

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card, this is Malcolm, how can I help you? Good morning, Malcolm. My name is Danielle Vallejo and I started a job, um, last week and I am not interested in, um, in receiving the benefits at this time. What staffing company do you work for? Carlson. What's the last four of your Social? 2343. You say your first name? Danielle. You said 2343? Yes, sir. Are you a current hire? It looks like you're a brand new hire. What's your full Social? I'm gonna have to add you in the system. That's okay. 46177-2343. You say Carlson Staffing, correct? Correct. Hi, how do you say your first name? Danielle. How do you spell it? D-A-N-I-E-L-E. Did you say D-A-N-I- It's D-A-N-I-E-L-E. Thank you. And your last name? It's Vallejo, B as in boy, A-L-L-E-J-O. And your address? 7027 Tara Drive. How do you spell Tara? T-A-R-A. And the city? It's Richmond, Texas 77469. Say that zip code one more time. 77469. And Richmond is R-I-C-H-M-O-N-D? Correct. And your date of birth? 5/16/76. Email? DA, and then my last name, @gmail.com. And phone number. 512-626-9429. Thank you. Welcome. I- I got that declined for you, Miss Danielle. Was there anything else I could help you with today? No. Thank you for your time. Have a great day. You too. Thank you. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: ... benefits and a card, this is Malcolm, how can I help you?

Speaker speaker_2: Good morning, Malcolm. My name is Danielle Vallejo and I started a job, um, last week and I am not interested in, um, in receiving the benefits at this time.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Carlson.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 2343.

Speaker speaker_1: You say your first name?

Speaker speaker_2: Danielle.

Speaker speaker_1: You said 2343?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Are you a current hire? It looks like you're a brand new hire. What's your full Social? I'm gonna have to add you in the system.

Speaker speaker_2: That's okay. 46177-2343.

Speaker speaker_1: You say Carlson Staffing, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Hi, how do you say your first name?

Speaker speaker_2: Danielle.

Speaker speaker_1: How do you spell it?

Speaker speaker_2: D-A-N-I-E-L-E.

Speaker speaker_1: Did you say D-A-N-I-

Speaker speaker_2: It's D-A-N-I-E-L-E.

Speaker speaker_1: Thank you. And your last name?

Speaker speaker_2: It's Vallejo, B as in boy, A-L-L-E-J-O.

Speaker speaker_1: And your address?

Speaker speaker_2: 7027 Tara Drive.

Speaker speaker_1: How do you spell Tara?

Speaker speaker_2: T-A-R-A.

Speaker speaker_1: And the city?

Speaker speaker_2: It's Richmond, Texas 77469.

Speaker speaker_1: Say that zip code one more time.

Speaker speaker_2: 77469.

Speaker speaker_1: And Richmond is R-I-C-H-M-O-N-D?

Speaker speaker_2: Correct.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/16/76.

Speaker speaker_1: Email?

Speaker speaker_2: DA, and then my last name, @gmail.com.

Speaker speaker_1: And phone number.

Speaker speaker_2: 512-626-9429.

Speaker speaker_1: Thank you.

Speaker speaker_2: Welcome.

Speaker speaker_1: I- I got that declined for you, Miss Danielle. Was there anything else I could help you with today?

Speaker speaker_2: No. Thank you for your time. Have a great day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: All right.