

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who was I speaking with? Uh, this is Carla from Felicity's Flowers. Uh, is it possible to speak with Marissa Patwaran? Um, she is actually no longer employed here. Oh, she's not? Um, well, then I guess I'll just need to speak to, uh, Carl Speckler, or his assistant, whoever that is now. Okay. If you can give me your, your contact information, I'll go ahead and pass it along, and they'll get back to you as soon as they can. This is, um, Carla Windy from Felicity's Flowers. We plant all of the flowers at your building. And, um, we're getting ready to plant, but we noticed that a tree just came down, and we're trying to figure out when you guys are grinding the stump. Okay. Um, let me... Okay, actually, let me see if there is someone you can speak with right now. Great. I'm not sure. Um, let me get a good phone number anyways, just, um, while I put you on hold. I'll have your information in case they want it. Sure, 864-801-0336. Okay, bear with me one moment. Let me put you on a brief hold. Thanks. So Marissa Patwaran doesn't work there anymore? You know, that's Thank you so much for holding. So it looks like those tree people actually just came out and, and started that yesterday. Um, our support on the floor is going to reach out to the, to the tree people and see when they're going to get back and finish that. And they'll reach out to you. I gave them your contact information. Um, and they'll be in touch with you as soon as they know something about that tree trunk. Okay, and so, um, but they are planning on grinding the stump? She believes so, yes. Okay. And then, is there somebody that I could get their email and their name for a new contact person since Marissa's gone? Um, yes. Actually, give me one second. Let me see who they would specifically want that for. Okay. So Taylor, they're coming back out in the next week to grind it, supposedly, but she's confirming that. Um, give me one moment. Let me... Why don't we place another brief hold so I can get that information faster? Okay, thanks. All righty. I have, thank you so much for holding there for me. I have that email when you're ready. Okay. So it's Christina, C-H, Christina.Price@BenefitsAndACard.com- Hold on. Oh, sorry. Okay, so it's C-H-R-I-S-T-I-A-N-A? Yep, Prince- Prince? Okay. ... @BenefitsAndACard.com. And then, is her, um... I'm just assuming it changed. Uh, so is her, um, phone number 770-6163, or has that just all gone away with Marissa? Yeah, that has. Um, it would be 6169... Uh, no, give me one second. Let me... Give me one moment. I don't... All right, so I'm just gonna go ahead and... I mean, you have Marissa, so the only difference is the last numbers are 09 instead of that 03 or 6 you have. So it's 61- 09. ... 09? Yes, ma'am. Okay, thanks so much. Appreciate it. No problem. Have a great day. Yep. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who was I speaking with?

Speaker speaker_1: Uh, this is Carla from Felicity's Flowers. Uh, is it possible to speak with Marissa Patwaran?

Speaker speaker_0: Um, she is actually no longer employed here.

Speaker speaker_1: Oh, she's not? Um, well, then I guess I'll just need to speak to, uh, Carl Speckler, or his assistant, whoever that is now.

Speaker speaker_0: Okay. If you can give me your, your contact information, I'll go ahead and pass it along, and they'll get back to you as soon as they can.

Speaker speaker_1: This is, um, Carla Windy from Felicity's Flowers. We plant all of the flowers at your building. And, um, we're getting ready to plant, but we noticed that a tree just came down, and we're trying to figure out when you guys are grinding the stump.

Speaker speaker_0: Okay. Um, let me... Okay, actually, let me see if there is someone you can speak with right now.

Speaker speaker_1: Great.

Speaker speaker_0: I'm not sure. Um, let me get a good phone number anyways, just, um, while I put you on hold. I'll have your information in case they want it.

Speaker speaker_1: Sure, 864-801-0336.

Speaker speaker_0: Okay, bear with me one moment. Let me put you on a brief hold.

Speaker speaker_1: Thanks. So Marissa Patwaran doesn't work there anymore? You know, that's

Speaker speaker_0: Thank you so much for holding. So it looks like those tree people actually just came out and, and started that yesterday. Um, our support on the floor is going to reach out to the, to the tree people and see when they're going to get back and finish that. And they'll reach out to you. I gave them your contact information. Um, and they'll be in touch with you as soon as they know something about that tree trunk.

Speaker speaker_1: Okay, and so, um, but they are planning on grinding the stump?

Speaker speaker_0: She believes so, yes.

Speaker speaker_1: Okay. And then, is there somebody that I could get their email and their name for a new contact person since Marissa's gone?

Speaker speaker_0: Um, yes. Actually, give me one second. Let me see who they would specifically want that for.

Speaker speaker_1: Okay. So Taylor, they're coming back out in the next week to grind it, supposedly, but she's confirming that.

Speaker speaker_0: Um, give me one moment. Let me... Why don't we place another brief hold so I can get that information faster?

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: All righty. I have, thank you so much for holding there for me. I have that email when you're ready.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's Christina, C-H, Christina.Price@BenefitsAndACard.com-

Speaker speaker_1: Hold on.

Speaker speaker_0: Oh, sorry.

Speaker speaker_1: Okay, so it's C-H-R-I-S-T-I-A-N-A?

Speaker speaker_0: Yep,.Prince-

Speaker speaker_1: Prince? Okay.

Speaker speaker_0: ... @BenefitsAndACard.com.

Speaker speaker_1: And then, is her, um... I'm just assuming it changed. Uh, so is her, um, phone number 770-6163, or has that just all gone away with Marissa?

Speaker speaker_0: Yeah, that has. Um, it would be 6169... Uh, no, give me one second. Let me... Give me one moment. I don't... All right, so I'm just gonna go ahead and... I mean, you have Marissa, so the only difference is the last numbers are 09 instead of that 03 or 6 you have.

Speaker speaker_1: So it's 61-

Speaker speaker_0: 09.

Speaker speaker_1: ... 09?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, thanks so much. Appreciate it.

Speaker speaker_0: No problem. Have a great day. Yep.

Speaker speaker_1: Mm-hmm. Bye.