

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi there, Stephanie. I'm trying to register for benefits on your behalf. Okay. Um, what staffing agency do you work for? Uh, I believe it's Fort Lauderdale. Is that the agency, the, that you applied at? Um, I believe so. I gotta go through and check to be honest. Um... What was that name again? Yeah. It was, uh, Kilian Ramer. K-I-L-I-A-N R-A-M-E-R. Okay. Let me write this down. It's easy, Fort Lauderdale. Is it K-L-I-N? No, K-I-L-I-A-M. Okay, thank you. So, we actually don't have a a-a staffing agency under that name. That's why I was sort of wondering if it goes by a different name, 'cause sometimes they go by a different name. Oh. It's where you applied at. Wait, no, my bad. It, it's where I, it's the job I'm working at currently, R-S-M. R-S-M? Maybe. R-S-M. I'm not sure if that's any different. No, it's not that one either. A different agency... Is, is that where you applied at though? Like the temporary agency? Um, the temp... So the, the job I'm currently working at is RSM. The agency, I'm, I'm also not sure. I got an email through one of the, uh- Just say, 'cause it might say it in the, in the email. Good question. In fact, it was a while ago. Um... So, just a minute. It'd be the first email I guess then, correct? Um. Maybe. I would, I, check to see if it comes from an email that says info@benefitsinacar.com. Oh. 'Cause we're the, um, health administrators for staffing agencies. And a lot of times when people have called, it cases a different name, and then, um, which we don't have, and then they ask us, ask, "Do you remember like a different name it might go under?" Then they finally tell us, and it is under the list of the agencies that we administrate. Gotcha. Um, but those two names are the same. So, that's why I told you not to call the first one. We don't have, um, any agencies with those two names. That's why I'm wondering- What about Robert Half? Robert Half? Let's see a Robert Half. Okay, give me one second. No, sir, that one isn't either. Nope. No worries. Um, I- All right. I will call... Hmm? So, we're open from 8:00 AM 8:00 PM eastern time. Okay. Um, I don't know where you might be located. Is it like- I'm in Florida. Florida? Yeah. Okay. So, I would ask your staffing agency for the name. And then I would call us, 'cause we technically really just need the name of the agency and then the last four of your social. But, it would have to be one of the agencies that we administrate for you to appear in our files. Gotcha. And you said Robert Half is not in the files at all? Robert, no. No, sir. That's so weird. So, we... I'm gonna give you the name of the agencies. So, we have Acaforce, Adapt HR, Alliance Staffing, American Staff, American Staff Corp, ATC Healthcare, BTS Staffing, Carleton Staffing, Clinical Staffing, Creative Circle, Crown Services, Focus Workforce Management, Hamilton Record, Hospital Staffing Solution, Trade Solutions, ManCan Staffing, MAU Megaforce, On Track Staffing, Partners Personnel, Provision Employment Group, Site Staffing Solutions, Staff ProSearch Staffing, Terra Staffing, The Research Company, Wagner Worksmart Worksource, uh, Core Capital Manpower, National

Track Staffing, OpsWorld Global, SNA Staffing Resources, The Resource Company, Time Staffing, VIP Staffing, VIP Workforce, and Worksmart. Those are all the agencies. So. Mm-hmm. Yep, I don't think I've heard of any of them. Well, that's weird. Um, I will call the person that hired me and see if maybe they know this one. But yeah- Okay. ... this, this is the number they, they gave to me, and their website doesn't work for it, so I'm not sure. Gotcha. Yes, sir. So, I would definitely ask, um, 'cause those two names that you gave me, I have not heard since I've been working here. That's why I'm wondering- No. ... if it goes by a different name. Um, because a lot of the times- Yeah, they probably do. ... that it goes. Yeah. Yeah, I believe you. 'Cause a lot of times people have called, and they're not really sure about the name, and then they call the next day with the correct name. So, I'm wondering if that's one of those situations that it actually goes by a different name. Yeah, more than likely. I'll, I'll call and I'll let them know I'm calling back. Okay. Have a great day. You also have a great day. Just remember we're open from 8:00 AM 8:00 PM Eastern time, okay? Have a good one. Thank you very much. Have a good one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi there, Stephanie. I'm trying to register for benefits on your behalf.

Speaker speaker_1: Okay. Um, what staffing agency do you work for?

Speaker speaker_2: Uh, I believe it's Fort Lauderdale.

Speaker speaker_1: Is that the agency, the, that you applied at?

Speaker speaker_2: Um, I believe so. I gotta go through and check to be honest. Um...

Speaker speaker_1: What was that name again?

Speaker speaker_2: Yeah. It was, uh, Kilian Ramer. K-I-L-I-A-N R-A-M-E-R.

Speaker speaker_1: Okay. Let me write this down.

Speaker speaker_2: It's easy, Fort Lauderdale.

Speaker speaker_1: Is it K-L-I-N?

Speaker speaker_2: No, K-I-L-I-A-M.

Speaker speaker_1: Okay, thank you. So, we actually don't have a a- a staffing agency under that name. That's why I was sort of wondering if it goes by a different name, 'cause sometimes they go by a different name.

Speaker speaker_2: Oh.

Speaker speaker_1: It's where you applied at.

Speaker speaker_2: Wait, no, my bad. It, it's where I, it's the job I'm working at currently, R-S-M.

Speaker speaker_1: R-S-M?

Speaker speaker_2: Maybe. R-S-M. I'm not sure if that's any different.

Speaker speaker_1: No, it's not that one either. A different agency... Is, is that where you applied at though? Like the temporary agency?

Speaker speaker_2: Um, the temp... So the, the job I'm currently working at is RSM. The agency, I'm, I'm also not sure. I got an email through one of the, uh-

Speaker speaker_1: Just say, 'cause it might say it in the, in the email.

Speaker speaker_2: Good question. In fact, it was a while ago. Um... So, just a minute. It'd be the first email I guess then, correct?

Speaker speaker_1: Um.

Speaker speaker_2: Maybe.

Speaker speaker_1: I would, I, check to see if it comes from an email that says info@benefitsinacar.com.

Speaker speaker_2: Oh.

Speaker speaker_1: 'Cause we're the, um, health administrators for staffing agencies. And a lot of times when people have called, it cases a different name, and then, um, which we don't have, and then they ask us, ask, "Do you remember like a different name it might go under?" Then they finally tell us, and it is under the list of the agencies that we administrate.

Speaker speaker_2: Gotcha.

Speaker speaker_1: Um, but those two names are the same. So, that's why I told you not to call the first one. We don't have, um, any agencies with those two names. That's why I'm wondering-

Speaker speaker_2: What about Robert Half?

Speaker speaker_1: Robert Half?

Speaker speaker_2: Let's see a Robert Half.

Speaker speaker_1: Okay, give me one second. No, sir, that one isn't either.

Speaker speaker_2: Nope. No worries.

Speaker speaker_1: Um, I-

Speaker speaker_2: All right. I will call... Hmm?

Speaker speaker_1: So, we're open from 8:00 AM 8:00 PM eastern time.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I don't know where you might be located. Is it like-

Speaker speaker_2: I'm in Florida.

Speaker speaker_1: Florida?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So, I would ask your staffing agency for the name. And then I would call us, 'cause we technically really just need the name of the agency and then the last four of your social. But, it would have to be one of the agencies that we administrate for you to appear in our files.

Speaker speaker_2: Gotcha. And you said Robert Half is not in the files at all?

Speaker speaker_1: Robert, no. No, sir.

Speaker speaker_2: That's so weird.

Speaker speaker_1: So, we... I'm gonna give you the name of the agencies. So, we have Acaforce, Adapt HR, Alliance Staffing, American Staff, American Staff Corp, ATC Healthcare, BTS Staffing, Carleton Staffing, Clinical Staffing, Creative Circle, Crown Services, Focus Workforce Management, Hamilton Record, Hospital Staffing Solution, Trade Solutions, ManCan Staffing, MAU Megaforce, On Track Staffing, Partners Personnel, Provision Employment Group, Site Staffing Solutions, Staff ProSearch Staffing, Terra Staffing, The Research Company, Wagner Worksmart Worksource, uh, Core Capital Manpower, National Track Staffing, OpsWorld Global, SNA Staffing Resources, The Resource Company, Time Staffing, VIP Staffing, VIP Workforce, and Worksmart. Those are all the agencies. So.

Speaker speaker_2: Mm-hmm. Yep, I don't think I've heard of any of them. Well, that's weird. Um, I will call the person that hired me and see if maybe they know this one. But yeah-

Speaker speaker_1: Okay.

Speaker speaker_2: ... this, this is the number they, they gave to me, and their website doesn't work for it, so I'm not sure.

Speaker speaker_1: Gotcha. Yes, sir. So, I would definitely ask, um, 'cause those two names that you gave me, I have not heard since I've been working here. That's why I'm wondering-

Speaker speaker_2: No.

Speaker speaker_1: ... if it goes by a different name. Um, because a lot of the times-

Speaker speaker_2: Yeah, they probably do.

Speaker speaker_1: ... that it goes. Yeah.

Speaker speaker_2: Yeah, I believe you.

Speaker speaker_1: 'Cause a lot of times people have called, and they're not really sure about the name, and then they call the next day with the correct name. So, I'm wondering if that's one of those situations that it actually goes by a different name.

Speaker speaker_2: Yeah, more than likely. I'll, I'll call and I'll let them know I'm calling back.

Speaker speaker_1: Okay.

Speaker speaker_2: Have a great day.

Speaker speaker_1: You also have a great day. Just remember we're open from 8:00 AM 8:00 PM Eastern time, okay?

Speaker speaker_2: Have a good one. Thank you very much. Have a good one.