

# The Efficiency Expert

*A Skit by Dwayne Yancey  
From his collection, "Skits 24/7"*

**Cast:** 3 flexible

**Length:** 4 ½ pages of dialogue (1307 words)

**Performance time:** About 7 minutes

## The Story

E-mail means better communication: it's more efficient than long-winded meetings, less effort than formal business letters, and much faster than playing telephone tag. But not always! This poor office worker finds tips from an e-mail efficiency expert really equals more errors!

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## **The Efficiency Expert**

*(An OFFICE WORKER is at a computer. The BOSS enters, with a CONSULTANT, clipboard in hand. {You may change names to reflect gender.})*

BOSS: Good morning, staff. I have an announcement I'd like to make. I'd like for you to meet Carla Midgewood. She's a consultant with Advanced Corporate Communication Strategies who has been brought into help us look at some of our company operations and offer some advice on how we can all do our jobs better. So, please offer her any assistance you can. There you go, Carla. They're all yours. Well, I'm got to go ready for the board meeting. And oh, Michelle, you'll have that report ready in time for me to present it to the directors today, won't you?

WORKER: Sure thing, boss. I'm working on it right now.

BOSS: I knew I could count on you.

*(BOSS exits. CONSULTANT approaches WORKER.)*

CONSULTANT: Hello. And your name is — ?

WORKER: Michelle.

CONSULTANT: *(Looking at clipboard.)* Michelle. Michelle. Michelle. Ah yes, here you are. Hmmm. Oh dear.

WORKER: Is there, uh, something I can help you with?

CONSULTANT: Oh no. But there might be something I can help you with. You see, according to our computer analysis, you rank in the 15<sup>th</sup> percentile in terms of our e-mail efficiency quotient.

WORKER: Your what?

CONSULTANT: The e-mail efficiency quotient.

WORKER: What's that mean?

CONSULTANT: It means you have a lot of unopened e-mail.

WORKER: Well, yes, you see I'm kind of busy here with this project I'm working on and I just haven't gotten to a lot of it—

CONSULTANT: *(Shaking head.)* Each unopened e-mail represents a potential lost opportunity. These could be important messages from internal customers, external customers, supervisors —

WORKER: Yes, but you see I've got this deadline so I'm just opening the ones I know I need to deal with right away —

CONSULTANT: Let's work on getting your e-mail efficiency quotient at least up to the national average, shall we?

WORKER: Uh, OK, yes, ma'am.

*(CONSULTANT exits; WORKER frantically works at the computer.)*

WORKER: *(Continued. Muttering.)* Ok, I've got to get this report done. Now, let's see, we have the sales figures for the last fiscal year and — *(The computer PINGS with e-mail arriving.)* Stupid e-mail. Don't people know I'm trying to get this report done? *(Types out a reply.)* There, that's one done. Now, where was I? Right, the sales reports. Now, we analyze the competition and — *(The computer PINGS with e-mail arriving.)* All right, all right! Enough already.

*(The WORKER types out a reply; the CONSULTANT enters.)*

CONSULTANT: So, Michelle, is it?

WORKER: Yes, ma'am.

CONSULTANT: How are we doing on the e-mail?

WORKER: Uh, I believe I've gotten it all. *(The computer PINGS with e-mail arriving.)* Oh, wait, here's another one. Pardon me.

*(WORKER frantically pounds away on the keyboard. CONSULTANT studies clipboard.)*

CONSULTANT: Let's see. Yes. Our latest computer analysis here does show you're opening your e-mail a lot faster. Very impressive.

WORKER: Uh, thank you.

CONSULTANT: Your arrival-to-response time is up to the 80<sup>th</sup> percentile. *(The computer PINGS with more e-mail arriving.)*

WORKER: Oh, wait, here's one more. They come in awfully fast, you know.

CONSULTANT: Hmm. But oh, this isn't good. Not good at all.

WORKER: What's that?

CONSULTANT: This analysis shows you have adopted a linear intercept strategy. Not good at all.

WORKER: A what?

CONSULTANT: It means you open the e-mail in the order it's received.

WORKER: Well, yes, you said to open it as fast as I could.

CONSULTANT: An understandable beginner's mistake.

WORKER: Beginner's mistake?

## **End of Freeview**

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