

EPISODE 6 “THE SERVICE CENTRE”

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CHARACTERS

ANNOUNCER Male Adult
ZAPCOM A 23-year-old computer geek, by village standards.
GEORGE 20 years old. Waits tables at his Uncle Kilu’s restaurant.
UNCLE KILU 55 years old. George’s uncle, owner of KULA TU FOODS.
OMWA 19 years old and jobless. Female.
KAMAU A customer. (M/F)

INTRO

1. MUSIC: THEME MUSIC

2. ANNOUNCER HELLO AND WELCOME TO ANOTHER EPISODE OF THE ‘LEARNING BY EAR’ SERIES ABOUT THE NEW MEDIA. THIS IS EPISODE 6, ENTITLED ‘THE SERVICE CENTRE’.

IN THE LAST EPISODE, ZAPCOM AND HIS BUSINESS PARTNERS LEARNT THAT OWNING A PIECE OF NEW MEDIA, SUCH AS A MOBILE PHONE, GOES BEYOND ITS PRESENT USE AND GRATIFICATION. IT DEMANDS A SENSE OF RESPONSIBILITY IN KNOWING WHAT GOES INTO MAKING IT AND HOW TO DISPOSE IT RESPONSABLY. WHAT MORE CAN THEY LEARN ABOUT NEW MEDIA...? LISTEN ON...

SCENE 1: KULA TU FOODS

3. A-SFX: PHONE KEYBOARD TAPPING

4. **UNCLE KILU** **(WHISPERING)**....I tell you. She is a very lazy girl. All she does is sit there tapping at that mobile phone of hers. If it were me, I would not employ her here at Kula Tu Foods.
5. **ZAPCOM** Who?
6. **UNCLE KILU** Omwa.
7. **ZAPCOM** Oh, her, she is doing ok.
8. **UNCLE KILU** Wait I will show you **(CLEARS THROAT and SHOUTS ACROSS)** Omwa?... Omwa? Young lady... I need your help. Can you add up these figures for me?
9. **OMWA** **(DISTRACTED)**. Shout the numbers.
10. **UNCLE KILU** **(ANNOYED)** What? **(TO ZAPCOM)** You see what I mean!
11. **OMWA** **(SHOUTING ACROSS)** The numbers Uncle, the numbers...

- 12. ZAPCOM** (BEMUSED) Go ahead, read them out aloud to her.
- 13. UNCLE KILU** (UNCONVINCED), 2,345 plus 43 plus 1,238 plus 11,630 (ANNOYED). Are you getting this or am I just wasting my breath.
- 14. OMWA** Fifteen thousand, two hundred and fifty-six!
- 15. UNCLE KILU** What?
- 16. OMWA** Your total, any more numbers?
- 17. ZAPCOM** (BEMUSED) Uncle, she is not playing with her phone. She is using the calculator.
- 18. UNCLE KILU** Ooh
- 19. ZAPCOM** You know what, I think you should own a mobile phone as well.
- 20. UNCLE KILU** Me, what for? If I need one I'll borrow yours.
- 21. ZAPCOM** Look at this ...
- 22. B-SFX: PAPERS RUFFLE AS HE SPREADS OUT A MAGAZINE.**

- 23. ZAPCOM** I got this magazine from my Auntie Bongi’s. Look at this phone... good size for you. It costs about **(PAUSE)** **(SHOUTING TOWARDS OMWA)**... Omwa, how much is 50 US dollars in Euro?
- 24. UNCLE KILU** **(SNEERING)** Since when did she have answers to things you don’t know?
- 25. OMWA** By yesterday’s dollar rate, it’s about 35 Euro
- 26. UNCLE KILU** **(SHOCKED)**... Eehe...how come?... she has the answer... but she doesn’t eat the goat soup? When did she get so clever?
- 27. ZAPCOM** Since she discovered the many functions of the mobile phone.
- 28. UNCLE KILU** You know what I have always thought about that girl? Lazy!
- 29. ZAPCOM** Have faith... have faith, new media can open not only doors but also minds. The mobile phone is now an all-in-one piece of equipment, a radio, a calculator, a converter and who knows what else you will discover in this model. Give me 12, 000 shillings plus bus fare and I will go and get it for you.

30. ANNOUNCER NEW MEDIA SEEMS TO CONTINUE TO BRING NEW SURPRISES. IT WOULD SEEM ONE CAN LEARN AND DISCOVER AS MUCH AS ONE IS WILLING TO. THE MOBILE PHONE WHICH UNCLE KILU PREVIOUSLY THOUGHT WAS JUST A TOOL FOR AMUSEMENT FOR THE YOUNG, IS PROVING TO BE AN INVESTMENT FOR HIS BUSINESS. THAT IS THE LANGUAGE HE UNDERSTANDS, BUSINESS.

SCENE TWO: INTERNET CAFÉ CORNER AT KULA TU FOODS

31. C-SFX: HESITANT TYPING ON KEYBOARD. A CLOCK ALARM GOES OFF.

32. OMWA Oh no, it can't be that late already.

33. ZAPCOM **(HANDING HER HIS PHONE)** It's time. Your one hour break from duty to improve your typing skill is over. Now go back to your administrative duties at the Internet Café.

34. OMWA Please, just another 15 minutes... I am actually getting better and better.

- 35. ZAPCOM** Ok. But only 15, anyway, the alarm clock on my phone is set to repeat itself every 15 minutes, so, when you hear that beep again, you know it's time to stop. I don't need to tell you.
- 36. OMWA** Ok. I see you are employing technology to do the work for you.
- 37. ZAPCOM** Isn't that the whole idea? And look at you, you are wasting your time talking... go back to typing.
- 38. D-SFX: CHAIR CRASHES AS SOMEONE STANDS UP IN A HURRY**
- 39. OMWA** Oooh, no... I forgot!
- 40. ZAPCOM** What?
- 41. OMWA** I was supposed to go and get some passport pictures taken to send to my relative in the city. The photo studio is likely to close for the day in ... in about 15 minutes ... **(PAUSE)**... oh, I have to go.
- 42. ZAPCOM** **(CALMINGLY)** Don't worry, sit down and complete your typing tutorial. After you are

done, you can take pictures of yourself with your phone and send them out.

43. OMWA I can really do that...? Well, let's do it now.

44. E-SFX: CAMERA FLASHES AS THEY TAKE PICTURES.

45. ZAPCOM Come on, you can do better than that. This looks like a mug shot, the kind you would find at a police station with the word 'WANTED!' above it.

46. OMWA Let me see... yuk...it is bad!

47. ZAPCOM I've deleted it. Let's take some more...smile... give me a pose... there...give me a nice pose... and smile... there you go...

48. F-SFX: MORE SOUNDS OF CAMERA FLASHES AND GIGGLING

49. UNCLE KILU Hey... what's going on there? Don't you have work to do instead of playing around like little children.

50. G-SFX: MORE CAMERA FLASHES

51. UNCLE KILU Get that phone out of my face.

52. ZAPCOM OMWA, give me that USB cable.

- 53. ZAPCOM** (LAUGHS) You will love this...
- 54. OMWA** What are you doing Zapcom?
- 55. ZAPCOM** Downloading all the pictures I have just taken.
- 56. UNCLE KILU** Ha... asaaalaleee... your phone takes pictures now... Look at me there... my eyes.. you know those are my grandfather's eyes...
- 57. ZAPCOM** Omwa, I will e-mail your pictures, then you can send them to whomever you want, whenever...
- 58. OMWA** Thank you so much, you have saved me money and time. (SMACK KISS). You are the best, Zapcom!
- 59. UNCLE KILU** (TEASING) Don't go kissing each other in my presence...so, what use is my handsome face and my grandfather's eyes inside your computer?
- 60. H-SFX: MUTED MUSIC**
- 61. UNCLE KILU** George, there you are, I am afraid your friend may be thinking about selling my picture.

62. (SILENCE)

63. UNCLE KILU (SHOUTING) George! You have those things back in your ears again. Are you still listening to that radio?

64. I-SFX: MUTED MUSIC DIES

65. GEORGE Sorry Uncle, were you talking to me?

66. UNCLE KILU Talking, I am shouting at the top of my voice! What radio station are you listening to so that you don't notice that we are talking to you?

67. GEORGE Not a radio station, it is my favourite music. I loaded the music from the computer. **(PAUSE AS HE HANDS THE EAR PHONES)** Here, listen, you might like it...

68. UNCLE KILU What makes you think I will like that noise you call music? Anyway, I'm asking your friend here what use are my pictures in his computer.

69. ZAPCOM We can print them and give them to...

70. GEORGE (INTERRUPTS)... Screen saver! A screen saver on all our café computers.

71. UNCLE KILU A what?

72. ANNOUNCER THERE ARE SMALL MOMENTS IN UNCLE KILU’S LIFE THAT MAKE HIM THE HAPPIEST MAN IN AFRICA. THIS IS ONE OF THEM. EVERYONE WILL SEE HIS PICTURES ON THE COMPUTERS. EVERY PERSON WHO USES THE COMPUTER ALSO GETS TO SEE HIS FACE ON ITS SCREEN... INDEED, HE IS WAY AHEAD OF HIS CONTEMPORARIES. THIS NEW MEDIA THING HAS TAKEN MANY YEARS OFF HIM.

MUSIC: BRIDGE MUSIC

SCENE THREE: KULA TU FOODS LATE AFTERNOON

73. UNCLE KILU (**FIRM**) George, I am telling you, we should never serve Kamau here again. He is a liar and a cheat who likes to eat my food for free.

74. GEORGE Don’t worry Uncle, Zapcom and I will resolve this once and forever. Let’s go talk to Kamau. Bring your phone Zap.

75. UNCLE KILU Kamau, where is my money? You promised to pay me today.

- 76. KAMAU** What money...? Me, promised...when? Old man, I think you are mistaken. I do not owe you anything. George, bring me some chapatis and tea.
- 77. ZAPCOM** Kamau, not before you listen to this.
- 78. KAMAU** (MOCKING) What? Music from your phone?
- 79. GEORGE** No, you... I am listening to you make a promise to Uncle Kilu. Promising on a date and time to pay Uncle for the food you eat.
- 80. J-SFX: MUMBLING OF A RECORDING THAT GETS CLEARER.**
- 81. KAMAU(VO)** ...Don't worry, Sir, I will pay you soon as I collect my salary.
- 82. UNCLE KILU(VO)** Are you sure?
- 83. KAMAU(VO)** I promise on my dead mother's grave...
- 84. K-SFX: ABRUPT END TO RECORDING.**

- 85. UNCLE KILU** Your mother’s restless soul is turning in her grave. You need to appease her.
(SHOUTING) Pay up now, before these strong young men throw you out on the street.

MUSIC: BRIDGE MUSIC

- 86. ANNOUNCER** NEITHER UNCLE KILU, NOR THE YOUNG MEN WOULD HAVE ENVISIONED THE MANY BENEFITS THEY COULD GAIN FROM THE NEW MEDIA. IT HAS INDEED CHANGED THEIR LIVES, THE LIVES OF THOSE AROUND THEM AND THEIR BUSINESSES. EVEN A TRADITIONAL BUSINESS LIKE KULA TU FOODS, RUN TRADITIONALLY OVER A STRETCH OF TIME IS ALSO DRAMATICALLY CHANGED BY THIS NEW TECHNOLOGY. UNCLE KILU CONTINUES TO MARVEL ABOUT HOW A SMALL PHONE CAN DO SO MUCH FOR HIM AND HIS BUSINESS.

- 87. GEORGE** Zapcom, back there, how did you transfer the pictures you took with the phone camera?

88. ZAPCOM I used a USB cable. USB stands for Universal Serial Bus. It is used to connect devices to a host computer. It is a technology that allows us to connect many different technical communication items like cameras, phones, printers and so on, to a computer without having to reboot the computer each time you do so. I understand they call the technology ‘plug and play’ due to its convenience.

89. GEORGE Oh my, there is so much to learn.

90. MUSIC: THEME MUSIC

OUTRO

91. ANNOUNCER INDEED, THE LEARNING SEEMS TO BE
ENDLESS. THERE IS STILL A LOT MORE TO
DISCOVER AND LEARN, FOR EXAMPLE
ABOUT ILLEGAL DOWNLOADS. WHAT MORE
CAN THEY LEARN?

FIND OUT BY TUNING IN TO OUR NEXT
EPISODE LISTEN HOW THE STORY
CONTINUES. YOU CAN ALSO VISIT OUR
WEBSITE AT www.dw-world.de/lbe FOR
MORE INFORMATION ON LEARNING BY EAR
PROGRAMMES. DON'T FORGET TO SEND US
YOUR COMMENTS AS WELL.
UNTIL NEXT TIME – GOOD BYE.