

BLUE BUBBLE

"Pilot"

Written by

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INT. BLUE HEADQUARTERS - OFFICE SPACE - DAY

OPEN on a CHEYENNE (50s, boss-bitch, white ally) standing in the midst of an office, an enormous window behind her showcasing the renown Blue Park Campus. A chyron reads: Cheyenne Carter, VP of Human Capital Development.

CHEYENNE

Hi. Welcome to what we hope is an enriching and prosperous journey at Blue. Take a moment to pat yourself on the back. You have been selected to join us from thousands of applicants. Statistically, it is easier to gain entrance to Stanford than to work here at Blue. Not that that's even hard. Go bears.

PULL OUT TO:

INT. BACK STAGE - DAY

A vanilla-walled, spacious room. ANDY (22, a short, snide cynic) watches the video alongside new hires DESTINY (20) and TONY (19). Unlike Andy, they're pumped. The trio watches Cheyenne speak on an older TV box set.

INT. BLUE HEADQUARTERS - OFFICE SPACE - CONTINUOUS

Back to the office.

CHEYENNE

Here at Blue, we prioritize our people. We cherish our work because it empowers others to change the world. Expanding on this, Jeremy Irons sharing our credo.

SERIES OF SHOTS (epic, upbeat music kicks in):

A glass-box Blue Store bustling with employees in their Pacific blue shirts cheering, having a good time. They welcome in customers. It's Mardi Gras in there.

JEREMY IRONS (V.O.)

We enrich lives, turning dreamers into doers.

A woman steps over a log in a creek.

JEREMY IRONS (V.O.)

At our best we give more than we  
take, embrace differences, and push  
beyond "good enough."

A nurse and patient laugh together.

JEREMY IRONS (V.O.)

At our core, people are our soul,  
striving to make the world better.

A small brown boy in tattered clothes under a doorframe.  
Suddenly, a white hand extends a boxed water. The white  
savior smiles with the small child, grateful to be saved.

INT. BACK STAGE - DAY

Andy tilts his head, unconvinced of this inspirational  
bullshit. He turns, the others are completely convinced of  
this inspirational bullshit. They lean in their seats.

INT. TRAINING VIDEO SALES FLOOR - DAY

An EMPLOYEE approaches and is about to greet a CUSTOMER.  
Cheyenne walks into frame in front of them.

CHEYENNE

One guideline that will be crucial  
to your success here at Blue is our  
BLUE steps of service. Watch as  
Jason demonstrates.

She walks offscreen.

CHEYENNE (O.S.) (CONT'D)

Begin the journey with your  
customer.

TRAINING EMPLOYEE

Hi, my name's Jason. What brings  
you in today?

TRAINING CUSTOMER

Hi, I'm Judy. My old phone just  
broke so I think I'm in the market  
for a new phone.

CHEYENNE (O.S.)

Listen to their needs and what they  
are saying.

TRAINING EMPLOYEE

Nice to meet you! So from what I'm gathering, your phone is broken.

TRAINING CUSTOMER

Yes.

CHEYENNE (O.S.)

Understand where they are at.

TRAINING EMPLOYEE

So you need to get a new phone.

TRAINING CUSTOMER

I just said that, yes.

CHEYENNE (O.S.)

Engage with a strong recommendation.

TRAINING EMPLOYEE

I think I'd recommend getting a new phone if I were you.

CHEYENNE (O.S.)

And do you know what that spells?

INT. BACK STAGE - CONTINUOUS

ANDY

I mean we're not stupid.

DESTINY

Holy shit.

TONY

What?

DESTINY

It spells Blue.

TONY

Oh my fuck.

ANDY

It's literally called the Blue steps of service.

INT. TRAINING VIDEO SALES FLOOR - DAY

The customer massages her temples.

TRAINING CUSTOMER  
Are you stupid? Yeah, I need a new phone. I've said that three times.

Judy realizes she's being filmed.

TRAINING CUSTOMER (CONT'D)  
Why are there cameras? Is that what the waiver was for? You said I could get a free phone. Okay, I'm not doing this anymo--

The video cuts and statics out. After a beat, Cheyenne is standing next to Jason with a completely different customer.

CHEYENNE  
And just like that, another happy customer.

The new customer compliantly gives a thumbs up.

INT. BACK STAGE - DAY

The video fades to blue. Destiny and Tony sit speechless.

DESTINY  
Wow, can you believe we work here?

TONY  
I don't even believe women.

The two look at Tony.

ANDY  
I mean, it's a job. There's a regular flow of labor for wages.

DESTINY  
But it's Blue.

TONY  
It's Blue, dude. Dream job.

DESTINY  
We get to help people achieve their dreams. Enrich lives.

ANDY  
At a retail store?

DESTINY  
I don't know what your problem is dude but you're being kind of dick.

TONY  
Like a thick, veiny one.

As Andy squints, BETSY (45, Midwestern cool mom) walks in.

BETSY  
Hello, hello, hello! So what did we think? Sorry again about the technical difficulties. Our trainings are updated so frequently we lose track of a lot of videos. But yeah, inspirational stuff, huh?

The group nods.

DESTINY  
Unbelievable.

TONY  
I think my life's changed.

BETSY  
That's what I like to hear! So. We're going to take a little break, but when we get back, how does a store tour sound?

DESTINY  
A tour?!

TONY  
Is this what love feels like?

ANDY  
Yay.

INT. ANDY'S CAR - DAY

Andy stares at his phone. After a beat, he swipes through and dials. It rings.

ANDY'S MOM (V.O.)  
So. How's work?

ANDY  
It's going great. People are nice. I'm learning a lot.

ANDY'S MOM (V.O.)  
Good... Good. Have you thought about the other job though?

ANDY

Yeah. I'm still thinking about it.

ANDY'S MOM (V.O.)

You don't have a lot of time.

ANDY

It's fine. There'll be other jobs.

ANDY'S MOM (V.O.)

You don't know that. Look at your cousin. Look how happy he is!

ANDY

Luis just called me yesterday to say how miserable he is.

ANDY'S MOM (V.O.)

Whatever. He's making money!

ANDY

Mom, that's not all I want.

ANDY'S MOM (V.O.)

Well, what do you want? To spend the rest of your life selling phones? Is that what we sent you to school for? To be a loser?

A beat.

ANDY

I have to head back inside now. I'll see you at home, okay?

ANDY'S MOM (V.O.)

Andy, this isn't a game. Think about that job, alright?

ANDY

Yeah. Will do. Love you, bye.

Click. He sighs.

INT. BACK STAGE - DAY

Betsy and the trio are back as before.

BETSY

Alrighty! Before we head out, I got y'all some gifts.

She pulls out three neatly folded blue shirts.

BETSY (CONT'D)  
Our iconic Pacific Blue shirts.

ANDY  
Blue the company or blue the color?

BETSY

Betsy smiles. That's the full sentence.

INT. CORRIDOR - DAY

Betsy looks on as Destiny and Tony bounce around in their new digs. The bathroom door swings open and a sheepish Andy steps out in-uniform. He tugs at his collar.

BETSY  
I didn't know we hired models at  
this store. Look at you stunners!  
(then)  
How are we feeling? Excited? Ready?

Off an unresponsive Andy, they make their way into...

INT. SALES FLOOR - DAY

A swirling symphony of chaos. Loud chatter fills the store. Customers thrash like sardines bursting to the surface. People grab items off the walls, yell, look rabidly for help.

Capitalism at its finest; a sight to behold.

BETSY  
Happy, happy Sunday!

ANDY  
Is there something special going on today?

BETSY  
Nope. Just a normal Sunday. But  
don't worry, it comes in waves.

ANDY  
I don't know what that means. But  
you think we're ready for this?

BETSY

No! But that's what the tour is  
for. Ease you into the waters.

She guides them to a 30-foot wooden table.

BETSY (CONT'D)

Who knows what this is? Any  
guesses?

Destiny raises his hand.

DESTINY

The Brilliant Bar.

BETSY

Two points for Gryffindor!  
(then)

This is our world-famous Brilliant  
Bar. Customers can come here to  
troubleshoot any kind of issue or  
problem they might have. Anything.

ANDY

Anything? They can fix anything?

BETSY

Yup.

They walk over to LEO (25, charming, easy-going) and an ANGRY  
MAN (40s, flannel, bald). The angry man is very upset.

LEO

I'm gonna be honest, we're not  
going to be able to fix this.

ANGRY MAN

What do you mean you can't fix it?  
You guys broke it!

LEO

I know you're pretty upset... but  
you did sign our release waiver.  
And you also don't have BlueShield.

ANGRY MAN

BlueShield? Are you fuc--

Betsy ushers them deeper into the sales floor, where DENNIS  
(60, Asian, grouchy, tenured) chats with a FINANCE BRO (30s).

DENNIS

You're sure you want the max pro?

FINANCE BRO

Pretty sure. I mean, it's the best right? Why wouldn't I want it?

DENNIS

Well, you might not need all the features. You just said you're going to use it for phone calls and emails. They all can do that. Save yourself some money and get the regular one.

FINANCE BRO

I appreciate it, dude. But I don't need to save the money. Look at me.

He flashes a gold Rolex submariner and points to his Gucci tiger loafers. He looks like an idiot.

FINANCE BRO (CONT'D)

Just help with the sale, okay? I

don't need any recommendations.

Just the phone, alright? And hurry.

I'm in a rush.

Finance Bro pulls out his phone, ignoring Dennis.

DENNIS

No.

FINANCE BRO

Excuse me?

DENNIS

You're not getting a phone here.

(then)

And don't bother asking anyone else. You want it? Order online.

FINANCE BRO

(chuckling)

You're kidding.

DENNIS

Am I kidding? Betsy, am I kidding?

Dennis cues a flabbergasted Betsy. A beat.

BETSY

We have an excellent selection of BluePhones online that will fit any of yours needs.

FINANCE BRO

Okay -- Whatever. I'll get it somewhere else. You know what? This is exactly why you're gonna be out of a job when AI takes over.

DENNIS

Oh, no! How am I going to live without self-entitled dickheads pissing me off?

FINANCE BRO

Yeah? Fuck you, dude.

DENNIS

Good one! AI generated, surely.

Finance bro storms off as a self-satisfied Dennis waves.

INT. BACK STAGE - LATER

The trio wait for Betsy, who stands before a towering row of industrial rolling racks.

BETSY

Welcome back to back stage.

DESTINY

We were just here!

BETSY

That's right! This is where the magic happens. Hundreds of devices ready to be shared with customers.

Someone darts to a shelf, scans, and runs off.

BETSY (CONT'D)

We also do our requisite training and emailing here.

ANDY

Shouldn't a trillion dollar company have, you know, dedicated spaces for general office work?

Destiny and Tony glance curiously at Betsy.

BETSY

I think it's important to keep in mind that everything we say and do is intentional. That also includes everything we don't.

DESTINY  
Damn.  
TONY  
Got him.  
Andy rolls his eyes.

INT. SALES FLOOR - LATER

Betsy takes a deep breath.

BETSY  
So, what do we think?

DESTINY  
Everything's kind of just flying  
by. But everyone's like, so  
prepared and ready.

BETSY  
We have the best people.  
(then)  
Tony?

TONY  
I know I just got here but it feels  
like everyone's part of a family.

BETSY  
That's because we are one. We spend  
most of our time here. We should be  
as close as family.  
(then)  
Andy?

ANDY  
Um. It feels like the store is run  
quite a bit differently from what  
we saw on the training video.

BETSY  
That's an excellent point. Anyway,  
I think you guys are ready to start  
shadowing. What do we think?

ANDY  
What?

TONY  
Hell yeah.

DESTINY  
Let's do it!

INT. SALES FLOOR - LATER

Andy and JESS (23, bubbly, friendly with an edge) chat as a customer on the phone paces beside them.

JESS

How you liking it?

ANDY

It's... cool.

JESS

It's a great job for the most part,  
but this definitely isn't  
everything I want to do.

ANDY

Oh, yeah? What's everything?

JESS

I don't know if it's everything but  
I wanna get my beautician license.  
Kinda pricey so I'm hanging here  
til that happens.

ANDY

And you've been here...

JESS

Just a year. But what about you?  
You in school?

A beat.

ANDY

I just graduated. Accounting. Still  
figuring out what to do with it.

JESS

Hey, but you got a degree now.

ANDY

I guess so.

(then)

Um, is that normal?

Andy gestures to the pacing customer.

JESS

Yeah. It's a big purchase. Bank  
just wants to make sure it's you.

Jess catches the customer staring at her ass.

JESS (CONT'D)  
Hey, asshole. My eyes are up here.

The customer gets back to his phone call.

JESS (CONT'D)  
Ugh. I hate this place.

INT. SALES FLOOR - LATER

Andy watches as Dennis lays into another customer.

DENNIS  
You think cause I'm old I don't  
know shit? I'm Asian, we build  
these things like the back of our  
deftly nimble hands. Do you know  
how many PC builds I've done? 8. I  
disassembled 8 and put all 8 back  
together without a blueprint. Can  
you do that? I don't goddamn think  
so. Jason. Do you think I'm old?

Dennis waits for Andy.

DENNIS (CONT'D)  
Jason.

ANDY  
Oh. No. You look- you look great.

DENNIS  
See. If the mute can agree with me,  
you can trust I know what the hell  
I'm talking about.

ANDY  
Mute?

DENNIS  
Oh, he speaks!  
(mouthing)  
Sensitive.

DENNIS (CONT'D)  
My name's Andy. And I can hear you.

DENNIS (CONT'D)  
Relax. You got it, Jerry.

INT. SALES FLOOR - LATER

RACQUEL (30, girly-pop vibes, hyper-competent) and Andy briskly wipe down screens. Andy struggles to keep up.

RACQUEL  
You wanna do bigggggggggg concentric circles. Like this.

She moves in an exaggerated circular motion.

ANDY  
Oh.

RACQUEL  
Don't worry. I used to be a big side-to-side baddie myself BUT she left some streaks. Oop. Also... I don't know if you know, but that cut on your left hand? You should probably get that checked out. That happened to my cousin a few years ago, he ignored it and now -- he's blind! So, do with that information what you will.

(then)  
Anyway, I'm a resource for you if you need help or have any questions, okay?

ANDY  
Yeah... Will do. Thanks for, uh, thanks for letting me know.

Andy rubs his hand.

INT. SALES FLOOR - LATER

Andy takes a breather by the Brilliant Bar. Leo walks past, doubles back, and stops.

LEO  
Hey, you're new, right? I'm Leo. I work at the--

ANDY  
The Brilliant Bar. Yeah, I saw you get chewed out earlier. Brutal.

LEO  
It's really not that bad.

ANDY  
So you like it?

LEO  
Yeah it's cool. I get to help  
people every day. That part's nice.  
What about you? You liking it?

ANDY  
I don't know yet. Not really what I  
expected. Still feeling it out.

LEO  
Yeah, I feel you. Just give it  
chance though. We're all just  
trying to get by.

ANDY  
Passing on sage wisdom?

LEO  
I don't know about that, but when  
you've been here for a minute you  
start to see things. It's not what  
you might think but we're all  
trying to do some good.

ANDY  
Oh, yeah?

They spot Dennis shouting at a customer across the store.  
Then they see Racquel make a "picking your nose gesture" to  
Jess, who turns to wipe her nose.

LEO  
Most of the time. Oh, here's  
trouble... Good luck.

He heads out just as Betsy walks over with DYLAN (24, holier-than-thou boy scout) close in tow.

BETSY  
Alright, Andy. We're gonna start a  
little reverse shadowing. I'm  
partnering you with Dylan. One of  
our best and brightest.

Dylan puts an unwelcoming arm on Andy's shoulder.

DYLAN  
Ready to work?

INT. SALES FLOOR - LATER

Standing side-by-side, Andy and Dylan stare straight ahead. Behind them, the store is close to empty.

ANDY

And this necessary because...

DYLAN

We have to be ready to anticipate needs.

ANDY

And that's important.

DYLAN

Is this a joke to you? It's the most important thing we do here.

ANDY

Is that a rotating category or is anticipating needs like- boom there's a shooting, damn I need to go anticipate some needs.

DYLAN

You're not going to get very far with that attitude.

ANDY

That's a shame.

Andy looks around.

ANDY (CONT'D)

So where is everyone?

DYLAN

Things come in waves.

ANDY

That's what I'm hearing.

(then)

Have you been here long?

DYLAN

A year and change.

ANDY

And you still like it?

DYLAN

I love it. Blue's been a great training ground for my career.

(MORE)

DYLAN (CONT'D)

I hope to be here a long time. How about you?

ANDY

I just finished school. Kind of figuring things out, you know?

DYLAN

No, I don't. Andy, indecision shows a weakness of character. What's your plan? Migrate from freeway underpass to underpass? Join a society of freeway people and climb the ranks until you rule with an iron fist? Is that what you want?

(then)

I didn't think so.

ANDY

Uh, I'll... work on that?

DYLAN

Good. Have a plan. Trust our credo. It's gonna help you get where you want to go.

A customer, PHONE LADY (40s) walks over.

DYLAN (CONT'D)

Someone's coming. Begin the journey! Begin the journey!

CUT TO:

INT. SALES FLOOR - LATER

Andy gestures at several phone models.

ANDY

You mentioned photography. The BluePhone 14 pro is great for that.

Phone Lady picks it up and scrutinizes.

ANDY (CONT'D)

Or if you want a larger screen the max pro is also an amazing choice. Or the plus.

PHONE LADY

Yeah any of these will work, I'm just more worried really about all my information transferring over.

ANDY

We can do that. We just need you to sign some waivers and then--

Dylan steps in front.

DYLAN

No sweat. If you're ready to make a purchase, we can transfer everything and you can pick up your new phone in maybe an hour.

PHONE LADY

Perfect!

ANDY

I actually don't know if--

Dylan steers Andy to the side.

DYLAN

Hey, I know you're playing it by the book, but you need to keep in mind that when it comes to promotions and getting ahead, managers really only care about one thing: customer reviews.

ANDY

So that means, what? Doing whatever they want -- like a lapdog?

DYLAN

No. Doing whatever it takes to stay on their good side. If someone asks for something. You figure it out.

Dylan turns back.

DYLAN (CONT'D)

Sorry about that. If you're ready, why don't we go over some options!

INT. SALES FLOOR - LATER

Dylan and Andy are cleaning screens.

DYLAN

How'd you think that went?

ANDY

Um, bad. I mean you kind of just hijacked my interaction.

DYLAN

Hey, I'm sorry about that but you  
were really getting in your own  
way. I was just trying to show you  
how I would've done it.

ANDY

And you did. Yeah, I learned a ton.

He wraps another unwelcome arm around Andy.

DYLAN

That's the thing though...

(then)

I really do think you could learn a  
lot from me. I want to help you,  
man. I like you! Next time just--

BETSY (O.S.)

Next time don't forget to tell  
Betsy how great a job you did!

Betsy walks over.

BETSY (CONT'D)

Just kidding.

(then)

How did things go?

Andy looks over to Dylan.

ANDY

Good. It went good, I think.

DYLAN

He's a natural.

BETSY

We love to hear it. Unless Dylan  
has anything else to add, Andy,  
let's rejoin.

DYLAN

He's all yours.

INT. CORRIDOR - DAY

Just Betsy and Andy huddle up in the corridor.

ANDY

Where are, uh, the wonder twins?

Betsy sighs.

BETSY

Huge bummer, but things didn't end up working out with Destiny and Tony. They just weren't getting the hang of how we do things here.

ANDY

What?

BETSY

But- you. You're doing great! So great, actually, we're gonna go ahead and try a solo dry run.

ANDY

What?

BETSY

It means you're going to be by yourself. Was that not clear?

ANDY

I know what a dry run is.

BETSY

Great, you'll do fine then.

Betsy ushers Andy back to the...

INT. SALES FLOOR - DAY

It's pandemonium. He shuffles slowly through the store. People approach like a hoard of zombies. There's a tug on Andy's shirt. It's an OLD ARMENIAN LADY.

OLD ARMENIAN LADY

Excuse me. Can you help me?

ANDY

Uh, I can try.

She gets very close to him.

OLD ARMENIAN LADY

You have to help me. How do I video chat my nephew in Armenia?

ANDY

Does he have a BluePhone?

OLD ARMENIAN LADY

No, he has Sumsang.

ANDY

I'm not sure if we can- Have you thought about using a third party--

OLD ARMENIAN LADY

You cannot help me? Your job is to help me. Where is Armenian speaker?

ANDY

She does. She speaks Armenian.

Andy points at a random woman wearing a blue shirt jacket before walking away. As he does, commotion in Armenian can be heard. A CRUNCHY GRANOLA GIRL (20s) approaches.

CRUNCHY GRANOLA GIRL

Hi, are you with anyone?

ANDY

That depends...

CRUNCHY GRANOLA GIRL

Do you happen to know why my phone is doing this?

She pulls out a phone from her oversized tote. The screen glitches wildly, toggling across, and closing/opening apps.

ANDY

I won't lie, that's pretty weird.

CRUNCHY GRANOLA GIRL

See! See! It always does that shit.

ANDY

Okay. Before we do anything else, would you be cool with resetting the phone?

CRUNCHY GRANOLA GIRL

Not at all.

She hands Andy her phone. After a few beats of tweaking out, he's able to go to settings and lands on two options: reset system settings and reset device to factory.

CRUNCHY GRANOLA GIRL (CONT'D)

Are these the new phones?

Andy looks up.

ANDY

Yeah, that's the current lineup at the moment. The 14s.

He looks down. There's a progress bar on the screen.

ANDY (CONT'D)

Shit.

CRUNCHY GRANOLA GIRL

What was that?

ANDY

(not looking up)

I said the 14s are a hit.

CRUNCHY GRANOLA GIRL

I believe you. But I don't think  
I'm ready for a new one just yet.

The phone loads. "Welcome to BluePhone. Swipe to get started." Shit. He pauses.

ANDY

So I think I know what's going on.  
I can bring it to the Brilliant  
Bar. Do you remember if you backed  
it up at all?

CRUNCHY GRANOLA GIRL

I don't think so... I'm pretty bad  
about that kinda stuff. Is that  
like- going to be a major issue?

ANDY

No. No. It'll be fine. Uh, if you  
want to come back in maybe an hour-  
actually two hours. Come back in  
two hours and you should be set.

CRUNCHY GRANOLA GIRL

Cool beans. See ya in a bit!

(then)

Do you think the Cinnabon is open?

ANDY

Yeah, I think so. There's like a  
billion of them.

CRUNCHY GRANOLA GIRL

Sick.

She leaves. Andy holds for a beat before looking around the store. He crosses to the...

INT. CORRIDOR - CONTINUOUS

Andy looks around. Nothing. He goes into...

INT. BACK STAGE - CONTINUOUS

Andy spots JAKE (20s, beanie, chill stoner) on a computer, eating a power bar and listening to wired headphones. Andy taps on his shoulder. Jake whips back surprised.

JAKE

Whoa, bro. I could've taken you out just then. The energy you came at me with was wild.

ANDY

I believe you.  
(then)

Any chance you know where Dylan is?

JAKE

Dude, did no one tell you? Yeah, bro. Dylan, uh, he quit.

ANDY

What?

INT. FLASHBACK - MANAGER'S OFFICE - DAY

Dylan and MARC (40s, funny cool dad, Robin Williams-type) sit in opposite-facing office chairs.

MARC

You've done some really solid work this year, Dylan.

DYLAN

Come on, Marc. Don't undersell me. I've been pulling the weight around here lately.

MARC

No, you've been great--

DYLAN

Which is why you're bumping me up to lead.

A beat.

DYLAN (CONT'D)  
Which is why you're bumping me up  
to lead. Right, Marc?

MARC  
Yeah, we're not doing that.

DYLAN  
Why not?

MARC  
Dylan, you've been great. But  
you've been here for a year.

DYLAN  
Thirteen months.

MARC  
A year. But we're not sure if you  
have enough experience yet to lead.  
But you're on the right track.

A beat.

DYLAN  
This is unbelievable.

MARC  
I'm sorry?

DYLAN  
This is fucking un-believ-able. And  
you should be sorry.

He starts flipping shit on the desk.

DYLAN (CONT'D)  
This exactly the kind of horse-shit  
this company does. Sell you on a  
bag of empty promises.

Marc takes a step closer to Dylan.

MARC  
Alright, Dylan. You're upset right  
now. I'm listening. I understand  
that, okay?

DYLAN  
Don't BLUE Steps of Service me.  
Screw you, Marc!

He jabs a finger in Marc's face.

DYLAN (CONT'D)  
And that's why your hair is  
thinning. Asshole.

He storms out of the room. Marc stands still. He self-consciously grabs his hair.

MARC  
What? I'm not thinning.

END FLASHBACK.

INT. BACK STAGE - DAY

Back as before.

JAKE  
Yeah it was pretty intense.

ANDY  
How'd you hear about it?

JAKE  
Marc, told us. He's actually  
looking for you I think.

ANDY  
What?

JAKE  
Yeah. Trying to connect with the  
new hires. I'll tell him I saw you.

INT. SALES FLOOR - DAY

Andy approaches Dennis and Racquel, who are in the midst of a spirited debate.

ANDY  
Hey, guys I have a question.

DENNIS  
No, you can't fuck the customers.

RACQUEL  
Dennis!

ANDY  
I... didn't do that.

DENNIS

Good. Cause it's only a matter of time. Because if someone, anyone finds out, it's over. It doesn't matter you're in the lull of a failing marriage. It doesn't matter you have a shared interest in reggae pottery. Just don't.

RACQUEL

Reggae pottery?

DENNIS

I know that's not judgment.

RACQUEL

No. No judgment! This is a safe space for you to share. Let it out.

DENNIS

Good. I'm not going to. But good.

A beat.

ANDY

I just wanted to ask hypothetically if someone erased somebody's phone.

DENNIS

You erased someone's phone?

ANDY

No. It's hypothetical.

DENNIS

If I hypothetically erased a phone, and I've never done that because I'm not a careless oaf, I would make it seem like they told me to erase their phone.

RACQUEL

Don't do that. You can get in A LOT of trouble for something like that. Tell a manager. They'll understand.

DENNIS

Yeah, they'll understand the door hitting your ass on the way out. How understanding do you think they were to Davey?

RACQUEL

That was different.

ANDY

What happened to Davey?

RACQUEL

He was let go. But he was also doing stuff he wasn't supposed to.

DENNIS

I'll say. Erasing a phone is one thing, but since he forgot to have them sign the release waver, the customer pressed charges.

RACQUEL

Typically, we have cover against that but since he was fired, he had to go cover the legal expenses.

ANDY

What?

DENNIS

Yeah, and now he's dead.

RACQUEL

Don't say that! Not funny.

DENNIS

I was a pallbearer.

RACQUEL

That's right. Yeah, I guess he did die. But, still, you're freaking him out. It's gonna be fine.

Andy throws on a weak smile.

ANDY

Yeah, no. It's uh- I'm good! I'm gonna- I'll be right back.

He takes off.

DENNIS

He's getting fired.

Racquel shoots Dennis a look.

INT. SALES FLOOR - DAY

Andy walks over to Jess.

ANDY

Hey, could I ask you a question?

JESS

Yeah, shoot!

ANDY

What would you do if you erased  
someone's phone?

JESS

You erased someone's phone?

ANDY

No, hypothetically. Why does  
everyone keep wondering that?

JESS

Cause that's pretty serious. I mean  
I've never done it but if I did-  
I'd, probably, I don't know. You're  
sure it's erased?

ANDY

Yeah. Hypothetically.

JESS

And there's no backup?

ANDY

No.

JESS

You could say someone from the  
Brilliant Bar did it. I usually  
blame them if something goes wrong.

ANDY

What if I didn't book them an  
appointment?

JESS

Andy. What the hell? Are you trying  
to get fired on your first day?

ANDY

I know, I screwed up. I mean. Um,  
someone hypothetically would have  
really messed up in this situation.  
Dennis said to blame it on the  
customer and Racquel says I should  
tell a manager.

JESS

Those are both terrible ideas. If I were you, I would just act really confused and try to hope they get so frustrated they leave. Or blame the Brilliant Bar.

ANDY

Does that work?

JESS

For me? All the time. For you? I don't think it hurts to try.

INT. CORRIDOR - DAY

Andy folds his arms against the wall.

ANDY

Goddamn...

He drops his head and sighs.

MARC (O.S.)

Ready to go home already?

Andy stands upright. Marc stands just behind him.

ANDY

No. Just a little tired.

MARC

If you're tired, how do you think I feel?

(then)

I don't think we've met. I'm Marc, the senior manager here.

ANDY

Oh, sorry. I was just about to head back to the floor.

MARC

Relax, despite my complexion, I'm not a cop. Take a breather. Reset. How're you doing so far?

ANDY

Good. Good. Sorry, I'm Andy. It's been good. Learning lots so far. It's fast-paced but I like it.

MARC

Glad things are good. So. What were you doing before this?

ANDY

Uh, I just finished school.

MARC

Oh, yeah? Where at?

ANDY

UCONN. I studied accounting.

MARC

So what're you doing here?  
Shouldn't you be at some hotshot accounting firm in New York, making way more money than me?

ANDY

How do you know I'm not already making way more money than you?

MARC

Ha! You could be--

The door to the floor swings open.

JAKE

Hey, Marc. That one Armenian lady's back. She's yelling at Dianna now.

(to Andy)

What's up, brother.

Jake fist bumps Andy.

MARC

We'll continue this later.

ANDY

Yeah. I, uh, I think I have to talk to Betsy about taking my lunch.

MARC

Lucky, lucky. Do you know where the breakroom is?

ANDY

I think so?

MARC

Great. The code is 5458.

INT. SALES FLOOR - DAY

Andy scans the once again roaring floor and spots Betsy encircled by four customers. On the opposite side of the store, Crunchy Granola Girl tearing into a giant Cinnabon.

He camouflages into the crowd, occasionally crouching behind tables. Just as he reaches Betsy-- Granola Girl POPS UP.

CRUNCHY GRANOLA GIRL

Hey!

ANDY

Hey.

(then)

Oh, you found the Cinnabon.

CRUNCHY GRANOLA GIRL

I did. But my cardiologist is gonna wish I didn't. So, my phone?

ANDY

Yeah, I have an update about that.

CRUNCHY GRANOLA GIRL

Okay, great!

ANDY

So, we took in your phone and tried to resolve the issue but it looked like your phone glitched out and it erased itself.

CRUNCHY GRANOLA GIRL

What?

ANDY

It's... reset to factory settings.

CRUNCHY GRANOLA GIRL

Are you serious? Well, who can I talk to about this?

ANDY

Yeah, it looks like Brilliant Bar is pretty backed up for the next few hours.

CRUNCHY GRANOLA GIRL

You're shitting me. So my phone is erased AND I can't talk to anyone?

ANDY

I'm really sorry about this.

CRUNCHY GRANOLA GIRL  
Can I talk to a manager?

ANDY  
Oh, um it looks like our managers' are on lunch at the moment. But I can--

CRUNCHY GRANOLA GIRL  
It's fine. Whatever. I'll figure it out. This is absolute bullshit.

Andy hands her the phone. She bolts out of the store, fuming. Relieved, Andy makes it over to Betsy.

ANDY  
Hi, I'm taking my lunch.

BETSY  
(not looking up)  
Sounds good! Enjoy!

INT. MALL - DAY

Andy ducks through a crowd of people and walks into a...

INT. MALL CORRIDOR - CONTINUOUS

It's the dingy back of all the stores. People load and unload packages/boxes. He stops on a blank door with a keypad.

INT. BREAK ROOM - CONTINUOUS

Andy walks into the break room. A comfy spacious lounge. He surveys the people eating their lunches sadly and mostly in silence. It's surpassingly spacious and nice. It looks like this is where they put their money.

He slouches into a sofa chair and closes his eyes...

INT. MALL - DAY

Andy paces as several teens run past. Just as he's about to cross into the Blue Store, he spots Crunchy Granola Girl waiting inside. His eyes bulge.

INT. SALES FLOOR - DAY

Andy makes a beeline for Jake.

ANDY

Hey, do you know what that girl is waiting for?

JAKE

Yeah, brother. You. She said she didn't want to talk to anyone else. She cursed me out and jabbed a half-eaten Cinnabon in my face. It was super rude -- and also pretty hot.

ANDY

Oh my God.

JAKE

Maybe that's something I need to explore... Two homies one Cinnabon.

(then)

What'd you do to her?

ANDY

Nothing. I'll be right back.

He bolts to the back of the store but Granola Girl spots him.

CRUNCHY GRANOLA GIRL

Hey.

Andy keeps walking.

CRUNCHY GRANOLA GIRL (CONT'D)

Hey.

He walks even faster.

CRUNCHY GRANOLA GIRL (CONT'D)

Hey!

She turns and grabs Andy's shoulder.

CRUNCHY GRANOLA GIRL (CONT'D)

Who did it? Who erased my phone?

ANDY

I'm sorry, I don't know what you're talking about. Sorry.

CRUNCHY GRANOLA GIRL

I'm not an idiot.

ANDY

Okay. Let me go to the back and check, okay?

INT. BACK STAGE - DAY

Andy heads straight to a desk and sits down.

ANDY  
Shit. Shit. Shit.

ANDY'S MOM (V.O.)  
What do you want then? To spend the  
rest of your life selling phones?  
Is that what we sent you to school  
for? To be a loser?

He steels himself and steps into the...

INT. CORRIDOR - CONTINUOUS

Where Marc approaches.

MARC  
Wow, that girl is going off.

ANDY  
Listen, Marc. I--

MARC  
I wonder what Leo did to her.

ANDY  
Leo?

MARC  
Yeah, he must've screwed up pretty  
bad. I had to give her a free case  
to calm down.

INT. SALES FLOOR - DAY

Andy and Marc peep out the door. Leo chats with Crunchy  
Granola Girl. He hands her the phone and she walks out. Andy  
makes his way over.

ANDY  
Hey. Uh, what- what happened?

LEO  
Her phone got wiped but luckily she  
had her laptop. So, we plugged it  
up, and it had a backup from like  
last year. She was kinda just happy  
to have anything. Dude, what are  
you doing? First day? Come on!

A beat.

ANDY

How do you know it was me?

LEO

Really? Okay. Other than Dennis running around saying "the dipshit new hire erased a phone," it's kinda obvious.

ANDY

Did Marc say anything to you?

LEO

Marc? Please. I'm the only person who still shows up most days.

ANDY

But- why'd you take the blame?

LEO

Haha don't worry, I'm cashing in that favor eventually.

ANDY

Maybe.

Leo heads to the front of the store. He turns back.

LEO

You working tomorrow?

A beat.

ANDY

Yeah. I'm here tomorrow.

LEO

Cool. I'll see you then. Don't erase any more phones, alright?

Leo daps up Andy, who then heads toward the back. Jake walks over, backpack slung over his shoulder.

JAKE

Goodnight, bro. Wiping that girl's phone? Epic stuff, man. Keep it up.

Off another Jake fist-bump, Andy pushes open the backdoor, a smile on his face.

END OF PILOT.

**TAG**

INT. MANAGER'S OFFICE - DAY

Marc and Leo face off.

MARC

Leo, we need to have a serious conversation.

LEO

Are you firing me?

MARC

God, no. Jesus. Are you thinking about leaving? Please don't leave. We'll up your pay. Next quarter.

LEO

Marc, I'm not leaving... But let's circle back on the raise. What's the important thing?

MARC

Do you think my hair is thinning?

LEO

No.

MARC

Please, Leo. Be honest. You're the only one I can trust.

LEO

Really?

MARC

Yes. Also, I think you're going to relate to my situation pretty soon.

Leo self-consciously touches his hair.

LEO

What? No I don't. I gotta get back to work.

Leo gets up and storms out of the office. The door shuts, leaving Marc to stare at a mirror reflecting back at him.

MARC

How life builds you up just to tear you down... Alright, back to work.