

The Reform

Satire · Two-hander · 3 min · Female role · Adult · Intermediate

(An official lectern. The state secretary faces a journalist.)

LE SECRÉTAIRE

This reform is historic. We are abolishing the "single desk" to create the "centralised reception point."

INÈS

What's the difference?

LE SECRÉTAIRE

The name.

INÈS

And... the rest?

LE SECRÉTAIRE

The rest is identical. But presented with fresh ambition. The same queues, now called the "user journey."

INÈS

So people will still wait three hours.

LE SECRÉTAIRE

They will wait three hours within a modernised framework. Perception changes everything.

INÈS

The seven-page form?

LE SECRÉTAIRE

It goes to eight. We added a page to assess your satisfaction with the other seven.

INÈS

And the reform's budget?

LE SECRÉTAIRE

Mostly spent redoing the signs. "Single desk" is a lot of letters to

peel off.

What you can do with it

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