

Transcript: Francesca

Baez-6184323201286144-5667267456450560

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefit in a Card looking to speak with Mr. Villanueva on behalf of Hospitality Staffing Solutions. Do you know how to English? . What happened? Mayo cinco, dos mil veinticinco. But where are you calling me from? From Benefit in a Card, the people who administer the benefits that HSS offers to its employees. Okay. And you want me to give you my birth date? Your birth date. No, mi amor, your birth date, because I put that you were born a few days ago, on May 5, 2025. No, I put June 9, 1976. That's my birth date. Okay, and the other thing I want to check is the... In the form, you said that you wanted some plans, but then you said that you didn't want them, that you wanted to cancel the application. Is that correct or is there an error? How do you mean, I wanted to cancel the... The request that you were putting to be enrolled in a medical and dental plan once HSS gives you work. Oh, okay. No, that's a mistake, because I haven't written anything. I need the job. I would like for me-- they keep asking me for papers and papers and papers, and well, they never tell me when I leave. Okay. Us, unfortunately, only participate in the part about the insurance, but you were not interested in the reason for the insurance, right? Only in the job. Yes, I am interested in the job. That's it, yes, I want to work. No, thank you. Listen, Mr. Villanueva, I am confirming to you his interest in enrolling in health insurance, yes or no, because that is the only thing I have access to. You are declining health insurance with them, correct? Yes. Okay. I'm going to decline it. About the job, HSS would talk to you directly. Okay. Okay. Have a good day. Thank you for your time and answering my call. Okay. Thanks. You're welcome. Bye. Okay.

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 Benefit in a Card looking to speak with Mr. Villanueva on behalf of Hospitality Staffing Solutions.

Speaker speaker_0: Do you know how to English?

Speaker speaker_2: .

Speaker speaker_0: What happened? Mayo cinco, dos mil veinticinco. But where are you calling me from?

Speaker speaker_2: From Benefit in a Card, the people who administer the benefits that HSS offers to its employees.

Speaker speaker_0: Okay. And you want me to give you my birth date?

Speaker speaker_2: Your birth date. No, mi amor, your birth date, because I put that you were born a few days ago, on May 5, 2025.

Speaker speaker_0: No, I put June 9, 1976. That's my birth date.

Speaker speaker_2: Okay, and the other thing I want to check is the... In the form, you said that you wanted some plans, but then you said that you didn't want them, that you wanted to cancel the application. Is that correct or is there an error?

Speaker speaker_0: How do you mean, I wanted to cancel the...

Speaker speaker_2: The request that you were putting to be enrolled in a medical and dental plan once HSS gives you work.

Speaker speaker_0: Oh, okay. No, that's a mistake, because I haven't written anything. I need the job. I would like for me-- they keep asking me for papers and papers and papers, and well, they never tell me when I leave.

Speaker speaker_2: Okay. Us, unfortunately, only participate in the part about the insurance, but you were not interested in the reason for the insurance, right? Only in the job.

Speaker speaker_0: Yes, I am interested in the job. That's it, yes, I want to work.

Speaker speaker_2: No, thank you. Listen, Mr. Villanueva, I am confirming to you his interest in enrolling in health insurance, yes or no, because that is the only thing I have access to. You are declining health insurance with them, correct?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. I'm going to decline it. About the job, HSS would talk to you directly.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay. Have a good day. Thank you for your time and answering my call.

Speaker speaker_0: Okay. Thanks.

Speaker speaker_2: You're welcome. Bye.

Speaker speaker_0: Okay.