

Name and Role			Characteristics
<p>Frank Strong</p> <p>Call-centre operative</p>	<p>Any UK dialect, but not too posh</p>	<p>Male 20-30</p>	<p>Background: Happy under-achiever. Prefers to follow his own omnivorous interests rather than a career. Lives with his girlfriend and some chinchillas.</p> <p>Presentation: Easy-going, friendly, personable, slightly geeky. Something a bit alternative about him, in dress or clothes. He does martial arts, so could be either wiry-fit or bulky-strong.</p> <p>Secret: His dad bullied his mother and him, so there are deep issues around conflict & anger. Martial arts have helped him deal with that.</p>
<p>Lynn Cromack</p> <p>Frank's colleague</p>	<p>Any UK dialect, but not too posh</p>	<p>Female 40-50's</p>	<p>Background: Same pay-grade as Frank, but has had to work harder to get there. She's raised two boys, now teenagers, as a single-mum.</p> <p>Presentation: Warm but slightly spiky. Tells it like it is. Sensible, trustworthy, a bit bossy. No time to mess about. Likes a glass of wine with her lively bunch of female friends. Sharp dresser. Has a successful ebay clothes shop.</p> <p>Secret: She feels estranged from her eldest boy. Frank is a substitute.</p>
			<p>Frank and Lynn are friends. She goes to him for technical help. In return, she looks out for him socially. (There are more women than men working in the call centre: generally he's either flirted-with or excluded).</p>
			<p>Their boss is Clare Shotten. She's 35, single, attractive, ambitious and sees herself as failing in all aspects of her life. She picks on Frank because he's laid-back, doesn't seem care about anything and still manages to do his job with ease. She's jealous and threatened.</p>