

SUPERSTORE

"Customer Disservice"

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ACT ONE**INT. CLOUD 9 - MULTIPURPOSE ROOM - MORNING**

GLENN looks forlorn as he talks to the entire store STAFF, some still yawning and doing their best to wake up for the day.

GLENN

So, we got our customer service scores back from corporate and--

This news immediately gets a rise out of the employees.

MATEO

Did I get the top score? Top 3?

GARRETT

What makes you think you got a great score? Besides, customer service scores aren't given to individual employees.

MATEO

Have you worked with me? I'm detail oriented, well coordinated, and I actually care about this s--thole.

(beat, realizing his language)

Oops.

Some of the employees gasp at Mateo's language. Garrett backs off.

GARRETT

That's fair.

Glenn goes to speak, but Dina beats him to the punch.

DINA

We failed, Mateo. Our scores were pathetic at best, abysmal at worst.

The room is quiet. What does that mean for the store?

SANDRA

Are we going to be fired?

Glenn's mood suddenly shifts. He completely lights up.

GLENN

Even better, Sandra! Well, not that there's anything better than being fired.

(beat, flustered)

I mean, no. We're not being fired.

The room gives a collective sigh of relief.

GLENN (CONT'D)

What we WILL be doing is undergoing an in-store demonstration to learn firsthand what bad customer service feels like.

DINA

Is this demonstration corporate mandated?

GLENN

(reluctant)

No, but corporate doesn't know a good idea even if it came out its stupid butt!

DINA

Then I have absolutely no interest in partaking.

Dina moves to sit on one of the tables, effectively blocking the view of some of the employees.

GLENN

Don't listen to Dina, the corporate sympathizer. Let's bring in our new employees, shall we?

As if on cue, a LINE OF PEOPLE march into the room and stand next to Glenn.

AMY

Who are these people? And why is that guy shirtless?

A potentially HOMELESS MAN looks around the room, dazed and confused.

GLENN

These delightful folk, Amy, are Cloud 9 employees for the day!

The actual Cloud 9 employees take a second to study the newcomers.

GARRETT

Our scores were so bad, you decided to replace us in one fell swoop. That's a low blow, Glenn.

GLENN

They're not your replacements. Think of them as your teachers, here to simulate and educate on the dangers of bad customer service.

The homeless man is now standing in front of the sink as he unzips his pants.

SANDRA

Uh, Glenn?

GLENN

Do not urinate in there! That is not a toilet.

DINA

God help us all.

CUT TO:

INT. CLOUD 9 - CASH REGISTERS - MOMENTS LATER

Out on the floor, the "new employees" are stationed to work the cash registers. Garrett wheels past a bright-eyed newcomer.

NEWCOMER

Hey, do you mind giving me any pointers? I'd like to work for Cloud 9 one day. Kinda hoping this turns into a real job.

GARRETT

Sure, here's a pointer. Don't. Just don't.

Amy and Jonah watch from afar, amused.

AMY

I don't even know what to say anymore. It's like this store isn't a work place.

JONAH

Is it weird? Sure, but what are great ideas without risk?

AMY

Please don't tell me you think this is a great idea.

JONAH

I don't, but you have to admit, watching Myrtle try to teach an obviously blind person how to count bills IS entertaining.

Dina swings by, arms crossed, disapproval written across her face.

AMY

Dina, can't you stop this?

DINA

While manager is in my title, so is assistant, and it's that stupid little word that strips me of any actual power.

Glenn approaches, absolutely elated.

GLENN

Isn't this great? Look at them! They're almost ready to treat us like crap!

AMY

Glenn, how long is this demonstration going to take? The store opens in half an hour.

GLENN

Oh, you don't have to worry about that. I closed the store.

CUT TO:

EXT. CLOUD 9 - SIMULTANEOUS

Confused and helpless CUSTOMERS peer through the window. Others note the sign on the door: "Cloud 9 is closed for YOU."

CUT TO:

INT. CLOUD 9 - CASH REGISTERS - MOMENTS LATER

Amy is flabbergasted.

AMY
You closed the store for this?

GLENN
Pretty smart, huh? I thought it
wouldn't work.

Amy looks to Jonah, incredulous. Jonah nods matter-of-factly.

JONAH
Risk.

Glenn walks to the front of the store and calls out for
everyone to hear.

GLENN
All right everyone, we're just
about ready to begin the
demonstration. I wanted to remind
everyone the whole reason we're
here is because people are at the
heart of business, and hearts are
the center of people.

MATEO
I thought it was because our scores
were terrible.

GLENN
That too. Okay, our new employees
are stationed at the registers, and
our old employees will pretend to
purchase items.

Glenn looks down at his watch.

GLENN (CONT'D)
Old employees, you have 60 seconds
to grab whatever items you can
carry! Now go!

The employees scatter across the store, looking for items
they can pretend to buy.

Sandra runs through the aisles, looking for that perfect
something. Each time she reaches for an item, someone else
beats her to the punch. Bottle of nail polish? Carole saw it
first. New bath towel? Myrtle's claimed that one. Self help
book? Brett's wielding a knife.

Amy, Jonah, and Dina watch the chaos ensue. Jonah starts to
get antsy.

JONAH

(mocking)

What are we, contestants on Project Runway?

AMY

You know Project Runway?

JONAH

Of course. Who doesn't know Project Runway?

Dina raises her hand.

GLENN

30 seconds!

Jonah takes one last look at Amy and Dina.

JONAH

Huh. That's 30 less seconds than before.

He scratches the back of his head before suddenly running towards the chaos.

JONAH (CONT'D)

(calling back)

I'm sorry, I have to do this. It's a countdown, you know? You have to beat the countdown!

Dina shakes her head in pity as they watch him run towards an aisle.

DINA

Poor, malleable young pup. Us old dogs know not to chase a stick when it's thrown.

AMY

Weird analogy, but... yeah. This is doing nothing for me.

Glenn eyes Amy and Dina, standing off to the side, resistant.

GLENN

Oh, and I almost forgot to mention that any item you grab, you get to keep. No strings attached!

Amy and Dina freeze.

AMY
Did he just say--?

DINA
Throw me that stick, Glenn!

Dina bolts down an aisle, Amy tailing right behind her.

INT. CLOUD 9 - CASH REGISTERS - MOMENTS LATER

Glenn looks at his watch again.

GLENN
And that's time! If everyone could
bring their items to the registers,
the bad customer service can begin.

Garrett wheels up to a cash register and sets his expensive
speakers on the conveyor belt. He gets a regular ol' dude,
JASON, at the register.

JASON
Those are some serious speaks.

GARRETT
Come again?

JASON
The speakers. They're pretty sweet.

GARRETT
Oh, yeah. Thanks, man. Figured if
I'm getting something for free,
might as well be expensive.

Glenn comes by to monitor the interaction.

GLENN
How's it going over here, you two?
He say anything nasty to you yet,
Garrett?

Garrett furrows his brow.

GARRETT
No... we were talking about the
speakers. Which reminds me, is
giving away free stuff on top of
closing the store a good idea?

GLENN
I didn't mean that. I just said it
so everyone would participate.

GARRETT

Ah. Of course it was too good to be true.

Glenn looks at Jason, expectantly.

GLENN

Don't you have something to say to him?

JASON

Uhh... sorry you don't get these speaks for free.

GLENN

No! Remember, this is a demonstration. And a safe space. It's a safe space demonstration where you can say any hurtful thing that comes to mind.

Garrett and Jason share a look. Garrett just shrugs a "better get this over with" kind of shrug.

JASON

What am I supposed to say? This guy seems really cool.

Garrett smiles, but Glenn starts to get annoyed.

GLENN

I don't know, I'm not part of the demonstration! Maybe say something insensitive about his wheelchair, or the fact that he can't use his legs? You could even comment on his race and say it makes you uncomfortable.

It's quiet for a moment. Jason looks at Garrett, horrified and apologetic.

JASON

Dude, I am so--

Garrett holds up his hand to stop him.

GARRETT

I'm still getting paid for today, right?

GLENN

Of course. Why?

Garrett wheels away without saying another word. Glenn looks at Jason, upset.

GLENN (CONT'D)
Way to go. Now you made him mad.

INT. CLOUD 9 - CASH REGISTERS - MOMENTS LATER

We see various shots of other Cloud 9 employees making pretend purchases. Cheyenne lifts a heavy stroller box onto the conveyor belt for DOROTHY to scan.

DOROTHY
That's too big for me to scan. You can it.

CHEYENNE
But... you're the employee.

DOROTHY
No, I'm not. You are.

CHEYENNE
In Glenn's demonstration, I'm the customer, and you're the employee.

DOROTHY
I don't live in a fantasy world, sweetheart. You scan it.

Dorothy walks away, dropping the scanner. Cheyenne looks around. With Glenn out of sight, she lifts the stroller off the conveyor belt and takes it outside.

EXT. CLOUD 9 - FRONT OF STORE - MOMENTS LATER

Cheyenne stands out on the curb with the stroller box next to her. Bo pulls up, his front tire riding right into the curb. He rolls down the window.

BO
Yo, that stroller looks tight! Harmonica's gonna get all up in that bish.

CHEYENNE
What took you so long? I've been standing out here for 5 whole minutes.

Bo exits the car, leaving both the door open and the vehicle running.

BO
Your boy just got his first record
deal. Cut me some slack!

CHEYENNE
Are you serious? Oh my god! Bo, I'm
so proud of you!

They embrace.

BO
This is where it all goes down. I'm
only gonna go up from here!

CHEYENNE
What's the label?

BO
I don't know, but after I won their
sweepstakes, who cares? I'm in,
baby. This is it!

CHEYENNE
You entered a sweepstakes?

BO
No, but mad props to whoever did.
Talent recognizing talent.

Bo sits on the curb next to the stroller box.

BO (CONT'D)
Now this next part... I don't like
it, but it has to be done.

Cheyenne kneels down so she's eye level with Bo.

CHEYENNE
I'll do whatever it takes to make
your dream come true. We can move,
change schools, I can even quit my
job. Anything for you, Bo.

Bo takes her hands and smiles.

BO
You have been my rock through all
of this, and I wouldn't have gotten
this far without you, so leaving
you now is the hardest decision
I've ever had to make.

CHEYENNE
Wait, what?

BO
I thought long and hard about this,
but what it came down to was money
and fame, and neither you or
Harmonica can give me that.

Cheyenne lets go of Bo's hands and turns away, heartbroken.

BO (CONT'D)
Ain't nothing personal, yo. Just
business.

CHEYENNE
(to herself)
But people are the heart of
business, and hearts are at the
center of people.

Bo's phone rings.

BO
Ah shit, it's the label. Gotta go,
baby, I'll see you after work!

Bo hops back into the car, leaving a distraught Cheyenne and
stroller behind.

INT. CLOUD 9 - BACK ROOM - LATER

In the vast back room of Cloud 9, MARCUS happens to walk by
an attractive delivery vendor named AMANDA. He stops in his
tracks, doing a double take.

MARCUS
Oh, hellooo. Anyone helping you?

AMANDA
No, I've been waiting for someone
to sign me in and help me unload,
but this is the saddest looking
back room I've ever seen.

MARCUS
(sincere)
Thank you.

He starts to walk away.

AMANDA
Aren't you going to help me?

MARCUS

I would, but today I don't work here.

AMANDA

I can't leave until I make this delivery.

Marcus shrugs.

MARCUS

Get comfortable.

INT. CLOUD 9 - ELECTRONICS DEPARTMENT - LATER

Glenn has gathered both old and new employees in the electronics department as his demonstration continues.

GLENN

Since registers was such a roaring success, it's time for part 2 of the demonstration. Now everyone knows the electronics department is one of the most stressful and, frankly, confusing products a customer can buy.

Suddenly, Glenn's eye is caught by one of the "new employees." He's a visual carbon copy of Glenn.

GLENN (CONT'D)

You there. Come up here a sec, won't you?

The employee lights up, his voice identical to Glenn's.

NEW EMPLOYEE

Oh me? Why certainly!

He takes his place next to Glenn. Glenn does a once over.

GLENN

Aren't you quite the specimen! As the kids say, I'm jiving with the vibe you're giving off. Fun in the front and business in the back, am I right?

The employee does a little happy twirl.

NEW EMPLOYEE

I thought the same thing about you!

Jonah leans over to Amy.

JONAH

Is it just me, or is that guy
Glenn's twin brother?

AMY

It's not just you. They are
definitely related.

Glenn and his doppelganger suddenly laugh, their laughs
mirroring each other.

GLENN

Oh, now that's a laugh that can
lead. How would you like to be
store manager for the day, Glenn 2?

GLENN 2

Oh, what a creative name. Heck,
sign me up!

They heartily shake hands. Cheyenne starts to sniffle.

MATEO

It's okay, Cheyenne. It's only
temporary.

CHEYENNE

(sniffling)

No, I don't care about Glenn.
It's... Bo. He wants to leave me.
He got a record deal!

Garrett overhears, curiosity piqued.

GARRETT

That kid got a deal? What's the
label called?

CHEYENNE

I don't know. Bo won it through
some sweepstakes.

Garrett and Mateo share a knowing look.

GARRETT

I know all the major labels, even
some underground ones too, and I've
never heard of a record label
sweepstakes.

MATEO

(while gasping)

Is this a scam? Or another version
of American Idol?

CHEYENNE

I don't think so. Bo's so talented,
and Simon Cowell isn't alive
anymore.

GARRETT

Pretty sure none of what you said
is true.

Glenn and Glenn 2 are still shaking hands. Glenn grows
uncomfortable, but he's determined to not break the handshake
first.

GLENN 2

Glenn, with your blessing, I'd love
to start managing now.

Glenn 2 finally lets go of Glenn's hand.

GLENN

(relieved)

Be my guest. You're store manager
for the day!

GLENN 2

No strings attached? I heard you
say that before, but it ended up
being false.

Amy moves to stop Glenn from answering, but it's too late.

AMY

Glenn, this is not a good--oh
no.

GLENN

I swear on the good book
itself, the store is all
yours!

Glenn 2 smiles and looks at the stunned employees in front of
him.

GLENN 2

Which one of you is the assistant
manager?

Dina reluctantly makes eye contact with Glenn 2.

DINA

Who's asking?

GLENN 2

Your new store manager, of course!
Would you be a doll and show me to
my office?

Dina rolls her eyes.

DINA

Fine, but only because I respect
authority and despise Glenn.

Dina leads Glenn 2 to Glenn's office.

AMY

What have you done? You gave a
complete stranger control of the
entire store.

GLENN

Isn't he great?!

Amy looks to Jonah, who hesitantly mouths "risk."

END ACT ONE

ACT TWO**INT. CLOUD 9 - ELECTRONICS DEPARTMENT - DAY**

Mateo and Garrett are at a display computer looking up record label sweepstakes. They find a cheaply made website with Bo's image pictured as the winner.

MATEO

Who uses Comic Sans anymore?

GARRETT

Hey, it might be the most overused font, but that's for good reason.

Mateo winces as Garrett scrolls through the website to find contact information at the bottom. The email address is clearly someone's personal address.

GARRETT (CONT'D)

Rapbattlegod69@yahoo.com? Yeah, this is feeling more legitimate the longer I look at it.

MATEO

We have to tell Cheyenne.

GARRETT

Why don't we get receipts first, then we break the news?

MATEO

You want to email them?

GARRETT

If my choices are hearing racist comments from strangers or busting dumb kids, I'd rather be busting dumb kids.

Garrett opens up his personal email to write to them.

MATEO

(disgusted)

Your signature is Comic Sans?

CUT TO:

INT. CLOUD 9 - GLENN'S OFFICE - LATER

In Glenn's office, Glenn 2 inspects what he's working with. Dina watches from the doorway, distant.

GLENN 2

Hmm, not bad. Not bad at all. It's a little small, but I'll make it work.

Dina nods toward one of the walls.

DINA

I've been telling Glenn to knock down that shared wall for years to create a super office. He's never listed to reason.

Glenn 2 nodes his head in agreement.

GLENN 2

It'd be so much roomier.

DINA (CONT'D)

It'd be so much roomier.

Dina raises a brow.

DINA (CONT'D)

You seem to know your way around an office. What else do you know your way around?

Glenn 2 peruses files laid out on the desk and begins to open cabinet drawers.

GLENN 2

Ah, employee records. Just what I was looking for.

Dina quickly grows uncomfortable, but not from Glenn 2's unauthorized investigating.

DINA

Listen, I'm not usually this blunt, but... when two good looking people are in the same room, something's bound to happen.

GLENN 2

What do you mean?

DINA

With my title, I can go either way: I can assist you with anything you like...

Dina crawls up onto the desk.

DINA (CONT'D)

Or I can manage you completely.

GLENN 2

Oh, I'm so sorry if I gave off the wrong impression. I'm already spoken for.

He pulls out his cell phone and shows Dina a picture of his wife. She looks identical to Dina.

DINA

What a beautiful, lucky woman.

A slow smile spreads across her face. She's got a chance!

INT. CLOUD 9 - RESTAURANT - LATER

Glenn sits at a table, eating as if nothing is out of the ordinary. Jonah and Amy approach.

AMY

Hey, Glenn? Do you have a second to talk?

Glenn gestures for the two of them to sit down.

GLENN

Take a seat. I have all the time in the world now that I'm no longer store manager.

He winks, but Jonah and Amy grimace.

JONAH

Yeah, that's what we wanted to talk to you about. We're not so sure handing the reins over to someone you don't know is such a good idea.

GLENN

What do you mean? I know Glenn 2 inside and out. He's me!

At that moment, Glenn 2 approaches the table with Dina in tow.

GLENN 2

Hiya, Glenn. Just wanted to swing by, see how you're doing.

GLENN

Hey, Glenn 2. We were just talking about--

GLENN 2

Now please leave the store.

Amy and Jonah look shocked, but Glenn smiles and applauds his protege.

GLENN

Oh, this is perfect! Amy, Jonah, take note. This is the kind of bad customer service I was talking about.

GLENN 2

Glenn, this isn't part of your demonstration. I'm now in charge of this store, and you're not.

GLENN

Come again?

GLENN 2

You're fired, Glenn. There's a new Glenn in town.

Dina visibly shivers.

DINA

Chills. Absolute chills.

GLENN 2

Dina? Can you escort him out?

She cracks her knuckles.

DINA

Gladly.

Glenn 2 walks away, leaving Dina to do the dirty work.

DINA (CONT'D)

Let's go, Glenn. No one wants you here, especially not me.

GLENN

(hesitantly)

Dina, you're very convincing, and I have to applaud you for finally joining in, but enough is enough. You're taking it too far, and my feelings are starting to get hurt.

Dina slams both hands on the table and leans menacingly towards Glenn.

DINA

This isn't a game anymore, you little worm! A newer, stronger, handsomer man is in charge, and you're out.

AMY

Hold up, you actually think Glenn 2 is in charge?

JONAH

Hold up, you actually think Glenn 2 is handsome?

DINA

He IS in charge, and yes, I'm not afraid to admit I find him sexually arousing.

JONAH

He looks exactly like Glenn, so what you're saying is--

Dina looks repulsed.

DINA

Please, Glenn wishes he looked like Glenn 2. They couldn't be more polar opposites.

GLENN

Dina, I'm still in charge of the store.

DINA

Oh really? Who was it that gave Glenn 2 control of the store again?

Glenn is silent.

DINA (CONT'D)

And who said there were no strings attached and swore on the good book itself?

Glenn is still silent, but Amy's had enough.

AMY

Dina, you can't be serious. Glenn is still the store manager. A stupid demonstration doesn't change that!

She catches Glenn's eye.

AMY (CONT'D)

Sorry.

DINA

You heard him. There's a new Glenn in town, and by my calculations, he's double the Glenn you are. He's Glenn... *Glenn*.

Glenn looks to Amy and Jonah for backup, but they're just as speechless as he is.

EXT. CLOUD 9 - PARKING LOT - LATER

Garrett and Mateo wait outside in the Cloud 9 parking lot. A few customers pass by, looking at the closed store.

CUSTOMER

The store still closed?

MATEO

(annoyed)

There's a sign. Now please, leave us. We're very busy.

Garrett and Mateo continue to stand around in the parking lot. A moment later, a soccer mom minivan pulls up.

MATEO (CONT'D)

Is that them?

Two TEENAGE KIDS around Bo's age hop out. One of them holds the hand of a younger BOY, presumably his brother.

KID #1

Yo, you the guys that emailed 'bout the sweepstakes?

GARRETT

(suspicious)

Yeah. Are you the so-called record label?

KID #2

That's us. Weird place for a meetup.

MATEO

We're still on the clock, so we couldn't go very far.

KID #1

You guys said you know Bo? We just signed him. Dude's already a legend at our school.

GARRETT

You go to school together?

KID #2

Of course, that's how we knew to enter him in our sweepstakes.

The two kids look at each other like that's a no brainer.

MATEO

I'll try my best to put this delicately. Do you want to go to prison?

GARRETT

Whoa, hold up, Mateo. Let's not get ahead of ourselves. All we came to find out was how legit this label is, and I think we have our answer.

KID #2

What we do is 100. The realest of the real. Bo's talent is unparalleled. No one can do what that boy does.

GARRETT

Nor should anyone want to.

KID #1

As if either of you two nerds could measure up.

MATEO

I'll have you know I was in choir in middle school.

Garrett gives Mateo a look.

MATEO (CONT'D)

What? I was the only male soprano. Basically a Mariah Carey reincarnate.

KID #1

Yo, Mariah Carey is legit.

The kid looks Mateo up and down, curious.

KID #1 (CONT'D)
You looking to be repped?

Mateo blushes.

MATEO
Well, I always thought, if given
the chance, I could have gone all
the way. If only Dale hadn't ruined
it for me.

GARRETT
Mateo, what are you doing?

MATEO
Shut up, Dale!

The kid turns his attention to Garrett.

KID #1
You looking for rep too?

GARRETT
Definitely not. I don't need
someone to tell me what I already
know.

KID #2
We can sign you both, right here,
right now. Don't even need to hear
you.

Mateo cheers, but Garrett's confused.

GARRETT
Wait, that's all it takes?

KID #1
Yeah, you can rap, right?

GARRETT
Why do you think I can rap?

KID #1
(awkwardly)
Uh, well... you know...

Garrett thinks to himself a moment.

GARRETT
I AM a rap god.

INT. CLOUD 9 - BACK ROOM - LATER

Amanda and Marcus sit on the floor of the back room, facing each other.

AMANDA

First day on the job, and I
couldn't have predicted this.

MARCUS

That's showbiz.

AMANDA

What is that supposed to mean?

MARCUS

I don't know. It just felt like
something to say.

AMANDA

I think I like you better when you
don't speak.

MARCUS

Same.

They continue to sit in silence.

INT. CLOUD 9 - JEWELRY COUNTER - LATER

Dina looks into a small mirror at the jewelry counter, trying on necklaces to impress Glenn Glenn.

JONAH (O.S.)

Since when do you wear jewelry?

Dina turns to find Jonah and Amy behind her. She goes right back to latching a necklace.

DINA

Since it was none of your business.

AMY

You're the assistant manager, Dina.
You have to do something. The store
is still full of all those weirdos
Glenn brought in, and they won't
leave.

INT. CLOUD 6 - UNDERWEAR AISLE - SIMULTANEOUS

A few of the new employees meander aimlessly down the underwear aisle. One of them picks up a bra and really squishes the foam padding to a degree no normal human being ever would.

INT. CLOUD 9 - JEWELRY COUNTER - RESUME

Dina, having finished the necklace latch, admires herself in the mirror.

DINA

Glenn Glenn cannot be stopped, nor should he. I can't stand in the way of progress.

JONAH

Well, what if he fires someone else? Are you going to watch it happen?

Dina turns to face Jonah and smiles.

DINA

Yes, because he's in charge, unlike you or me. And dare I say, for the first time in my life, I feel like a superior has actually noticed me.

Glenn Glenn walks by, his nose buried in his phone. Dina gives a little wave and flaunt. He takes absolutely no notice.

DINA (CONT'D)

See? They don't call me Dina Fox for nothing.

AMY

You're in denial. That man is evil Glenn, and you're allowing him to ruin the store.

DINA

If he's so bad, why don't you do something about it?

AMY

Well, I... it's kind of embarrassing.

DINA

Can't be more embarrassing than
that hack job you call a haircut.

AMY

Okay, rude.

(beat)

I'm worried about losing my job.

DINA

Ah. It all makes sense now. You'd
rather come to me and pretend
you're concerned about the welfare
of the store, but in reality, you
want me fired just like Glenn.

AMY

No, it isn't like that! You're the
assistant manager. You have the
power to make things right.

DINA

Uh huh. Nice try. I'll remember
this conversation when I'm bagging
Glenn Glenn tonight.

Jonah and Amy cringe as Dina walks away.

INT. CLOUD 9 - FITTING ROOMS - LATER

Garrett and Mateo find Cheyenne looking at baby clothes near
the fitting rooms.

GARRETT

So we met with the record label...

CHEYENNE

You did? And?

MATEO

They signed us right on the spot!

Garrett and Mateo fist bump. Cheyenne looks horrified.

CHEYENNE

Does that mean Cloud 9 isn't good
enough for you anymore? You're
going after money and fame too?

MATEO

I hadn't thought about that, but
I'm willing to do whatever it takes
to be famous.

Mateo's face grows dark.

MATEO (CONT'D)

And I truly mean whatever it takes.

Garrett starts to think, and something clicks.

GARRETT

Hold up. We got so caught up in the heat of the moment that we... didn't actually sign anything.

MATEO

What do you mean? That teenager said we were signed, so we're signed. Right?

GARRETT

Mateo... we're so stupid. There's no record label, and honestly, I'm not even sure they were teenagers.

MATEO

Oh my god, what have we done?

CHEYENNE

If you didn't sign anything, there's no problem, right?

Garrett and Mateo breathe a sigh of relief.

MATEO

You're right. Maybe Bo didn't sign anything either. If he bought a bologna story once, maybe he could do it again.

GARRETT

I just had the dumbest idea.

MATEO

It'll probably work.

INT. CLOUD 9 - BACK ROOM - LATER

Amanda and Marcus continue to sit in the back room, looking at the clock and occasionally stealing glances at each other.

MARCUS

So, uh, wanna have sex? You know, to pass the time?

Amanda's quiet a moment, but then--

AMANDA

Ever made love in the back of a bread truck before?

MARCUS

No, but I'm game to try.

They hop into the back of her truck and close the door.

INT. CLOUD 9 - GLENN'S OFFICE - LATER

Dina steps into Glenn's office to talk to Glenn Glenn.

DINA

Hey, have a minute?

GLENN GLENN

Dina, I'm very busy, so make it quick.

Dina sits across from him.

DINA

Some of the other employees... they're questioning your authority. Of course, I'm completely loyal to you, but something may need to happen to convince the non-believers.

GLENN GLENN

I am so glad you brought this to my attention, and I couldn't agree more.

(beat)

Fire them.

DINA

Fire... everyone? I'm not sure I follow.

GLENN GLENN

It's a Cloud 9, Dina. It isn't hard to find replacements. You can take any regular ol' Joe right off the street. Glenn did it, and here I am.

Dina thinks about it, uneasy.

GLENN GLENN (CONT'D)
If you don't let everyone know
they're fired, then you're fired.
Do we understand each other?

Dina gulps and slowly heads towards the door.

DINA
I know what I must do.

GLENN GLENN
You're a real gem, Dina!

Dina slowly shuts the office door.

END ACT TWO

ACT THREE**INT. CLOUD 9 - PATIO SECTION - LATER**

Amy and Jonah contemplate on some patio furniture.

AMY

I didn't think when I came into work today I'd see the store fall into shambles.

JONAH

I mean, we did survive a tornado. No big deal.

AMY

You know, besides that, obviously. I've just felt so... powerless lately, like my life isn't my own to decide.

JONAH

Well, you're making the decision to sit here and reflect. That's a choice. And as you reflect, you'll realize you're in the presence of great company and still employed.

AMY

For now. But if Glenn's gone, how much longer will we be around?

JONAH

The only thing I know for certain is how much I've grown working with you.

Amy blushes a little.

AMY

Don't get mushy on me, Jonah. I don't want to cry. Not here.

JONAH

No, I mean it. This has been one of the best jobs I've ever had, and you've played a big part in that. You chose to take a chance on me, and it paid off.

Amy and Jonah lock eyes and smile.

INT. DELIVERY TRUCK - LATER

Amanda and Marcus lie naked in a pile of torn and smashed bread loaves. Pieces of bread cover their private parts.

MARCUS

That was like nothing I've ever experienced before!

A beat.

AMANDA

It was okay.

Marcus turns to face her.

MARCUS

Okay? Just okay?

AMANDA

It wasn't earth shattering, but it wasn't awful either.

Marcus turns away, looking up at the dark truck ceiling.

MARCUS

Want to do it again?

AMANDA

Yeah, why not?

They proceed to make out.

INT. CLOUD 9 - ELECTRONICS DEPARTMENT - LATER

Garrett and Mateo step back to observe their fake website for a stay-at-home dad position starting immediately.

MATEO

I'm having second thoughts. No one will actually believe this.

Cheyenne leans over Garrett's shoulder to examine the site.

CHEYENNE

Oh, Bo would be perfect for that job! He's such a good daddy to Harmonica. How much do they pay?

GARRETT

Cheyenne, this is the fake site I've been making the past 20 minutes.

CHEYENNE

Oh! Oh, right. Wow, Garrett, you should have gone into graphic design.

MATEO

I stand corrected.

Garrett interlocks his fingers and stretches his hands.

GARRETT

Okay, we're ready.

Cheyenne nods and texts Bo the URL address to the fake site.

CHEYENNE

Just texted him the site!

GARRETT

Now, we wait--

A message ding is heard.

GARRETT (CONT'D)

Orrrr we don't wait at all.

Garrett reads a comment left on the website. It reads "I'm in, yo."

GARRETT (CONT'D)

Looks like he's accepted the position.

Cheyenne takes over the reins at the computer and types to her husband.

CHEYENNE

(reading out loud)

Bo - it's me, Cheyenne. Come home to me and Harmonica. We love you, and in our eyes, you're the biggest star.

GARRETT

You know you don't have to read anything out loud.

CHEYENNE

I know, it just feels like it adds to the drama.

MATEO

Oh, I agree. It's a classic will they, won't they situation.

Another message ding. Cheyenne breathes a sigh of relief.

CHEYENNE
(reading out loud in her
best Bo impression)
Cheyenne--
(beat)
Oh, he spelled it wrong.
(back to reading)
Cheyenne, I love you, baby. And I
did some thinking. I don't think I
could soar to the top alone. I'll
be home waiting for you, and so
will my big di--

GARRETT
Okay, that's enough!

Cheyenne grins and hugs Garrett and Mateo.

CHEYENNE
Oh, thank you both so much! I'm
going to get big time boned
tonight!

INT. CLOUD 9 - INTERCOM AREA - MOMENTS LATER

Dina aggressively shoves the mic right into her face. Her voice booms within the Cloud 9 store.

DINA (OVER INTERCOM)
Attention, participants of Glenn's
failed demonstration. Cloud 9 will
no longer require your services.
Please vacate the premises before
you're forced to vacate. Should you
refuse to leave, violent and/or
illegal methods will be used
against you. Thank you, and have a
heavenly day!

Droves of new employees head for the store exit as Dina ushers them out, admiring her handiwork.

DINA (CONT'D)
(sotto)
You've still got it, Dina.

Glenn Glenn charges up to her, irate.

GLENN GLENN

Dina, what in the world are you doing? Have you gone completely mad?!

DINA

On the contrary. Ever since your beautiful face showed up, I'm the sanest I've ever been.

Dina casually starts untuck her shirt from her pants. Glenn Glenn cowers out of disgust.

GLENN GLENN

Oh goodness, put that away!

DINA

Grow up. It's not like you haven't seen a naked woman before.

(beat)

You *have* seen a naked woman before... You're married, I just sort of assumed--

GLENN GLENN

(tense)

Get to the point, Dina.

She continues to untuck her shirt, revealing a BB gun stashed away.

DINA

I wanted to show you my latest acquisition.

Glenn Glenn mistakes this for an actual weapon, his eyes growing wide with fear.

GLENN GLENN

Is that a gun? O-okay, I'll do whatever you want, just please don't hurt me.

Dina pulls out the BB gun and waves it around. Glenn Glenn tenses up with each flick of her wrist.

DINA

What? You're afraid of this? It isn't a--

(slyly)

Did you say anything?

Glenn Glenn gulps.

GLENN GLENN

Well... anything within reason.

DINA

(sighing)

Give Glenn his job back. He might not be as handsome or as bright or even as naive as you, which admittedly is surprising. But he cares about the store and its employees, no matter how dumb his ideas are.

Glenn Glenn is sweating bullets as Dina strokes the handle of her BB gun.

GLENN GLENN

I can make that happen. Just... don't do anything crazy, okay?

DINA

Thanks. And hey, if that wife of yours doesn't work out, call me. Just because we stop working together doesn't mean we can't sleep together.

Glenn Glenn winces as Dina bites her bottom lip.

EXT. CLOUD 9 - PARKING LOT - LATER

Glenn sits morosely in his car, his head pressed against the steering wheel, horn blaring. Some wandering customers stare at him.

Suddenly, there's a knock at his window. Glenn turns to see it's Glenn Glenn. He fumbles to roll down the window.

GLENN

I know I don't work here anymore, but that doesn't mean I can't sit in the parking lot. It's a free country, you know!

GLENN GLENN

Glenn, I'm here to tell you... you're the store manager again.

GLENN

In 1942, Columbus sailed the ocean blue to-- did you say I'm the store manager?

Glenn Glenn nods. Glenn smacks the steering wheel, overcome with emotion.

GLENN (CONT'D)
Are you serious? Oh, thank you,
God, Jesus, and the sweet Holy
Ghost, for this beautiful miracle!

Reveal Dina crouched underneath Glenn's window, BB gun in hand. She nods her head in approval.

INT. CLOUD 9 - MULTIPURPOSE ROOM - NEXT DAY

Glenn stands in front of the staff, but this time the mood is different. People are clearly relieved to be at work and for things to have returned to normal.

GLENN
I'll admit that yesterday was not
one of my brightest ideas.

DINA
Oh no it was not. Far from it.

Glenn shoots a stern look at Dina, who winks back at him. He softens.

GLENN
What I realized yesterday is who
cares about dumb customer service
scores? They're just numbers, like
1, 14, 32, 57. Whatever, they don't
matter.

DINA
They actually matter a lot but
continue.

GLENN
I feel like I took everyone here
for granted, and for that, I'm
sorry. We don't need strangers
coming in and doing our jobs to
teach us a lesson. The lesson is
right here, right in front of us.

Cheyenne smiles.

CHEYENNE
People are at the heart of
business, and hearts are the center
of people.

Cheyenne looks to Garret and Mateo, and the three share a nice moment.

GLENN

Exactly, Cheyenne. Beautifully said.

Amy and Jonah also share a meaningful look, which abruptly ends once Amy realizes she's staring at Jonah a little too long.

GLENN (CONT'D)

In other news, we were supposed to receive a bread delivery yesterday, but it appears the truck never arrived.

Marcus scratches his head nervously and looks around the room. No one's paying him any attention.

GLENN (CONT'D)

Looks like we'll have to fill the shelf with black liquorice again. I'll need a couple of volunteers.

Almost everyone raises their hand, and Glenn is overjoyed at the team spirit. What Glenn doesn't realize is that Dina is waving her BB gun behind him. Dina grins.

DINA

It's good to be back in the saddle again.

END OF EPISODE