ...

TELLER

(interrupting)

No, it's not OK. I've failed to provide you with superior service, a Wells Fargo brand promise. Is there anything I can do to turn this situation around and successfully exceed your expectations today?

DRIVER

I don't know.

Pause.

TELLER

Would you like more deposit slips?

DRIVER

No.

TELLER

Would you like a pen?

DRIVER

No.

TELLER

How about a bottle of water?

DRIVER

No.

TELLER

You're not 110 percent satisfied with my service are you?

DRIVER

Your service is fine, it's you I'm not satisfied with.

TELLER

I think I should call my manager.

She waves her manager over.

MANAGER

Is there a problem?

TELLER

I'm not sure what this customer wants. He says he's satisfied with my service just not me.

MANAGER

But we *are* our service.

TELLER

I told him that.

Manager flips through a manual.

MANAGER

Did you offer him more deposit slips?

TELLER

Yes.

MANAGER

And?

TELLER

He didn't go for it.

MANAGER

You offered him a pen?

TELLER

I even offered him a bottle of water.

MANAGER

From drive-through? We don't do that!

TELLER

I didn't know what else to do.

MANAGER

Let me talk to him.

Manager gets on the microphone.

MANAGER (CONT'D)

Hello, this is Bree, I'm the service manager here at branch 30013.

DRIVER

Hello.

MANAGER

Happy Friday, any plans for the weekend?

Tellers gestures *no* wildly with hands.

DRIVER

I'm going to an event on radical life extension and physical immortality.

MANAGER

Great. I'm going to do Facebook and eat chips. I'm really glad we connected like this. Is there anything else we can do to make this a five star service experience for you?

DRIVER

Could I speak to the teller again.

MANAGER

Of course, have a great day.

MANAGER (CONT'D)

(to Teller)

He wants to talk to you again.

TELLER

(anxious)

What about?

MANAGER

I don't know, but make it quick.

TELLER

Hello sir, is there any further service I can render you before wishing you a most outstanding rest of your day.

DRIVER

Yes, there is actually.

TELLER

Great. What is it?

DRIVER

You could bring me a bottle of water.

TELLER

Water?

(to manager)

He wants a water. What should I do?

MANAGER

You offered it to him -- you have to take it to him. We could be sued. Not to mention the damage to our branch's reputation for doing what we say, and saying what we do.

TELLER

Out there? I never go out there!

MANAGER

I know. None of us do. Good luck.

Teller walks around the stage to arrive at the driver with a bottle of water.

DRIVER

So you actually are a real person.

TELLER

Here's your water, is there anything else I can do for you?

DRIVER

I wanted to share something with you. Is that OK?

TELLER

(scared)

Perfect.

Manager is watching anxiously through imaginary pane of glass.

MANAGER

What is she doing? Give him the water and get out of there. Get the hell out of there!

DRIVER

Remember what we were talking about how ending death would end the separation between people?

TELLER

Not really.

DRIVER

But that was just a couple seconds ago.

TELLER

Seems like forever.

DRIVER

I think you're starting to get it.

TELLER

Get what?

DRIVER

We've been prisoners of time, we've lived trapped in an hour glass always counting down.

TELLER

I should go back inside.

DRIVER

But where there is no limitation on time, there is no limitation at all, and we're finally free.

Driver gets up, symbolic of getting out of his car.

TELLER

What are you doing?

MANAGER

(from inside)

What the hell is he doing?

Driver hugs teller.

DRIVER

I've never put that together before! I've never made the connection between unlimited life spans and unlimited freedom. It's incredible, when you start seeing what it really means . Unlimited time, unlimited space, unlimited everything. And if I hadn't talked with you today, I would have never gotten it the way I get it now! I can't thank you enough for taking the time to connect with me like this.

TELLER

So you *are* satisfied with your visit to Wells Fargo branch 30013?

DRIVER

Yes!

TELLER

Perfect.

DRIVER

Perfect.