

Transcript: Francesca

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits 10 O'Clock, looking to speak with Mr. Andrew on behalf of Hospitality Staffing Solutions. Yes, how are you doing? It's Nick. Good afternoon, sir. We'll be giving you a quick call regarding an enrollment form for the health insurance you had filled out. Sure. It shows that you selected a corporate plan, but then opted out. So I'm just calling to make sure my system didn't run any errors and you did want to decline it for now. Yeah, I, I, I don't see... Miss, I didn't understand what I was filling out, so... Mm-hmm. I didn't, I, I don't understand. I didn't know if it was for the job or for... Yeah, so I, I didn't understand. Okay. So it was gonna basically be for the job. It would have been insurance that will be deducted from the paycheck that they issued to you before you receive it. If, for the moment, you do not want to enroll till you start working, that is an option. You just have to be mindful to... What? I, I prefer that bec-... I'm sorry. I said I prefer that because I don't understand it. I never really filled nothing out on my check before, so I'll, I will gladly wait till I, um, get the job and then that way, hopefully somebody can show me how to do a, uh, the correct way. Of course. So once you start working and get that first paycheck, you're gonna start receiving e-text messages or emails with our phone number on it. You can give us a call whenever you're ready to enroll and we can go ahead and go over the benefit plans with you and help you enroll online or over the phone with us. Okay. Okay, so when can I start? Um, for the job, we do not know. We're just a third-party administrator for the health insurance, but they should be giving you a call to let you know when you can start an assignment with them. Okay, thank you. Of course. Thank you for your time. I hope you enjoy your weekend. Sure, okay, sure.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca of Benefits 10 O'Clock, looking to speak with Mr. Andrew on behalf of Hospitality Staffing Solutions.

Speaker speaker_3: Yes, how are you doing? It's Nick.

Speaker speaker_2: Good afternoon, sir. We'll be giving you a quick call regarding an enrollment form for the health insurance you had filled out.

Speaker speaker_3: Sure.

Speaker speaker_2: It shows that you selected a corporate plan, but then opted out. So I'm just calling to make sure my system didn't run any errors and you did want to decline it for now.

Speaker speaker_3: Yeah, I, I, I don't see... Miss, I didn't understand what I was filling out, so...

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: I didn't, I, I don't understand. I didn't know if it was for the job or for... Yeah, so I, I didn't understand.

Speaker speaker_2: Okay. So it was gonna basically be for the job. It would have been insurance that will be deducted from the paycheck that they issued to you before you receive it. If, for the moment, you do not want to enroll till you start working, that is an option. You just have to be mindful to... What?

Speaker speaker_3: I, I prefer that bec-... I'm sorry. I said I prefer that because I don't understand it. I never really filled nothing out on my check before, so I'll, I will gladly wait till I, um, get the job and then that way, hopefully somebody can show me how to do a, uh, the correct way.

Speaker speaker_2: Of course. So once you start working and get that first paycheck, you're gonna start receiving e- text messages or emails with our phone number on it. You can give us a call whenever you're ready to enroll and we can go ahead and go over the benefit plans with you and help you enroll online or over the phone with us.

Speaker speaker_3: Okay. Okay, so when can I start?

Speaker speaker_2: Um, for the job, we do not know. We're just a third-party administrator for the health insurance, but they should be giving you a call to let you know when you can start an assignment with them.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Of course. Thank you for your time. I hope you enjoy your weekend.

Speaker speaker_3: Sure, okay, sure.