

Transcript: Franchesca

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Full Transcript

Su llamada puede ser supervisada o grabada para fines de control de calidad. Buenas tardes. Mi nombre es Francesca. Con Venetian App Corp buscando hablar con la señora Idarles Joseph, de parte del Hospitalary Staffing Solutions. ¿Yyya? Eh, ¿estoy hablando con la señora Joseph? Sí. Sí, señora, le estoy llamando sobre el formulario de la aseguranza de Hospitalary Staffing Solutions que llenó marzo 18, donde había dejad-- elegido algunos planes, pero también puso que no quería la cobertura. Estábamos llamando para confirmar su elección. Sí. ¿Usted está declinando la cobertura por el momento? ¿Cobertura de qué? La aseguranza médica, señora. Estamos llamando para ver si la está declinando o si fue un error y estaba tratando de ser inscrita. Inscrita. ¿Disculpe? Eh, ¿no tienes, eh, intérprete o no? ¿En qué lenguaje? Para la parte, sí. ¿En qué lenguaje? Escriban, porque no entiendo lo que dijiste. Ok, un momento, por favor. Ok. All right, go ahead and introduce yourself to the member. Thank you. Aló, bonsoir. Bonsoir. Bonsoir, madame. Moi, c'est David. Mon travail, c'est vous comme interprète en anglais. Mon pan interpréter tout ça aujourd'hui. Tan pri, parlez clairement et utilisez phrases fréquentes pour éviter les erreurs. Mon prix, c'est tout numéro, même avec argent dans moins. Un moment, tan pri. Yes, ma'am, you are all set. You may now begin. Mm-hmm. We were giving you a call regarding the insurance form you filled out March 18th, 2025. Nous te boire un appel concernant assurance, forme assurance one, et ou te rempli, 18 mars, uh, 2025. With Hospitality Staffing Solutions. Oh, sorry ma'am could you please repeat that for accuracy purposes? Yes, sir. Was the company Hospitality Staffing Solutions? Oh, I'm sorry ma'am you are broken up. Can you hear me better now? Ah, yes, yes now is better. Yes, they're saying the enrollment form is from the staffing company Hospitality Staffing Solutions. Thank you. Ok, alors yo tèw woye form nan fom enskripsyon an e nan, nan staff lopital. Mm-hmm. And in the form you request the coverage but also said that you did not want to be enrolled into coverage. So we were calling to confirm your selection. Se alò, nan fom nan ou te fè on deman di kouvye ati ke op p ap ble w pou fè, uh, enskripsyon sa. Alò, nou te rele wou nou te konfime chwa lan. Hello, ma'am? This is Joseph. Allo, madame. Madame Joseph? Pa konpye a. Okey, e asurans pou sante va vle? Pou mande sisi asurans pou sante? Oui. Do you mean that it is health insurance? Yes, for when you start working under a job with Hospitality Staffing Solutions. Ah, oui. Le wou komanse travay la pou, eh, pou lopital lan, pou staff pou lopital, eh, eh, eh staf lan. Oh, I don't... I don't understand. Okay. With the process of applying for a job with Hospitality Staffing Solutions, you filled an enrollment form for health coverage. Okay. Alò, an sanm avèk pou esis aplikasyon travay pou, uh, solisyon staf ospitalite w te enscr-, w te ranpli form di kouvye ati sa. So we were calling to confirm if you wanted to have insurance once you start working with them or decline it for the moment. Se alò, nou te rele wou konfime eske w te vle asurans sa yon fo w komanse travay ansanm avetyo, oswa yon fo w depwile w refize li pou yon moman. Mwen refize wou yon moman

paske m'pa pran vay. Di, w refize li pou yon moman paske w' pa pran vay? Oui. I decline it for the moment because I'm not working. Understood. I'll go ahead and put a note on the account then. Thank you for your time today. Mwen konprann, alò mwen pre ale ajoute not la sou kont lan. Mese pou w tan ou jodi a. E, m'gan kèsyon. I have a question. Nia, eskie asurans sa a, m'gan kantite ko p om peye le mak? Kwa men fonksyon limen? How this insurance will be going so far? Do you mean that I have an, an amount to pay monthly? If you were to enroll, it will be taken out of your paycheck every week. Se w te enskri e li pral bran li sou, sou jipèman chak semèn. Oh, okay. Men pou yon moman m'pa pran vay. Yes, that's okay. But for the meantime, I'm not working. Understood. Once you start working, you're still able to call back and enroll. But for now I'll decline it and put a note. Akò, mwen konprann. Yon fa k ou kome se travay, w ka toujou tounen apèl lan e w te gen tan enskri. E pou yon moman w depwile aplikasyon e mwen, mwen te ajoute on not. Okay. Ap sè okè. Eskie sa vle di pou, um, egzamen m fè déjà yo m'gan kòm kop m peye? Do you mean that for the exam, I have already... I have already done doing that, uh, there is a fee I need to pay? No, there will only be a fee if you enroll into the insurance, but not for applying. Nan, sèl prèy an lanti si w te aplike pou asurans nan. Men li pa aplike. Oh, okay. That's okay. Goodbye. fè atini. I'm sorry, this is the interpreter asking for clarification. A moment please. Mm-hmm. Chyar madam, pou konfirmasyon, w gen ye swedye yon detay bagay pale kounya? Oui, m'konprann. Ok, dakòv. Mersi. Yes, I understood. Everything is clear. Understood. I thank you both for your time today and I hope you have a wonderful rest of your day. Mwen pòtan. Alò, mersi a nou toule depwet an nou jodi a, e mwen swete nou pase bon fin de mé. Mersi paka, Joseph. You're welcome. I hope you have a great one. Thank you so much for, for letting me borrow your interpreter skills. Have a great day. Yes, ma'am. Thank you for using our services. I hope to serve you again. Have a good rest of your day. Bye. Bye bye. You too.

Conversation Format

Speaker speaker_0: Su llamada puede ser supervisada o grabada para fines de control de calidad.

Speaker speaker_1: Buenas tardes. Mi nombre es Francesca. Con Venetian App Corp buscando hablar con la señora Idarles Joseph, de parte del Hospitalary Staffing Solutions.

Speaker speaker_2: ¿Yyya?

Speaker speaker_1: Eh, ¿estoy hablando con la señora Joseph?

Speaker speaker_2: Sí.

Speaker speaker_1: Sí, señora, le estoy llamando sobre el formulario de la aseguranza de Hospitalary Staffing Solutions que llenó marzo 18, donde había dejad-- elegido algunos planes, pero también puso que no quería la cobertura. Estábamos llamando para confirmar su elección.

Speaker speaker_2: Sí.

Speaker speaker_1: ¿Usted está declinando la cobertura por el momento?

Speaker speaker_2: ¿Cobertura de qué?

Speaker speaker_1: La aseguranza médica, señora. Estamos llamando para ver si la está declinando o si fue un error y estaba tratando de ser inscrita.

Speaker speaker_2: Inscrita.

Speaker speaker_1: ¿Disculpe?

Speaker speaker_2: Eh, ¿no tienes, eh, intérprete o no?

Speaker speaker_1: ¿En qué lenguaje?

Speaker speaker_2: Para la parte, sí.

Speaker speaker_1: ¿En qué lenguaje?

Speaker speaker_2: Escriban, porque no entiendo lo que dijiste.

Speaker speaker_1: Ok, un momento, por favor.

Speaker speaker_2: Ok.

Speaker speaker_1: All right, go ahead and introduce yourself to the member.

Speaker speaker_3: Thank you. Aló, bonsoir.

Speaker speaker_2: Bonsoir.

Speaker speaker_3: Bonsoir, madame. Moi, c'est David. Mon travail, c'est vous comme interprète en anglais. Mon pan interpréter tout ça aujourd'hui. Tan pri, parlez clairement et utilisez phrases fréquentes pour éviter les erreurs. Mon prix, c'est tout numéro, même avec argent dans moins. Un moment, tan pri. Yes, ma'am, you are all set. You may now begin.

Speaker speaker_1: Mm-hmm. We were giving you a call regarding the insurance form you filled out March 18th, 2025.

Speaker speaker_3: Nous te boire un appel concernant assurance, forme assurance one, et ou te rempli, 18 mars, uh, 2025.

Speaker speaker_1: With Hospitality Staffing Solutions.

Speaker speaker_3: Oh, sorry ma'am could you please repeat that for accuracy purposes?

Speaker speaker_1: Yes, sir. Was the company Hospitality Staffing Solutions?

Speaker speaker_3: Oh, I'm sorry ma'am you are broken up.

Speaker speaker_1: Can you hear me better now?

Speaker speaker_3: Ah, yes, yes now is better.

Speaker speaker_1: Yes, they're saying the enrollment form is from the staffing company Hospitality Staffing Solutions.

Speaker speaker_3: Thank you. Ok, alors yo tèw woye form nan fom enskripsyon an e nan, nan staff lopital.

Speaker speaker_1: Mm-hmm. And in the form you request the coverage but also said that you did not want to be enrolled into coverage. So we were calling to confirm your selection.

Speaker speaker_3: Se alò, nan fom nan ou te fè on deman di kouvye ati ke op p ap ble w pou fè, uh, enskripsyon sa. Alò, nou te rele wou nou te konfime chwa lan.

Speaker speaker_1: Hello, ma'am? This is Joseph.

Speaker speaker_3: Allo, madame. Madame Joseph?

Speaker speaker_1: Pa konpye a. Okey, e asurans pou sante va vle?

Speaker speaker_3: Pou mande sisi asurans pou sante?

Speaker speaker_1: Oui.

Speaker speaker_3: Do you mean that it is health insurance?

Speaker speaker_1: Yes, for when you start working under a job with Hospitality Staffing Solutions.

Speaker speaker_3: Ah, oui. Le wou komanse travay la pou, eh, pou lopital lan, pou staff pou lopital, eh, eh, eh staf lan. Oh, I don't... I don't understand.

Speaker speaker_1: Okay. With the process of applying for a job with Hospitality Staffing Solutions, you filled an enrollment form for health coverage.

Speaker speaker_3: Okay. Alò, an sanm avèk pou aplikasyon travay pou, uh, solisyon staf ospitalite w te enskr-, w te ranpli form di kouvye ati sa.

Speaker speaker_1: So we were calling to confirm if you wanted to have insurance once you start working with them or decline it for the moment.

Speaker speaker_3: Se alò, nou te rele wou konfime eske w te vle asurans sa yon fo w komanse travay ansanm avetyo, oswa yon fo w depwile w refize li pou yon moman.

Speaker speaker_1: Mwen refize wou yon moman paske m'pa pran vay.

Speaker speaker_3: Di, w refize li pou yon moman paske w' pa pran vay?

Speaker speaker_1: Oui.

Speaker speaker_3: I decline it for the moment because I'm not working.

Speaker speaker_1: Understood. I'll go ahead and put a note on the account then. Thank you for your time today.

Speaker speaker_3: Mwen konprann, alò mwen pre ale ajoute not la sou kont lan. Mese pou w tan ou jodi a.

Speaker speaker_1: E, m'gan kèsyon.

Speaker speaker_3: I have a question.

Speaker speaker_1: Nia, eskie asurans sa a, m'gan kantite ko p om peye le mak? Kwa men fonksyon limen?

Speaker speaker_3: How this insurance will be going so far? Do you mean that I have an, an amount to pay monthly?

Speaker speaker_1: If you were to enroll, it will be taken out of your paycheck every week.

Speaker speaker_3: Se w te enskri e li pral bran li sou, sou jipèman chak semèn.

Speaker speaker_1: Oh, okay. Men pou yon moman m'pa pran vay.

Speaker speaker_3: Yes, that's okay. But for the meantime, I'm not working.

Speaker speaker_1: Understood. Once you start working, you're still able to call back and enroll. But for now I'll decline it and put a note.

Speaker speaker_3: Akò, mwen konprann. Yon fa k ou kome se travay, w ka toujou tounen apèl lan e w te gen tan enskri. E pou yon moman w depwile aplikasyon e mwen, mwen te ajoute on not.

Speaker speaker_1: Okay.

Speaker speaker_3: Ap sè okè.

Speaker speaker_1: Eskie sa vle di pou, um, egzamen m fè déjà yo m'gan kòm kop m peye?

Speaker speaker_3: Do you mean that for the exam, I have already... I have already done doing that, uh, there is a fee I need to pay?

Speaker speaker_1: No, there will only be a fee if you enroll into the insurance, but not for applying.

Speaker speaker_3: Nan, sèl prèy an lanti si w te aplike pou asurans nan. Men li pa aplike.

Speaker speaker_1: Oh, okay.

Speaker speaker_3: That's okay.

Speaker speaker_1: Goodbye. fè atini.

Speaker speaker_3: I'm sorry, this is the interpreter asking for clarification. A moment please.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Chyar madam, pou konfirmasyon, w gen ye swedye yon detay bagay pale kounya?

Speaker speaker_1: Oui, m'konprann.

Speaker speaker_3: Ok, dakòv. Mersi. Yes, I understood. Everything is clear.

Speaker speaker_1: Understood. I thank you both for your time today and I hope you have a wonderful rest of your day.

Speaker speaker_3: Mwen pòtan. Alò, mersi a nou toule depwet an nou jodi a, e mwen swete nou pase bon fin de mé.

Speaker speaker_1: Mersi paka, Joseph.

Speaker speaker_3: You're welcome. I hope you have a great one.

Speaker speaker_1: Thank you so much for, for letting me borrow your interpreter skills. Have a great day.

Speaker speaker_3: Yes, ma'am. Thank you for using our services. I hope to serve you again. Have a good rest of your day. Bye.

Speaker speaker_1: Bye bye. You too.