

Transcript: Franchesca

Baez-5217420780421120-4881077718138880

Full Transcript

Your call may be... Thank you for monitoring or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client... 817-9425. Is that correct? Say yes... Welcome. Which language would you like interpreted? For Haitian Creole Press or say one. For Haitian Creole Press or say two. You have selected Haitian Creole. Did I get that correct? Please hold while I locate your interpreter. Hello. Good afternoon. Yes, hello. Good afternoon. How are you today? I'm doing great, ma'am. Thank you for asking. What about yourself? Good, thank you for asking. I'm almost wondering if you could help me with a call. I have a customer that only speaks Creole Haitian. Yes, ma'am. Absolutely. Let me introduce myself. This is David. I will be your Haitian Creole interpreter. Number ID 402968. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy. I will verify all numbers. May I introduce yourself to your customer? Yes, sir. One moment. Yes, ma'am. Take your time. All right, go ahead and introduce yourself to the member. Thank you. Hello. Yes, ma'am. We are all set. You may now begin. All right. We were giving you a call regarding the insurance form you filled out March 18th, 2025. With Hospitality Staffing Solutions. Uh, sorry, ma'am. Could you please repeat that for accuracy purposes? Yes, sir. With the company Hospitality Staffing Solutions. Oh, I'm sorry, ma'am. You are broken up. Can you hear me better now? Uh, yes, yes. Now it's better. Yes, they're saying the enrollment form is from the staffing company Hospitality Staffing Solutions. Thank you. Okay. Mm-hmm. And in the form you requested coverage for also, but that you did not want to be enrolled into coverage, so we were calling to confirm your selection. Hello? Hello, ma'am. Mr. Joseph? Hello, madame. Madame Joseph? Oh, . You might need to see a f60? Oui. Uh, do you mean that it is health insurance? Yes. For when you start working under a job with Hospitality Staffing Solutions. Oh, oui. That's what she went over. Oh, I don't... I don't understand. Okay. With the process of applying for a job with Hospitality Staffing Solutions, you filled an enrollment form for health coverage. Okay. So we were calling to confirm if you wanted to have insurance once you start working with them or decline it for the moment. I decline for the moment because I'm not working. I understood. I'll go ahead and put a note on the account then. Thank you for your time today. I have a question. How this insurance will be going so far? Do you mean that I have an amount to pay monthly? If you were to enroll, it will be taken out of your paycheck every week. Yes, that's okay. But for the meantime, I am not working. Understood. Once you start working, you're still able to call back and enroll but for now I'll decline it and put a note. Okay. That's okay. Do you mean that for the exam I have already, I have already done? Do you think that, uh, there is a fee I need to pay? No, there will only be a fee if you enroll into the insurance, but not for applying. Oh, okay. That's okay. I'm sorry this is the interpreter asking for clarification, one moment please. Mm-hmm. Uh, madam, confirmation. Yes, I understood everything is clear. Understood. I'll thank you both for your

time today and I hope you have a wonderful rest of your day. Thank you. You're welcome. I hope you have a great one. Thank you so much sir for letting me borrow your interpreter skills. Have a great day. Yes ma'am. Thank you for using our services. I hope to serve you again. Have a good rest of your day. Bye. Bye bye, you too.

Conversation Format

Speaker speaker_0: Your call may be...

Speaker speaker_1: Thank you for moni--

Speaker speaker_0: ... monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client... 817-9425. Is that correct? Say yes... Welcome. Which language would you like interpreted? For Haitian Press or say one. For Haitian Creole Press or say two. You have selected Haitian Creole. Did I get that correct? Please hold while I locate your interpreter.

Speaker speaker_2: Hello. Good afternoon.

Speaker speaker_0: Yes, hello. Good afternoon. How are you today?

Speaker speaker_2: I'm doing great, ma'am. Thank you for asking. What about yourself?

Speaker speaker_0: Good, thank you for asking. I'm almost wondering if you could help me with a call. I have a customer that only speaks Creole Haitian.

Speaker speaker_2: Yes, ma'am. Absolutely. Let me introduce myself. This is David. I will be your Haitian Creole interpreter. Number ID 402968. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy. I will verify all numbers. May I introduce yourself to your customer?

Speaker speaker_0: Yes, sir. One moment.

Speaker speaker_2: Yes, ma'am. Take your time.

Speaker speaker_0: All right, go ahead and introduce yourself to the member.

Speaker speaker_2: Thank you. Hello. Yes, ma'am. We are all set. You may now begin.

Speaker speaker_0: All right. We were giving you a call regarding the insurance form you filled out March 18th, 2025. With Hospitality Staffing Solutions.

Speaker speaker_2: Uh, sorry, ma'am. Could you please repeat that for accuracy purposes?

Speaker speaker_0: Yes, sir. With the company Hospitality Staffing Solutions.

Speaker speaker_2: Oh, I'm sorry, ma'am. You are broken up.

Speaker speaker_0: Can you hear me better now?

Speaker speaker_2: Uh, yes, yes. Now it's better.

Speaker speaker_0: Yes, they're saying the enrollment form is from the staffing company Hospitality Staffing Solutions.

Speaker speaker_2: Thank you. Okay.

Speaker speaker_0: Mm-hmm. And in the form you requested coverage for also, but that you did not want to be enrolled into coverage, so we were calling to confirm your selection.

Speaker speaker_3: Hello?

Speaker speaker_0: Hello, ma'am. Mr. Joseph?

Speaker speaker_4: Hello, madame. Madame Joseph?

Speaker speaker_0: Oh, .

Speaker speaker_4: You might need to see a f60?

Speaker speaker_0: Oui.

Speaker speaker_2: Uh, do you mean that it is health insurance?

Speaker speaker_0: Yes. For when you start working under a job with Hospitality Staffing Solutions.

Speaker speaker_2: Oh, oui.

Speaker speaker_0: That's what she went over.

Speaker speaker_2: Oh, I don't... I don't understand.

Speaker speaker_0: Okay. With the process of applying for a job with Hospitality Staffing Solutions, you filled an enrollment form for health coverage.

Speaker speaker_2: Okay.

Speaker speaker_0: So we were calling to confirm if you wanted to have insurance once you start working with them or decline it for the moment.

Speaker speaker_5: I decline for the moment because I'm not working.

Speaker speaker_6: I understood. I'll go ahead and put a note on the account then. Thank you for your time today.

Speaker speaker_7: I have a question.

Speaker speaker_5: How this insurance will be going so far? Do you mean that I have an amount to pay monthly?

Speaker speaker_6: If you were to enroll, it will be taken out of your paycheck every week.

Speaker speaker_5: Yes, that's okay. But for the meantime, I am not working.

Speaker speaker_6: Understood. Once you start working, you're still able to call back and enroll but for now I'll decline it and put a note. Okay.

Speaker speaker_5: That's okay. Do you mean that for the exam I have already, I have already done? Do you think that, uh, there is a fee I need to pay?

Speaker speaker_6: No, there will only be a fee if you enroll into the insurance, but not for applying. Oh, okay.

Speaker speaker_5: That's okay. I'm sorry this is the interpreter asking for clarification, one moment please.

Speaker speaker_7: Mm-hmm.

Speaker speaker_5: Uh, madam, confirmation. Yes, I understood everything is clear.

Speaker speaker_6: Understood. I'll thank you both for your time today and I hope you have a wonderful rest of your day.

Speaker speaker_7: Thank you.

Speaker speaker_5: You're welcome. I hope you have a great one.

Speaker speaker_6: Thank you so much sir for letting me borrow your interpreter skills. Have a great day.

Speaker speaker_5: Yes ma'am. Thank you for using our services. I hope to serve you again. Have a good rest of your day. Bye.

Speaker speaker_6: Bye bye, you too.