

Transcript: Franchesca

Baez-5185735053328384-4838235087880192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? This is Francesca from Search Staffing. Hello? I'm looking to speak with Ms. Joseph on behalf of Search Staffing. Hello, what do you need? Sweetie, can you put an adult on the line? Yeah. Okay, put the adult on the line, please. Mr... O-okay. Okay. Put- Okay, can you put your mommy on the phone? Yes, my mom is here. Okay, can you give her- Hello? -the phone so I can... Yes, hello, Mrs. Joseph? My name is Francesca. Hi. I'm calling with Benefits in a Card on behalf of Search Staffing. Yes. We were giving you- Yes. -a call 'cause we got your benefit card returned back due to an insufficient address, so we wanted to verify your address so we can re-mail you your benefit card. Okay. Yeah. Okey. What is your address, ma'am? Huh? Yeah. What is your address, ma'am? Um... Yeah. Hi, how do I say this? Uh, what's it, how, uh... You're speaking English? No, Spanish. . What? Two... Those, those, that's six. Those. Those, that's six. 20, ah, 21. 21. Apartment. Ah, at switch. Switch? Is- Apartment. Is there a switch? 21. 21? Spoken Spanish Disculpe, señora, solamente hablo inglés y español, no hablo francés. Qué pena. Spanish. Spanish. Spanish? Le pido hablar español, señora. It's a vessel. Uh, 2100. Yeah? Those two zero? Can I send someone with you? No, switch? Huh? Switch? Can I send someone with you? Uno, dos, uno? 2100. 2100. Okay. At switch. Switch? No switch. Apartment. No switch. No more switch. Cuál es el número de apartamento? Sí. Uh. Sí. 9F. 9F. Señora, ¿sería posible que se comuniqué conmigo y que me diga cuál es el número del apartamento, si sería tan amable, por favor, para yo poder asistirle? Okay. Sí. ¿Y cuál es el número de apartamento? Eh, eh, 9F. 9F? Nueve, nueve. Sí, sí. Entendido. Entonces, la dirección es 2100 E High Street, apartamento 9F, Spring Hill, Ohio 45501-363. Eso. Sí, esto. Gracias por su tiempo. Que tenga buen día. Yes, tú- Okay. ...tú también. Tú también. Adiós. Oh, dija-- Yo dije tu también. Tu dije tu también. Yo dije. Tú también.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: This is Francesca from Search Staffing.

Speaker speaker_1: Hello?

Speaker speaker_2: I'm looking to speak with Ms. Joseph on behalf of Search Staffing.

Speaker speaker_1: Hello, what do you need?

Speaker speaker_2: Sweetie, can you put an adult on the line?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay, put the adult on the line, please.

Speaker speaker_1: Mr... O-okay. Okay. Put-

Speaker speaker_2: Okay, can you put your mommy on the phone?

Speaker speaker_1: Yes, my mom is here.

Speaker speaker_2: Okay, can you give her-

Speaker speaker_3: Hello?

Speaker speaker_2: -the phone so I can... Yes, hello, Mrs. Joseph? My name is Francesca.

Speaker speaker_1: Hi.

Speaker speaker_2: I'm calling with Benefits in a Card on behalf of Search Staffing.

Speaker speaker_3: Yes.

Speaker speaker_2: We were giving you-

Speaker speaker_3: Yes.

Speaker speaker_2: -a call 'cause we got your benefit card returned back due to an insufficient address, so we wanted to verify your address so we can re-mail you your benefit card.

Speaker speaker_3: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okey. What is your address, ma'am?

Speaker speaker_3: Huh?

Speaker speaker_1: Yeah.

Speaker speaker_2: What is your address, ma'am?

Speaker speaker_3: Um...

Speaker speaker_1: Yeah.

Speaker speaker_3: Hi, how do I say this? Uh, what's it, how, uh...

Speaker speaker_1: You're speaking English?

Speaker speaker_3: No, Spanish.

Speaker speaker_2: .

Speaker speaker_1: What?

Speaker speaker_3: Two...

Speaker speaker_1: Those, those, that's six.

Speaker speaker_3: Those.

Speaker speaker_1: Those, that's six.

Speaker speaker_3: 20, ah, 21.

Speaker speaker_1: 21.

Speaker speaker_3: Apartment. Ah, at switch.

Speaker speaker_1: Switch? Is-

Speaker speaker_3: Apartment.

Speaker speaker_1: Is there a switch?

Speaker speaker_3: 21.

Speaker speaker_1: 21?

Speaker speaker_4: Spoken Spanish

Speaker speaker_5: Disculpe, señora, solamente hablo inglés y español, no hablo francés. Qué pena.

Speaker speaker_3: Spanish. Spanish.

Speaker speaker_1: Spanish?

Speaker speaker_5: Le pido hablar español, señora.

Speaker speaker_1: It's a vessel.

Speaker speaker_3: Uh, 2100.

Speaker speaker_1: Yeah? Those two zero?

Speaker speaker_5: Can I send someone with you?

Speaker speaker_1: No, switch?

Speaker speaker_3: Huh?

Speaker speaker_1: Switch?

Speaker speaker_5: Can I send someone with you? Uno, dos, uno?

Speaker speaker_3: 2100.

Speaker speaker_1: 2100.

Speaker speaker_5: Okay.

Speaker speaker_3: At switch.

Speaker speaker_1: Switch? No switch.

Speaker speaker_3: Apartment.

Speaker speaker_1: No switch. No more switch.

Speaker speaker_5: Cuál es el número de apartamento?

Speaker speaker_1: Sí.

Speaker speaker_3: Uh.

Speaker speaker_1: Sí.

Speaker speaker_3: 9F.

Speaker speaker_1: 9F.

Speaker speaker_5: Señora, ¿sería posible que se comuniqué conmigo y que me diga cuál es el número del apartamento, si sería tan amable, por favor, para yo poder asistirle?

Speaker speaker_3: Okay.

Speaker speaker_1: Sí.

Speaker speaker_5: ¿Y cuál es el número de apartamento?

Speaker speaker_3: Eh, eh, 9F.

Speaker speaker_5: 9F?

Speaker speaker_3: Nueve, nueve.

Speaker speaker_1: Sí, sí.

Speaker speaker_5: Entendido. Entonces, la dirección es 2100 E High Street, apartamento 9F, Spring Hill, Ohio 45501-363.

Speaker speaker_3: Eso.

Speaker speaker_1: Sí, esto.

Speaker speaker_5: Gracias por su tiempo. Que tenga buen día.

Speaker speaker_1: Yes, tú-

Speaker speaker_3: Okay.

Speaker speaker_1: ...tú también.

Speaker speaker_3: Tú también.

Speaker speaker_5: Adiós.

Speaker speaker_1: Oh, dija-- Yo dije tu también. Tu dije tu también. Yo dije.

Speaker speaker_3: Tú también.