

## Transcript: Pamela

**Blanc-5362351151955968-5427241598238720**

### Full Transcript

Thank you for calling Management Center 5. This is Pamela speaking. How may I help you? Uh, yes. Uh, uh, I'm about to hear you. Um, I don't know why I said hello. I had you on speaker to barely hear you. Um, but I want o- now the, uh, insurance. Who do you work for, sir? Uh, Red Line Plastics. I need the name of the staffing agency. WorkSmart, because it says it was, uh, that I didn't have to have it if I didn't want to. Mm-hmm. May I have the last four digits of your Social so I can open up your account? Uh, 0224. 0324? Z- 0224. And you say your name again, sir? Steve McCroy. Mr. McCroy, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Yes. Uh, address is 2503 Sanders Road, Elveton, Georgia, 30635 and my birthdate's 11/13/1984. Thank you for the information. We have a phone number on file, 930-998-5246. Yes, ma'am. Okay. So I'm gonna go ahead and decline the outer enrollment. Is there anything else I can do for you, sir? Uh, no, ma'am 'cause I know that answer. It ain't going, it don't, it ain't gonna do what I need, no ways. All right. And then I'm fixin'... See, I'm fixin' to get hired on through the company themselves and I'm gonna have totally different everything. No problem. Anything else I can do for you, sir? Uh, no, ma'am. I appreciate it. All right. Thank you for giving us a call. Have a great rest of the day. You too, ma'am. Thank you and God bless. Bye-bye. Okay.

### Conversation Format

Speaker speaker\_0: Thank you for calling Management Center 5. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, yes. Uh, uh, I'm about to hear you. Um, I don't know why I said hello. I had you on speaker to barely hear you. Um, but I want o- now the, uh, insurance.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Uh, Red Line Plastics.

Speaker speaker\_0: I need the name of the staffing agency.

Speaker speaker\_1: WorkSmart, because it says it was, uh, that I didn't have to have it if I didn't want to.

Speaker speaker\_0: Mm-hmm. May I have the last four digits of your Social so I can open up your account?

Speaker speaker\_1: Uh, 0224.

Speaker speaker\_0: 0324?

Speaker speaker\_1: Z- 0224.

Speaker speaker\_0: And you say your name again, sir?

Speaker speaker\_1: Steve McCroy.

Speaker speaker\_0: Mr. McCroy, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: Yes. Uh, address is 2503 Sanders Road, Elveton, Georgia, 30635 and my birthdate's 11/13/1984.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 930-998-5246.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So I'm gonna go ahead and decline the outer enrollment. Is there anything else I can do for you, sir?

Speaker speaker\_1: Uh, no, ma'am 'cause I know that answer. It ain't going, it don't, it ain't gonna do what I need, no ways.

Speaker speaker\_0: All right.

Speaker speaker\_1: And then I'm fixin'... See, I'm fixin' to get hired on through the company themselves and I'm gonna have totally different everything.

Speaker speaker\_0: No problem. Anything else I can do for you, sir?

Speaker speaker\_1: Uh, no, ma'am. I appreciate it.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too, ma'am. Thank you and God bless. Bye-bye.

Speaker speaker\_0: Okay.