

## **Transcript: Malcolm**

**Nash-4860573542989824-5338414424473600**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mrs. Cruz? Speak, man. This is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with BG Staffing Group. Uh, sorry, no speak English. Okay. Is it Spanish? Yeah, Spanish. Okay. You mind if I put you on a brief hold? Hello? Speak, man. Do you mind if I put you on a brief hold? Uh, sorry, no. Okay. You Spanish? You have a great day, Mr. Cruz. You speak Spanish? No, sir. No, sir. Yeah, uh, sorry. No, no speak English. Okay. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, is this Mrs. Cruz?

Speaker speaker\_0: Speak, man.

Speaker speaker\_2: This is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with BG Staffing Group.

Speaker speaker\_0: Uh, sorry, no speak English.

Speaker speaker\_2: Okay. Is it Spanish?

Speaker speaker\_0: Yeah, Spanish.

Speaker speaker\_2: Okay. You mind if I put you on a brief hold? Hello?

Speaker speaker\_0: Speak, man.

Speaker speaker\_2: Do you mind if I put you on a brief hold?

Speaker speaker\_0: Uh, sorry, no.

Speaker speaker\_2: Okay.

Speaker speaker\_0: You Spanish?

Speaker speaker\_2: You have a great day, Mr. Cruz.

Speaker speaker\_0: You speak Spanish?

Speaker speaker\_2: No, sir. No, sir.

Speaker speaker\_0: Yeah, uh, sorry. No, no speak English.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Bye.