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**TX: Wednesday 19 December 2012 at 2245 in The Essay BBC Radio 3**

**SCENE ONE – INT. SHOP FLOOR****Music in 00:00**

GILES FRASER: In the year 1210, Pope Innocent III issued a ban on clergy performing in any sort of drama on the public stage. For a

5. Rod I'd be happy with Swindon right now.
6. Wendy And as it's only my third week here, I also really appreciate your efforts. However - at the end of play yesterday, I did notice three bottles of 'I'd Dye To be Brown' hair coloring bottles with their labels facing in opposite directions. Now, I didn't tell Mr Bell this, but he could make his store visit at any time, and it's these little things that he'll be assessing us on...
7. Carly I really thought she was gonna be more chilled out than Rosa – her coming from Glossers. I might apply for Burger City.
8. Wendy Is there something the matter Carly?
1. Carly No. No!
2. Wendy Then why's your face all crunched up? You want to watch that—people won't take advice on our Spring Lipstick Range from someone with a top lip like a Quaver!
- Now! In Mr Bell's email this morning he also informed me that as of this coming Friday - Loren will have been an employee at Bells for twenty-five years!
3. All No/Gosh/Really?
4. Wendy So come here Loren.

5. Rod (to *Carly*) I think I'd have topped myself at six.
6. Wendy In true Bells Store ethos, Mr Bell will be putting an extra £100 into Loren's account this month.
7. Loren A hundred pounds? Wait 'til I tell my Frank!
8. Rod Huh! You'd get more begging outside Greggs
9. Loren (to Wendy) Can you thank him in your email?
- 1.Wendy Of course. Right. Okay, well it's ten to, let's get those doors open and aim for more of the same this week! Because when Mr Bell arrives, we want to make him ding-a-ling-a-ling!
- FX The Sounds of the Tills opening and closing.

**SCENE TWO – INT. OFFICE**

- 1.Loren                      So Wendy. How've you found your first month? You settling in all right?
- 2.Wendy                     Yeah - I think so.
- 3.Loren                      Well the store looks gorgeous. I mean, you never know when you get someone new in, if they're going to rise to the challenge or belly-flop.
- 4.Wendy                     Well that's why I made the move here from Glossers. Bells has such a wonderful reputation – I'm made up to finally be a part of it.
- 5.Loren                      Yes. Well Mr Bell sounds pleased.
- 6.Wendy                     Yes his emails are very encouraging. It's good to know that he trusts me to just get on with things. Although I do hope he makes a visit soon, because it would be nice to meet him. I had my interview with his daughter, who he sent over from Sweden.
7. Loren                     That's how he's always done it, yes
8. Wendy                    Well I just hope he likes what I've done.



**SCENE THREE – SOUNDSCAPE**

FX                      The sound of the tills being shut.

1.Wendy                Another wonderful week team – so thank you for your hard work.... Now Mr Bell...

FX                      The sound of the tills being shut.

2.Carly                 Yes Madam, of course. I think Fire Of London Orange would suit your natural tones perfectly.

FX                      The sound of the tills being shut.

3.Rod                  Mr Bell, Mr Bell, Mr Bell!

FX                      The sound of the tills being shut.

4.Wendy                So another excellent week on sales – and the store is looking top drawer.

FX                      The sound of the tills being shut.

5.Wendy                Rod! How many shades of tanning lotions do we have in the



6.Rod Er....

1.Wendy Twelve Rod!

FX The sound of the tills being shut.

2.Rod Do you think she's always going to be like this?

3.Carly Why can't he just turn up, so we can all just relax.

**SCENE FOUR – SHOP FLOOR**

1.Wendy                    Okay Carly – you can come off that till and do Ladies Leg Care when Rod gets back from his lunch.

2.Carly                    All right.

*Wendy exits.*

3.Rod                    You'll never guess who I've just seen in the arcade?

4.Carly                    (*shock*) Not her with that fringe?

5.Rod                    No. Rosa!

6.Carly                    Oh! Did you tell her that we thought she was bad enough?

7.Rod                    No. But you'll never guess what she told me?

8.Carly                    What?

9.Rod                    The real reason she left!

10.Carly                   She was in love with Loren and couldn't bear it any longer?

1. Rod                      No. Mr Bell had promised her first dibs on running a new store he's opening in Westfield – Bells In Heaven.
  
2. Carly                    No!
  
3. Rod                      Yeah! An even higher-end store than this one!
  
4. Carly                    Wow! So that's why Wendy came here from Glossers!
  
5. Rod                      Yeah. But he never made one visit. Not once, in the whole five years she was here!

*Carly notices Wendy approaching*

6. Wendy                   Err...Rod You may be on your lunch, but Carly isn't.
  
7. Rod                      Yeah, sorry. (pause) Err... Wendy, can I have a word?
  
8. Wendy                   What is it?
  
9. Rod                      I ermm. I've errmm, just seen Rosa. Our old manager, before you.
  
10. Wendy                Oh right.

1. Rod        Yeah. And she asked me to give you a message.
2. Wendy        Me?
3. Rod        Yeah. She ermmm... (*in confidence*) She said that she isn't allowed to speak to you herself, as it was in her contract - but there's something she thought you should know.
4. Wendy        Go on.
5. Rod        She said to tell you - 'Mr Bell didn't come'.
6. Wendy        (

**SCENE FIVE – INT. OFFICE**

- 1.Wendy                   Is it true, that Mr Bell never visited when Rosa was here?  
(*pause*) Loren?
2. Loren                   Erm....
- 3.Wendy                   Is it?
4. Loren                   Yes.
- 5.Wendy                   And that's why she left?
- 6.Loren                   Yes.
7. Wendy                   But....!
8. Loren                   Look, just because he hasn't been yet - doesn't mean he won't  
come at all. Don't lose faith Wendy. You've only been here six  
months. He'll come. You just have to trust him.
9. Wendy                   You mean he's never made a visit?  
  
                                  PAUSE
10.                         Loren?

1. Loren                      Not yet, no.
2. Wendy                     And you've never met him?
5. Loren                      Everyone round here knows he's a wonderful man.
6. Wendy                     But you've been here twenty-six years and he's never visited, once?
7. Loren                      If he said he's coming, then one day he will.
8. Wendy                     But...
9. Loren                      I know what he's promised you...
10. Wendy                    (*beat*) How do you know about that?
11. Loren                     Oh don't you leave as well Wendy, you're the best manager we've had – the store's never looked so good, it really hasn't.
12. Wendy                    Really?
1. Loren                      Yes. And this new store – it sounds just wonderful. Just think how wonderful that's going to be – I mean what an honour – that's something money can't buy!
2. Wendy                     But if he never comes!



**SCENE SIX – SOUNDSCAPE**

FX                      The sound of the tills being shut.

1. Wendy                      Okay, there must be two of you in each aisle at all times, and we must ensure that there is a member of the team available to them within four seconds of store entry.

FX                      The sound of the tills being shut.

2. Wendy                      Carly, where's your badge?

FX                      The sound of the tills being shut.

3. Loren                      Yes, of course Madam, which would you like?

FX                      The sound of the tills being shut.

4. Carly                      Would you like a bow on that Madam?

5. Customer                      Yes please.

FX                      The sound of the tills being shut.

6. Wendy                      Is that a crease in your shirt Rod?



FX                      The sound of the tills being shut.

**SCENE SEVEN – INT. OFFICE**

- 1.Rod                      Well that's all the Autumn shades hair pieces out Wendy, so I'm gonna head off now.
- 2.Wendy                  Okay, thanks Rod.
- 3.Rod                      (*pause*) Are you okay Wendy?
4. Wendy                Yes, yes, I'm fine. I'm just a little tired that's all.
5. Rod                     Why don't you leave with us?
6. Wendy                I need to do these figures.
7. Rod                     Okay. (*beat*) All he's bothered about is whether or not we hit our targets. Mr Bell!
8. Wendy                Rod!
9. Rod                     I'm just saying. All this work you do – in here every night.
10. Wendy                It's my job Rod.

1. Rod                      I know but. If you ask me, what's it matter if we put bows on stuff or curtsey every time someone comes in if?
  
2. Wendy                  Have you been curtseying?
  
3. Rod                      No.
  
4. Wendy                  Good.
  
5. Rod                      if we're hitting the targets anyway. People would still come in - the products you get here are all the same as at Glossers.
  
6. Wendy

**SCENE EIGHT – SOUNDSCAPE**

FX                      The sound of the tills being shut.

1.Wendy                Well done again team, Mr Bell is over the moon about the further increase in profits over this last quarter.

FX                      The sound of the tills being shut.

FX                      The sound of the tills being shut.

5. Rod                 Hey Wendy – they’re having a Fireworks theme day over at Glossers.

6. Wendy             Really?

7. Rod                 Yeah it’s packed.

FX                      The sound of the tills being shut.

2.Carly                Wend – just so you know - I’m going to dust that display down straight after I do these - I haven’t forgotten!

3.Wendy             It’s okay. Do it tomorrow.

4. Carly                    Oh, right

1. Wendy                 Actually Rod, just get as many of them on the shelf as you can – don't worry if they aren't all in line hey, as long as they're on there.

FX                            The sound of the tills being shut.

2 .Loren                   Wendy, I don't wish to seem like a snitch – but Carly's been handing out bags to customers with the Bells logo facing away from the customer.

3. Wendy                 I'll have a word with her later.

4. Loren                   Well I'd say something to her now - she's already done it twice this morning.

5. Wendy                 I'll speak to her later.

FX                            The sound of the tills being shut.

6. Carly                   Wendy, me and Rod just wondered – and please it's only a suggestion, but would it be okay for me and Rod to use some of the damaged make-up as face paints for Halloween?

7. Wendy                 (*pause*) I don't see why not!

FX                      The sound of the tills being shut.

**SCENE NINE – INT. OFFICE**

FX                      The sound of the tills being shut.

1. Loren                Can I have a word?

2. Wendy              Come in Loren.

3. Loren                Is everything okay?

4. Loren                Not really no.

5. Wendy              What's up?

6. Loren                I'm a little concerned as to the direction this store is going in?

7. Wendy              Oh!

8. Loren                Yes. I... I've been wanting to say something for a while now,  
but I thought maybe it was just a blip.

9. Wendy              But we've never been busier Loren – and our sales are  
through the roof!

10. Loren              Yes, but...

1.Wendy



1. Loren                      When Mr Bell visits, you'll be for the high jump!
  
2. Wendy                    (*pause*) He's never coming Loren! Do you not see?
  
3. Loren                    Yes he is. And he'll come when you least expect him!
  
4. Wendy                    There hasn't been a drop in sales because we haven't dusted on top of every shelf, or grovelled to every customer as they pass by. People are getting their products, Mr Bell's making his money, we're all getting our annual pay-rise, so what's it matter?
  
5. Loren                    Well if this is going to continue like this, then I can't stand and watch it happen.
  
6. Wendy                    (*pause*) What are you saying Loren?
  
7. Loren                    I'd like to resign.
  
8. Wendy                    Well if that's what you want.
  
9. Loren                    Yes. I don't think I could bear to watch it when Mr Bell does arrive. For him, for any of you.
  
10. Wendy                   I'll be sorry to see you go.

1.Loren                   And I'm sorry too. Because I really thought you were the one who'd stick with it, no matter what.

2.Wendy                 Well it seems this place has been a surprise for all of us then.

FX                         The sound of the tills being shut.

FX                         Christmas Carols play – it fades to the background music in the store, into the next scene.

**SCENE TEN – INT. SHOP**

FX Christmas tunes now play in store

FX The sound of the tills being shut.

1. Carly And eighty-five change. See ya

*Wendy approaches.*

2. Carly Wendy, is it okay if I nip and get a hot chocolate to have behind the till, I'm freezing.

3. Wendy Yes, go on then. Put a coat on though, they said it might snow today.

4. Carly No.

5. Wendy Yeah.

6. Carly Well I hope it doesn't stick. I've got Zumba tonight.

Music Deck the halls carol.

**SCENE ELEVEN – INT. SHOP**

1. Carly                      Just look at it! How are we going to get home?
2. Wendy                     We'll have to stay here the night.
3. Carly                      Here?
4. Wendy                     Yes – we don't want to get stranded in this. We'll get set up in the tea room with the fire on and sleep on the sofas.
5. Rod                        Well let's shut the shop and get out the back now – nobody's going to coming out in this.
6. Wendy                     We've got another hour yet?
7. Rod                        Oh please Wend!
8. Wendy                     (pause) Oh alright.
- FX                            The store doors open. The sound of the wind and snow comes in.
9. Alan                        How come you've got power! It's all gone off in our place.

1.Wendy            Oh no!

2. Alan            Yeah.

3. Wendy           Ah – I wanted a Quarter-Pounder for my tea!

4.Alan            No chance of that. It's freezing in there. Is it alright if I send my staff over here Wendy? Coz they can't get home just yet, and I can't leave them in there.

5.Wendy           Oh no!

12. Alan                    No – the venue’s already called to say they’re not opening.
1. Wendy                    What a shame.
2. Alan                    Yeah. And I’ve still got a people carrier full of party bits and  
booze – and twelve cold miserable staff on my hands.
3. Carly                    Have it here!
4. Wendy                    Carly!
5. Carly                    (*whispers*) Come on Wendy! The Burger City guys are FIT!
6. Rod                    I bet they’ve been looking forward to their Christmas party all  
year - there’s nothing worse than being promised something  
and then it never happening, hey Wendy.
7. Wendy                    (pause) Alright then. But no making a mess!

**SCENE TWELVE – INT. SHOP**

Music                      Slade's 'Wish it could be Christmas Everyday'

*Cheers – partying.*

*Singing 14:14*

1.Rod                      I just can't believe what a good bar the perfume counter makes!

2.Carly                    Right Wendy – you're having a shot!

3.Wendy                 No. No.

4.All                      Yeah / Go on / Do it! Do it!

5. Rod                    Let your hair down!

6. Wendy                Alright then.

7. All                     Cheer.

**SCENE THIRTEEN – INT. SHOP****Out 14:35**Music                      The Macarena. In 14:36

1.Wendy                      Is that a Zumba move as well Carly?

2.Carly                      Yeah.

3.Rod                      We just thought you were having a fit Carl!

**Out 14:48**



**SCENE FOURTEEN – INT. SHOP**

Music                      Mambo Number 5. In 14:48

1.Rod                      Let's get the wigs out?

2.Wendy                  Rod!

3. Rod                      Oh come on Wendy!

4.Wendy                  Well I'm having the blonde!

**Out 15:06**

**SCENE FIFTEEN – INT. SHOP**

Music                      George Michael – Last Christmas.

*Wendy is now drunk.*

In 15:06

1.Wendy                      ....because, you know Rod, that he promised me, once he'd visited the store and was happy – Bells in Heaven. Oh yeah!

2.Rod                         We know Wend!

3.Wendy                      Do ya?

4.Rod                         Yeah.

5.Wendy                      Well you see Loren - she was just old school – believing in something just because she's been told to. You've got to be more savvy than that – or people take advantage. Rosa should have stayed and made the most of this – pay rises with no one looking over your shoulder.

6.Carly                        (*shouts*) Okay lads! Who's next under my mistletoe?

*Cheers from the lads.*

FX                              The music suddenly goes off.

Out 15:42

7.All                         Ahhh!

1.Rod                    Not our power as well!

2.Wendy                It's okay, it's okay. We've got a backup generator, I'll...

3.Rod                    Loren?

*Everyone goes quiet.*

4.Wendy                Loren? You came back, you came back!

5.Loren                 What have you done?

6.Wendy                We're having a party Loren? A Party! Would you like a cheese twirl? (*pause*) Is this your Frank? Hello Frank, welcome to the party! Would you like a cheese stick?

7.Loren                 Wendy, this is...

8.Mr Bell               Hello Wendy. I'm Mr Bell.

9.Wendy                Mr Bell? Mr Bell. Right... Mr Bell!!!

10.Mr Bell              It's nice to meet you at long last Wendy.

11.Wendy Yes. Yes. You too.

1.Mr Bell But what a shame.

2.Wendy Oh, I can explain, we err...

3.Mr Bell No need.

4.Wendy Loren! Did you...?

5.Mr Bell No, she didn't. I told you I would come Wendy. You weren't the one for Bells in Heaven after all.

6.Wendy But I...

7.Mr Bell I think you'd better leave, don't you.

8.Wendy But how am I going to get home?

Music in: 16:50

Annos.

Music out 17:20