

Hotel HECK

The Mini Bible

Created by Taylor Winters



MAXWELL HOTEL



Think *Superstore*...
Now stop thinking of *Superstore*.

You've heard of a fancy hotel, a shitty hotel, a haunted hotel, and even an underwater hotel.
But have you ever stayed in a highly dysfunctional hotel?

Hotel **HECK**

is a half-hour situational comedic series about a group of misfit hotel employees trying to fight corporate replacing them with hospitality robots.

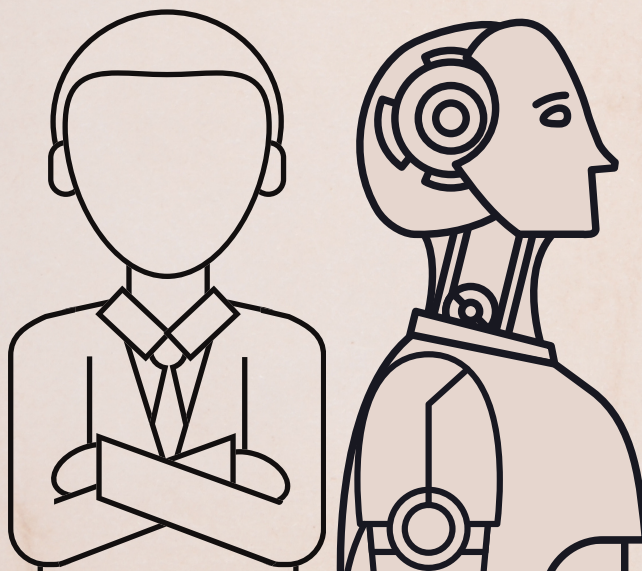


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THE CONCEPT

A group of misfit hotel employees try to hold it together while corporate continually looks for a legal reason to replace them all with NexGen Hospitality Servers (robots). Jesse, the protagonist and front desk supervisor, feels the weight on her shoulders as she becomes the glue keeping them all together. Jesse and her introverted general manager, Alyssa, butt heads throughout the show over cost-cutting, employee morale, guest conflicts, and sticky notes.

The crazy train holds Carla, a paranoid woman with constant boyfriend drama; Gwen, a manager obsessed with cleaning and only cleaning; Barry, who struggles with listening and hygiene; Evan, a pothead who follows literal orders (if any at all); June, the youngest and pregnant with a loyalty only to her three phones; Janet, a bartender and secret stripper with a drug problem trying to provide for her daughter; Frank, an absentee maintenance man who is equally anti-social and lazy; and Lenny, a retired detective and the boldest of them all who thinks all the guests are criminals and should be treated as such.



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FRONT DESK

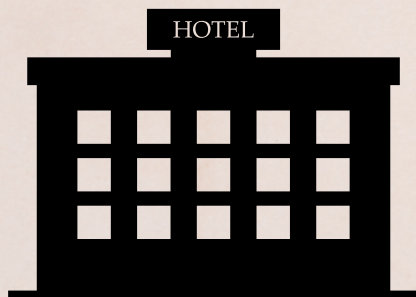
General Manager
Operations Manager
Front Desk Supervisor
Front Desk Representatives
Night Audit Clerks

RESTAURANT/BAR

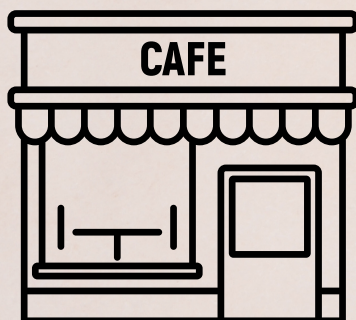
Food Server
Bartender

MAINTENANCE

Maintenance



CENTRAL LOCATION
FOR ALL SCENES.



OCCASIONAL BUSINESS
MEETINGS

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The characters are growing impatient
and would like to introduce themselves.
Let's take a look. These are the top ten.
Try to keep up.

June was here.
And then she had to
take a shit.

You're a shit Lenny!

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JESSE (protagonist)

Hi. I'm Jesse. Yes, I know I have a unisex name. I'm a girl. A 28-year-old woman in fact. No, I don't have a college degree. I'm working on that. Not right now, but later. Eventually.

People I work with will tell you I have 99 cats. This is not true. I have 4 cats and 499 books. My apartment is a little cramped. I'm working on that too. Sort of.

This job started as just that. A job to pay the bills. But then something weird happened. I started to enjoy going to work every day and making people happy. I found a purpose. I'm currently a **front desk supervisor** but my goal is to work my way up in hospitality management. I've applied for a manager position for two years now, but still nothing. I just don't get it. But I won't give up.



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Carla

They came for me when I was ten. They did horrible things you wouldn't want to know. I can tell you later if you want.

I don't think they realized their powers transferred over to me when I was released. The powers don't always work, but when they do, I'm INVINCIBLE.

I'm a **front desk representative**. I've been called a bitch, slut, paranoid, and even crazy. None of these are true because people just don't understand. I know things. People can't be trusted. Especially Rick, that bastard that won't return my calls. Or was it Steven...?



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Alyssa

A black marker with a white cap, positioned diagonally below the name 'Alyssa'.

Alyssa is the **general manager**. She's 35, introverted, and married with a set of twin ~~demons~~^{daughters}. She's been climbing the corporate ladder since she was 18. She won't stop until she gets to CEO.

When she does decide to make an appearance, her poker face will not tell you anything. She calculates ahead of time so that there is no need to hurry. Solutions work best when they come from her. Stressful situations are handled with an aggressive application of Chapstick, or a yoga session when it gets really bad.

Cost-cutting and delegation are her greatest strengths. She doesn't like sticky notes.

Note:

Unavailable at time of bio request. Written instead by Jesse.

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I'm the **operations manager**. I supervise the front desk representatives and night auditors. I'm the only one that cleans and sanitizes the hotel upfront. I have skills from my previous career of 30 years as a laboratory technician until my supervisor took a ridiculous fall they say was my fault. If you want something done right, you have to do it yourself and not be afraid to get your hands dirty. I try to implement the Standard Operating Procedures but some people are incapable of understanding simple concepts. They try to keep me out of the loop but Jesse fills me in.

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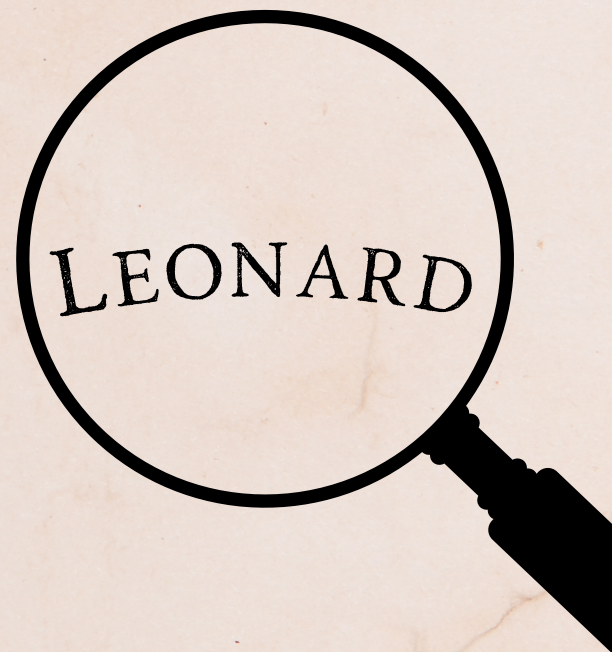


Hi I'm Barry I'm 34 I'm a **food server**. My uniform is scratchy and I can't help where the itch is, I've just got to scratch it. I'm not so good at cooking but I won't let that stop me from taking care of our guests. They like me and let me tell them about the shock treatment trial my mother volunteered me for when I was 3. It had some side effects that sometimes delays my understanding of things. My girlfriend takes care of me; as long as I give her my paycheck. She's wonderful but sometimes she says I have to share her. I have a party every year celebrating my work anniversary. Gwen says I only get two hours though. You should come!

Leonard or Lenny. Either one.

I've been around a long time and have seen it all. I'm the **night auditor** here. I keep a record of everything that goes on in this hotel just in case they decide to fire me. In the 30 years I've worked here, they've written me up 133 times. But they know the hotel would fall apart without me. Why would I kiss some little privileged shit's ass when I caught killers for 15 years? No. These criminals here are just that; criminals.

The one thing that does give me pleasure is Doodle. Doodle the poodle doesn't curse at me when I tell her no, or show up drunk, or even trash her home. That's why she gets the very best: a pink rhinestone collar, matching food and water bowls, and a sweater for every occasion.



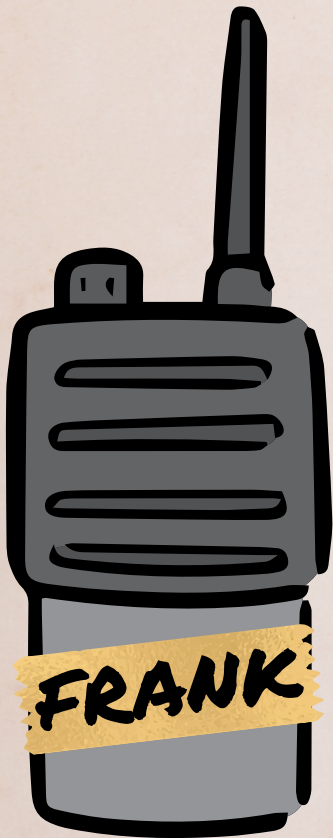
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JANET

I was told this is a journal exercise? In that case, I guess I can open up a little. I'm 29 and the only **bartender** here. I'm also a single mother with a 9-year-old daughter. I have to provide for her no matter what. Even if that means a little extra cash at "Girls, Girls, and More Girls" with a dick of a boss.

Boss lady here isn't so bad. She's hardly ever seen.

I'm not a bitch. I just don't care to socialize with people looking for information. I don't have an addiction. Sometimes I just need a little nose candy to keep me going. I don't think anybody's noticed. And if they do, I'll just stop sharing my goodie bag that makes their headaches go away.



Fifty-one. **Maintenance.** I work here.

Jesse said you need to know more than that for some reason. Fine.

My annoying wife tells me I need to lose weight. I wish she'd leave. I'd do anything for my three daughters though. People think I slack off because they never see me, but I'd like to see them keep the hotel running for a day. Working behind the scenes is the hardest of all. Forgive me for not answering my radio every five fucking minutes for chit-chat. Just need the facts. Leave me a note and I'll take care of it. Also, stop expecting me to fix something with the guest in the room. I need privacy. Some of them have some interesting stuff. I don't know why people here don't care for Alyssa. She's the most beautiful thing that has ever walked the earth. Don't you dare tell her I said that!

Yeah, I'm 19 and pregnant with my 2nd kid. So what?

My boyfriend is a good one and buys me lots of things. My fiancée/baby daddy is getting on my nerves. But not as much as these stupid government-issued phones that keep cracking. My coworkers make fun of me for having 3 phones but they're necessary when you want to keep your job, boyfriend, and fiancée separate. My coworkers also think I'm stupid but it's just a front because then I get left alone. I'm a **front desk rep** and don't mind it too much. Especially with a bestie like Evan. He keeps my secret. I mean, eventually it'll come out when the baby's born, but boss lady would never guess it's her husband's. I just have to worry about my stupid fiancée that keeps calling every 5 minutes. Nothing to do except keep my mouth shut and collect a paycheck every week until I can't.

JUNE



The ladies call me charming but you can call me Evan. I'm 22 and live at home 'cause my mom makes the best pancakes. I work out. Check out my insta. This job is hard 'cause I can't go off on these mofos. But my parents won't pay for my gym membership so...yeah. I'm a **front desk rep** but I prefer my **night auditor** role 'cause then I can watch movies and play video games without a manager bitching at me to get off the couch. YOLO.

EVAN



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SEASON ONE Arc & POSSIBILITIES

Alyssa puts pressure on her most compliant worker, front desk supervisor Jesse to keep all the employees in line in order to boost the scores. Jesse has never turned down a challenge and tries her best to hold it together amidst daily dysfunctions in order to save their jobs.

Throughout the year, chaos pushes Jesse to the limit:

- **Carla** loses it and starts setting dangerous traps for the guests
- **Leonard's** work diary of two years is discovered and shared – alienating each employee and their relationships
- **Alyssa** tells **Jesse** someone has been illegally purchasing membership points with the hotel's money
- **Barry's** crazy girlfriend shows up to the hotel trying to run **Alyssa** over
- **Gwen** locks a guest out of the hotel and lectures them on their lifestyle
- **Evan** and **June** are caught smoking marijuana on the roof
- **Janet's** unusual sleeping quarters are discovered

At the end of the season, the hotel amazingly pass their guest survey report, and the employees survive the robot replacement for the year – all thanks to Jesse.



PILOT SUMMARY

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TEASER

Corporate tells Alyssa the feedback surveys for their location are too unsatisfactory to maintain their brand, and she has a year to redeem their reputation, or the staff will be replaced by robots.

ACT I

Alyssa delegates corporate's ultimatum to Jesse, who panics and tries to brainstorm a plan with Carla, who is distracted with her latest boyfriend drama.

When a guest questions Carla about hospitality robots, she becomes convinced the repeat guests were secretly hired by corporate to make it impossible for the staff to maintain their composure, thereby replacing the employees with a cheaper and more predictable alternative...robots. Carla comes up with ways to expose and get even with the imposters.

Word gets around quickly about the ultimatum. At first in denial (after being the last to know), Gwen decides to hold a meeting about it (although everybody already knows). The employees are more interested in their own problems.

ACT II

A sewage pipe bursts in one of the rooms and causes an entire hall of rooms to be ruined. Jesse tries to contact Frank, but there's only radio silence.

A repeat guest throws a tantrum in the lobby when he comes to check in to his regular room and is told it's unavailable. He threatens to call corporate and sleep in the lobby until it's ready.

ACT III

Gwen explains to Jesse her new hobby of collecting evidence of improper procedures: notably, a moldy syrup bottle she displays on a shelf for everyone to see and misunderstand.

Lenny is re-organizing the market when a man comes up and runs off with a bag of chips. Lenny runs after him and comes back in holding on to the man and scolding him. Lenny forces the man to finish re-organizing the market.

TAG

Alyssa comes out of her office to leave for the day but is stopped by Jesse who updates her on the day. Alyssa listens, responds with "good job," and leaves.

June video chats with her fiancée while checking in a guest. She gets into an argument with her fiancée, making the guest extremely uncomfortable.

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SEASON TWO SNEAK PEEK (SHH!)

When Alyssa goes missing during a business trip, Gwen is placed in charge and proves to be just as ineffective a general manager as Alyssa. Carla is convinced corporate kidnapped Alyssa which would leave Gwen in charge – purposely guaranteeing the hotel's collapse, so corporate could replace them with robots.

Jesse tries to pick up the pieces but is conflicted when Carla starts dating a VIP repeat guest.

Evan and June nearly burn the restaurant down when they try to make a TV dinner.

Leonard starts investigating Frank, but nobody is prepared when his whereabouts/activities are revealed.



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THE
CREATOR
TAYLOR WINTERS

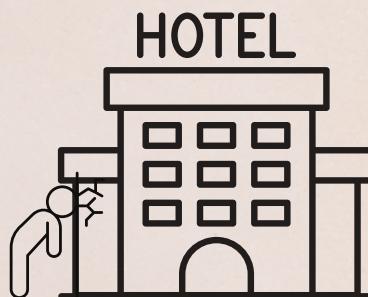
Let me guess.

You want to know the inspiration behind the series. Well, okay then.

Guilty as charged, I did work for a hotel for a couple years. A lot happened. The guests were also...interesting. I ran because I had to. Had my coworkers been like these characters, I probably would have stayed and figured out how to incorporate my need to write.

That being said, my experience gives me the unique insight into the hotel world. No 'advisors' or internet searches to run the show. Know what it means to 'walk a guest'? How about incidentals? Or even GNS? Have you ever reprogrammed an electronic lock? Know how to fold a big towel properly? What about FIFO? No? Didn't think so. An actual formal hotel employee cross-trained in all departments of the location will be your writer. You're welcome.

Taylor Winters



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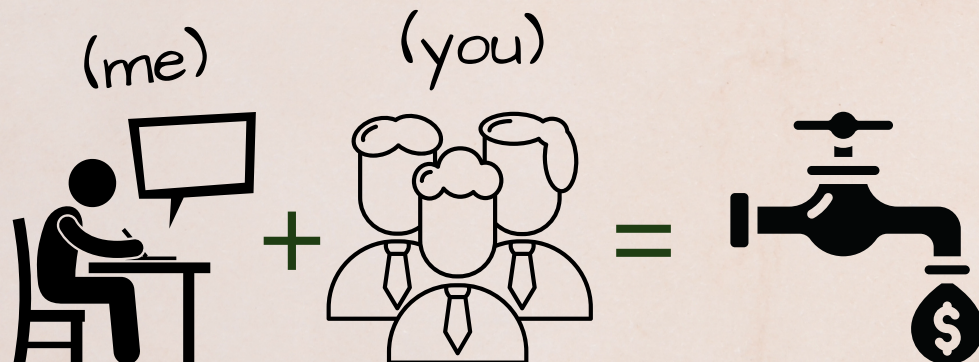
Come on. Admit it.

You're CURIOUS.

You want to see this show come ALIVE.

So what are you waiting for?

MAKE IT HAPPEN



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Thank you for reading this far.
You now understand the dynamics of this series.

But you can stop reading now.

A handwritten signature in blue ink, consisting of a series of connected, wavy, and somewhat jagged lines.

Seriously. Please stop.