

## **Transcript: Malcolm**

**Nash-5567275546918912-6027692148736000**

### **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this Mr. Freddy? Yeah. Hey, Mr. Freddy. This is Malcolm with Benefits and a Card . I'm calling in regards to your enrollment form with Site Staffing. No, no English. Español. You need Spanish? Sí, yeah. Thank you. One moment. Yeah, great. Are you there, Mr. Freddy? Sí. Hey, so we actually don't have a Spanish rep available, so I'll have to get one of them to give you a call back. No, Español. Español. We don't have... We don't have one available. We don't have a Spanish rep available right now. No, no comprendo. Okay. I'm gonna have one of them reach back out to you, Mr. Freddy. No, no comprendo. Hablo Español. We don't have one available. Español. Sí, Español. We don't have Spanish rep available right now, sir. They will give you a call back. Y ya. Uh. See you. No entiendo.

### **Conversation Format**

Speaker speaker\_0: Hello?

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

Speaker speaker\_0: Hello?

Speaker speaker\_2: Hey, is this Mr. Freddy?

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Hey, Mr. Freddy. This is Malcolm with Benefits and a Card . I'm calling in regards to your enrollment form with Site Staffing.

Speaker speaker\_0: No, no English. Español.

Speaker speaker\_2: You need Spanish?

Speaker speaker\_0: Sí, yeah.

Speaker speaker\_2: Thank you. One moment.

Speaker speaker\_0: Yeah, great.

Speaker speaker\_2: Are you there, Mr. Freddy?

Speaker speaker\_0: Sí.

Speaker speaker\_2: Hey, so we actually don't have a Spanish rep available, so I'll have to get one of them to give you a call back.

Speaker speaker\_0: No, Español. Español.

Speaker speaker\_2: We don't have... We don't have one available. We don't have a Spanish rep available right now.

Speaker speaker\_0: No, no comprendo.

Speaker speaker\_2: Okay. I'm gonna have one of them reach back out to you, Mr. Freddy.

Speaker speaker\_0: No, no comprendo. Hablo Español.

Speaker speaker\_2: We don't have one available.

Speaker speaker\_0: Español. Sí, Español.

Speaker speaker\_2: We don't have Spanish rep available right now, sir. They will give you a call back.

Speaker speaker\_0: Y ya. Uh.

Speaker speaker\_2: See you.

Speaker speaker\_0: No entiendo.