

Transcript: Franchesca

Baez-6267534182236160-5293245211656192

Full Transcript

Thank you for calling LFS. My name is Francesca ... I'm sorry. Um, your phone's breaking up. Can you say that one more time for me? I'm so sorry. Thank you for calling LFS. Again, my name is Francesca ... Hi, Francesca. Uh, my name is Maurice. I am the workforce development Manager here in Lexington, Kentucky. I was just calling to see, is this the number that we give our employees who want to, who want to make sure they are enrolled in the benefits program? Yes, sir. We're the account administrators for the health benefits. Okay. So like, um, well, the only reason I'm asking is because one of my... I'm kind of... I'm newer to Surge, and so, um, one of the employees asked, and I wanted to... I wanted to call to make sure before I gave him this number. And so, um, we do have him at a pl- at a workplace working now, so he can call you to make sure he's enrolled? Yes, sir. Any questions that the members have as far as the health insurance go, this will be the phone number you provide to them- Okay. ... to have those questions answered. Okay. All right. I'll, I'll go ahead and pass the number along to him. I appreciate you, Francesca. Of course. And then, um, if you want the hours of operation, it is 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Fridays. Okay. Eight to eight, Monday through Friday. Perfect. I'll let him know right now. All right. Thank you so much for- Um- ... calling in and checking. Thank you. You take care. Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling LFS. My name is Francesca ...

Speaker speaker_1: I'm sorry. Um, your phone's breaking up. Can you say that one more time for me? I'm so sorry.

Speaker speaker_0: Thank you for calling LFS. Again, my name is Francesca ...

Speaker speaker_1: Hi, Francesca. Uh, my name is Maurice. I am the workforce development Manager here in Lexington, Kentucky. I was just calling to see, is this the number that we give our employees who want to, who want to make sure they are enrolled in the benefits program?

Speaker speaker_0: Yes, sir. We're the account administrators for the health benefits.

Speaker speaker_1: Okay. So like, um, well, the only reason I'm asking is because one of my... I'm kind of... I'm newer to Surge, and so, um, one of the employees asked, and I wanted to... I wanted to call to make sure before I gave him this number. And so, um, we do have him

at a pl- at a workplace working now, so he can call you to make sure he's enrolled?

Speaker speaker_0: Yes, sir. Any questions that the members have as far as the health insurance go, this will be the phone number you provide to them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to have those questions answered.

Speaker speaker_1: Okay. All right. I'll, I'll go ahead and pass the number along to him. I appreciate you, Francesca.

Speaker speaker_0: Of course. And then, um, if you want the hours of operation, it is 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Fridays.

Speaker speaker_1: Okay. Eight to eight, Monday through Friday. Perfect. I'll let him know right now.

Speaker speaker_0: All right. Thank you so much for-

Speaker speaker_1: Um-

Speaker speaker_0: ... calling in and checking.

Speaker speaker_1: Thank you. You take care.

Speaker speaker_0: Thank you. You too. Bye-bye.

Speaker speaker_1: Bye-bye.