

Transcript: VICTORIA

Taylor-6250932536000512-4691009473789952

Full Transcript

Your call may be monitored- Thank you for calling W- Global. ... for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or press 1 or say no or pr- Welcome. Which language would you like interpreted? For Brazilian Portuguese press or say 1. For Arabic press or say 2. For Bravanese press... You have selected Arabic. Did I get that correct? Please hold while I locate your interpreter. Hello, this is your Arabic interpreter, number 40673. I look forward to helping you today so please speak clearly and use short phrases. To ensure accuracy, I will verify all numbers. How may I help you? Hey, this is Victoria with Benefits and a Card. I need help, um, with translation. I have a member on the other line that speaks Arabic. Okay, ma'am. Allow me to introduce and then we will proceed. Okay, give me one second and I'm going to merge the calls. All right. Ready? Is everyone here? Hello, . . English. So . You may now begin, ma'am. Okay, uh, what is the name of the agency you work for? . . ■■■. I don't know the name of it. It's covered in English. I don't know the name. Yeah, . Okay. There is a lady on. She's leaving. They can tell you in English what this is. Okay, that is fine. Um, what is the last four of your social? . Okay. . . Yes. Okay, 1-2-2-4. And your first and last name? . Moataz Al-Hazouri. Moataz Al-Hazouri. Okay. Uh, do you mind spelling the first name for me? . . M-U... . . I don't know English. Oh, no. Okay. Is it okay if I spell it out? Uh, yeah, that's fine. Okay. It's, um, M-O-A-T-A-Z. And I can spell the last name as well. Was that M-O-A-T-A-Z? Correct. Okay. And then- Z, Z as in zebra. Not V as in Victor. Z. Moataz. My bad. Sorry. Okay. And the last name again? Yeah, it's, um, A-L-H-A-Z-O-U-R-I. A-L-H-A, Z as in zebra, O-U-R-I? Yes, ma'am, that's correct. Okay. What's the name of the staffing agency? It is Hospitality Staffing Solutions LLC. Has he received his first paycheck yet? Um, can you ask that in Arabic? No, not yet. I, I just apply with them. Okay. Mm-hmm. Um, so in that case, I will have to make a file for you in our system. But do you know what's being offered or what you might be interested in? . . Cleaning, cleaning the h- hotel's room. I'm sorry? Cleaning the hotel's room. Okay. Um, so I was, I was wondering if, if you know what, uh, medical insurance is being offered through your employer or what you might want to enroll into. Uh, . Ah. No, they did not offer me any medical insurance. I have, uh, from the state. . . Humana, Humana insurance I have. . Yeah. They did not offer me any, uh, medical insurance. I am, as a refugee, I have the insurance from the, uh, government, from the state. Okay. So, um, I, I guess I'm a little confused. What exactly did you need help with? Because we administer the medical insurance for your employer. Hi, ma'am. I'm so sorry. I'm just trying to fill out the... go through the form system and know what is an enrollment form. Um, but if I just click "no coverage, I choose not to participate," are we good then? Yeah. That is the correct- Sorry, I should have gotten some coverage. Okay. I'm so sorry about this, ma'am. Both of you. You're fine. You have a wonderful day. Thank you. You too. Thank you. Bye-bye. Bye. Anything else

for the interpreter, ma'am? Uh, no. Thank you. Thank you so much. Thank you for calling. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Thank you for calling W- Global.

Speaker speaker_0: ... for quality assurance purposes.

Speaker speaker_1: I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or press 1 or say no or pr- Welcome. Which language would you like interpreted? For Brazilian Portuguese press or say 1. For Arabic press or say 2. For Bravanese press... You have selected Arabic. Did I get that correct? Please hold while I locate your interpreter.

Speaker speaker_2: Hello, this is your Arabic interpreter, number 40673. I look forward to helping you today so please speak clearly and use short phrases. To ensure accuracy, I will verify all numbers. How may I help you?

Speaker speaker_1: Hey, this is Victoria with Benefits and a Card. I need help, um, with translation. I have a member on the other line that speaks Arabic.

Speaker speaker_2: Okay, ma'am. Allow me to introduce and then we will proceed.

Speaker speaker_1: Okay, give me one second and I'm going to merge the calls.

Speaker speaker_2: All right.

Speaker speaker_1: Ready? Is everyone here?

Speaker speaker_2: Hello, .

Speaker speaker_3: .

Speaker speaker_2: English. So . You may now begin, ma'am.

Speaker speaker_1: Okay, uh, what is the name of the agency you work for?

Speaker speaker_2: .

Speaker speaker_3: . ■■■.

Speaker speaker_2: I don't know the name of it. It's covered in English. I don't know the name.

Speaker speaker_4: Yeah, .

Speaker speaker_2: Okay. There is a lady on.

Speaker speaker_3: She's leaving.

Speaker speaker_2: They can tell you in English what this is.

Speaker speaker_1: Okay, that is fine. Um, what is the last four of your social?

Speaker speaker_2: .

Speaker speaker_3: Okay. .

Speaker speaker_2: .

Speaker speaker_3: Yes.

Speaker speaker_2: Okay, 1-2-2-4.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: .

Speaker speaker_3: Moataz Al-Hazouri.

Speaker speaker_2: Moataz Al-Hazouri.

Speaker speaker_1: Okay. Uh, do you mind spelling the first name for me?

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: M-U... .

Speaker speaker_3: .

Speaker speaker_2: I don't know English.

Speaker speaker_1: Oh, no.

Speaker speaker_2: Okay.

Speaker speaker_5: Is it okay if I spell it out?

Speaker speaker_1: Uh, yeah, that's fine.

Speaker speaker_5: Okay. It's, um, M-O-A-T-A-Z. And I can spell the last name as well.

Speaker speaker_1: Was that M-O-A-T-A-Z?

Speaker speaker_5: Correct.

Speaker speaker_1: Okay. And then-

Speaker speaker_2: Z, Z as in zebra. Not V as in Victor. Z. Moataz.

Speaker speaker_5: My bad. Sorry.

Speaker speaker_1: Okay. And the last name again?

Speaker speaker_5: Yeah, it's, um, A-L-H-A-Z-O-U-R-I.

Speaker speaker_1: A-L-H-A, Z as in zebra, O-U-R-I?

Speaker speaker_5: Yes, ma'am, that's correct.

Speaker speaker_1: Okay. What's the name of the staffing agency?

Speaker speaker_5: It is Hospitality Staffing Solutions LLC.

Speaker speaker_1: Has he received his first paycheck yet?

Speaker speaker_5: Um, can you ask that in Arabic?

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: No, not yet. I, I just apply with them.

Speaker speaker_1: Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Um, so in that case, I will have to make a file for you in our system. But do you know what's being offered or what you might be interested in?

Speaker speaker_2: .

Speaker speaker_3: .

Speaker speaker_2: Cleaning, cleaning the h- hotel's room.

Speaker speaker_6: I'm sorry?

Speaker speaker_7: Cleaning the hotel's room.

Speaker speaker_6: Okay. Um, so I was, I was wondering if, if you know what, uh, medical insurance is being offered through your employer or what you might want to enroll into.

Speaker speaker_7: Uh, . Ah. No, they did not offer me any medical insurance. I have, uh, from the state. .

Speaker speaker_8: .

Speaker speaker_7: Humana, Humana insurance I have.

Speaker speaker_8: .

Speaker speaker_7: Yeah. They did not offer me any, uh, medical insurance. I am, as a refugee, I have the insurance from the, uh, government, from the state.

Speaker speaker_6: Okay. So, um, I, I guess I'm a little confused. What exactly did you need help with? Because we administer the medical insurance for your employer.

Speaker speaker_9: Hi, ma'am. I'm so sorry. I'm just trying to fill out the... go through the form system and know what is an enrollment form. Um, but if I just click "no coverage, I choose not to participate," are we good then?

Speaker speaker_6: Yeah. That is the correct-

Speaker speaker_9: Sorry, I should have gotten some coverage. Okay. I'm so sorry about this, ma'am. Both of you.

Speaker speaker_6: You're fine. You have a wonderful day.

Speaker speaker_9: Thank you. You too.

Speaker speaker_6: Thank you. Bye-bye.

Speaker speaker_7: Bye. Anything else for the interpreter, ma'am?

Speaker speaker_6: Uh, no. Thank you. Thank you so much.

Speaker speaker_7: Thank you for calling. Have a nice day.

Speaker speaker_6: You too. Bye-bye.