

SHORTY

Crap. Let me talk to him.

He takes the phone from Jay.

SHORTY (cont)

Thanks for holding, how may I help you?

PHONE CUSTOMER #2

What kind of place are you running
down there you little prick?

SHORTY

Well sir, I'm sure I can help you but
let's keep this professional.

PHONE CUSTOMER #2

Professional? Professional? Listen here
you little puke. Your so called employee
just insulted me and I'm sure I'm not
the first! And if you're the boss then
you trained him so that makes you no
better!

SHORTY

Well sir, I'm...

PHONE CUSTOMER #2

I'm not done! I want to spend my
money at your store and this is how I'm
treated? I want to know what you are
going to do for me for the way I was
talked to!

SHORTY

Okay sir, please hold.

PHONE CUSTOMER #2

Hold. Are you kidding me I'm not
going to get cut off by being put on
hold!

Shorty puts his hand over the receiver while the guy continues
to rant and rave.

SHORTY

Wow this guy is a douche bag.

JAY
See, told you.

SHORTY
What do you think?

JAY
Give him hell.

SHORTY
I did try to be nice.

JAY
So did I.

SHORTY
He kinda has it coming.

JAY
Id, say so.

Shorty puts the receiver back to his ear.

SHORTY
Sir, thanks for holding.

PHONE CUSTOMER #2
I wasn't holding! Did you put me on hold? Don't ever put me on hold again!

SHORTY
I wouldn't sir and let me apologize for my ex-employee. I just fired him for the way he treated you.

PHONE CUSTOMER #2
Good, that little shit deserves worse for talking to me like that. Now what are you going to do for me?

SHORTY
Well, sir, I'm going to give you a free receiver of your choice! And, I'm going to give you a \$100 store credit on top of that.

PHONE CUSTOMER #2

Well, I guess that will work...where
can I pick it up?

SHORTY

Well sir, just come on down to
Pawns-R-Us and ask for me, Jacob.
I'll be happy to take care of you.

PHONE CUSTOMER #2

I'll be down there in an hour.

SHORTY

Great sir, I can't wait to see you.
And again, I'm very sorry.

The customer hangs up. Jay starts laughing as Shorty does the
same. Ethan nearby looks on confused.

ETHAN

Pawns-R-Us? I didn't know we owned
that store.

JAY/SHORTY

(simultaneously)

We don't!

They both burst out laughing as Ethan shakes his head with a chuckle.