

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? I got a call from you guys. Did they leave you a voicemail? Uh, not really, no. Did they leave a message, text message, anything? Uh, no, I don't think so. What staffing company do you work for? Uh, I just only got a call from you guys. Yes, sir, and this most likely you have to deal with the staffing company that you work for. What staffing company do you work for? Um, the only company I work for is HSS. Hospitality Staffing Solutions? Yeah, that's, that's it for the agency. Right. What's the last four of your social? 4740. 4740? Yeah. First name? Benjamin. Last name? Flores. All right. For security purposes, can you verify your address and date of birth for me? Um, you say my date of birth? Your address and your date of birth. Oh. Uh, 717 North Lacey Street, Apartment 3, 92701 California. My birthday is January 16th, 1997. Thank you. So your phone number is 266-5087? Yeah. And I get email as benjam300@gmail.com? Yeah. Thank you. All right. So it looks like you may have just received an automatic phone call letting you know you guys are in open with, with the health insurance offer. They help with this? Yes, sir, health insurance offered through Hospitality Staffing Solutions. Oh, is that what it was? I assume so. They didn't le- they didn't leave you an email, they didn't leave you a text message or, or voicemail. Yeah. All right then. All right. Was there anything else I can help you with today, Mr. Flores? Were you interested in getting enrolled into the health insurance offered through Hospitality Staffing Solutions? No, I don't think so, but thank you. No problem. Well, then if nothing else, thanks for calling Benefits in a Card, Mr. Flores. I hope you have a great rest of your week. You too. See you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_2: I got a call from you guys.

Speaker speaker_1: Did they leave you a voicemail?

Speaker speaker_2: Uh, not really, no.

Speaker speaker_1: Did they leave a message, text message, anything?

Speaker speaker_2: Uh, no, I don't think so.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, I just only got a call from you guys.

Speaker speaker_1: Yes, sir, and this most likely you have to deal with the staffing company that you work for. What staffing company do you work for?

Speaker speaker_2: Um, the only company I work for is HSS.

Speaker speaker_1: Hospitality Staffing Solutions?

Speaker speaker_2: Yeah, that's, that's it for the agency.

Speaker speaker_1: Right. What's the last four of your social?

Speaker speaker_2: 4740.

Speaker speaker_1: 4740?

Speaker speaker_2: Yeah.

Speaker speaker_1: First name?

Speaker speaker_2: Benjamin.

Speaker speaker_1: Last name?

Speaker speaker_2: Flores.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, you say my date of birth?

Speaker speaker_1: Your address and your date of birth.

Speaker speaker_2: Oh. Uh, 717 North Lacey Street, Apartment 3, 92701 California. My birthday is January 16th, 1997.

Speaker speaker_1: Thank you. So your phone number is 266-5087?

Speaker speaker_2: Yeah.

Speaker speaker_1: And I get email as benjam300@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you. All right. So it looks like you may have just received an automatic phone call letting you know you guys are in open with, with the health insurance offer.

Speaker speaker_2: They help with this?

Speaker speaker_1: Yes, sir, health insurance offered through Hospitality Staffing Solutions.

Speaker speaker_2: Oh, is that what it was?

Speaker speaker_1: I assume so. They didn't le- they didn't leave you an email, they didn't leave you a text message or, or voicemail.

Speaker speaker_2: Yeah. All right then.

Speaker speaker_1: All right. Was there anything else I can help you with today, Mr. Flores? Were you interested in getting enrolled into the health insurance offered through Hospitality Staffing Solutions?

Speaker speaker_2: No, I don't think so, but thank you.

Speaker speaker_1: No problem. Well, then if nothing else, thanks for calling Benefits in a Card, Mr. Flores. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: See you.