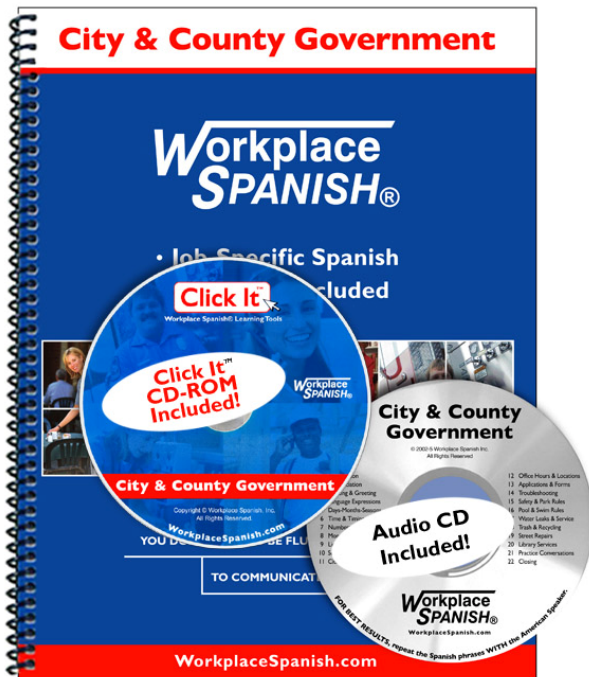


## SPANISH WITH A PURPOSE<sup>SM</sup>



### Workplace Spanish® for City & County Govt.

**Designed for** government associates in administrative, financial, parks & recreation, public works, sanitation, library services and other customer service functions.

**The objective** of this program is to help English-speakers connect and communicate with Hispanic citizens to build goodwill, provide information and process governmental transactions efficiently.

The **51-page** learning manual, audio CD and Click It® CD-ROM contain more than 800 service and conversational terms and expressions organized into topics and practice conversations. **Key topics include:**

- Spanish & phonetic pronunciation guide
- Greeting citizens & asking basic questions
- Important customer service phrases
- Getting information for applications & forms
- Pool & Park rules and safety
- Water – Library – Sanitation services

ISBN # 978-1-930134-83-6

Workplace Spanish® Learning Kit includes:

- Easy-to-use Spanish learning manual
- Companion audio CD for car or stereo use (tracks can be ripped for iPod or MP3 use)
- Companion “Click It®” CD-ROM for PC use

**Comprehensive, but not overwhelming . . .**

Workplace Spanish® materials include both job-specific and conversational expressions. They will help you communicate in Spanish quickly, without having to learn grammar, complex rules and verb conjugations.

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Founded in 1998, Workplace Spanish, Inc. develops and publishes job-specific language learning tools for both English and Spanish speakers that are designed to improve communication, teamwork and productivity.

Our 25+ different learning programs have been used by almost 80,000 customers in business & industry, healthcare, government, law enforcement & education.

Nationwide more than 350 colleges and schools have used our materials for workforce development training and adult education in their local communities.



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# Workplace Spanish® for CITY & COUNTY GOVERNMENT



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# SERVICE PHRASES

CD track 10

Workplace  
SPANISH®

Are you finished?	¿Ha terminado?	ah / tair-mee-nah-doe
Can I help you?	¿Le puedo ayudar?	lay / <b>pway</b> -doe / ah-you-dar
Do you have a question?	¿Tiene una pregunta?	tee-en-ay / oo-nah / pray-go <sup>o</sup> -tah
Do you understand?	¿Comprende?	comb- <b>pren</b> -day
Do you understand?	¿Entiende?	en-tee-en-day
Follow me please	Sígame por favor	<b>see</b> -gah-may / por / fah-boar
I don't understand	No comprendo	no / comb- <b>pren</b> -doe
I need // You need	Necesito // Necesita	nay-say- <b>see</b> -toe // nay-say- <b>see</b> -tah
I see	Ya veo	yah / bay-oh
I think so	Creo que sí	<b>kray</b> -oh / kay / see
I understand	Yo comprendo	yo / comb- <b>pren</b> -doe
I'm sorry	Lo siento	lo / see-en-toe
Just a moment	Un momento	por / mo-men-toe

Please wait here	Espere aquí por favor	ess- <b>pair</b> -ay / ah- <b>key</b> / por / fah-boar
Sure	Claro	<b>klah</b> -ro
Thanks for your patience	Gracias por su paciencia	<b>grah</b> -see-ahs / por / soo / pah-see-en-see-ah
That's OK	Está bien	ess- <b>tah</b> / bee-en
That not OK	No está bien	no / ess- <b>tah</b> / bee-en
Welcome	Bienvenidos	bee-en-bay- <b>nee</b> -dose
What did you say?	¿Cómo? OR ¿Qué dijo?	<b>ko</b> -mo OR kay / <b>dee</b> -ho
What do you need?	¿Qué necesita?	kay / nay-say- <b>see</b> -tah
What happened?	¿Qué pasó?	kay / pah- <b>so</b>
What is this?	¿Qué es esto?	kay / ess / <b>ess</b> -toe
What's the problem?	¿Cuál es el problema?	<b>kwahl</b> / ess / el / pro- <b>blay</b> -mah
Where is the ___?	¿Dónde está?	<b>doan</b> -day / ess- <b>tah</b>
Where are the ___?	¿Dónde están?	doan-day ess- <b>tahn</b>
Who is first?	¿Quién está primero?	key-en / ess- <b>tah</b> / pree- <b>mare</b> -oh
Who is next?	¿Quién sigue?	key-en / <b>see</b> -gay

## 4. Paying taxes

Buenas tardes	Good afternoon
<b>Buenas tardes. ¿Le puedo ayudar?</b>	<b>Good afternoon, may I help you?</b>
Creo que sí. Necesito pagar mis impuestos.	I hope so. I need to pay my taxes.
<b>Debe ir al departamento de impuestos.</b>	<b>You must go to the Tax department.</b>
¿Dónde está?	Where is it?
<b>Está arriba en el tercer piso. Oficina uno dos tres.</b>	<b>It is upstairs on the third floor. Office 123.</b>
¿Hay elevador?	Is there an elevator?
<b>Sí, pero está dañado. Tiene que usar las escaleras.</b>	<b>Yes, but it is broken. You must use the stairs.</b>
¡Oh no! hoy estoy bien cansada.	Oh no! I am very tired today.
<b>Lo siento mucho.</b>	<b>I am very sorry.</b>

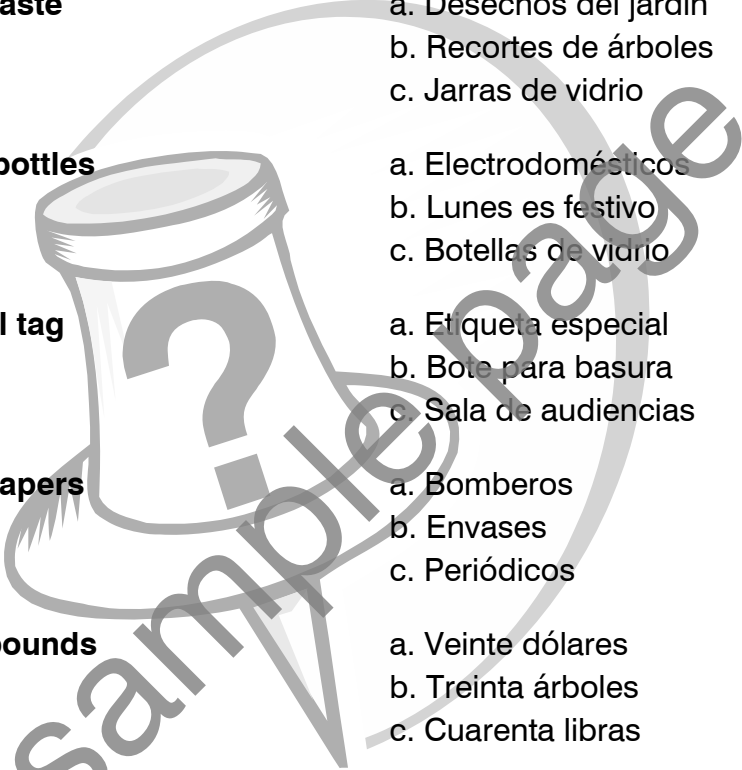
## 5. Pool hours

<b>Deben salir de la piscina.</b>	<b>You must leave the pool.</b>
¿Por qué?	Why?
¡Las horas son de diez a seis y son sólo las cinco!	The hours are from 10 to 6 and it is only 5:00!
<b>Viene una tormenta.</b>	<b>A storm is coming.</b>
¿Cuál es el problema?	What's the problem?
<b>Es peligroso nadar con mal tiempo.</b>	<b>It's dangerous to swim in bad weather.</b>
Ah, bueno, ahora comprendo.	Ah, OK I understand now.
<b>Gracias por su colaboración.</b>	<b>Thanks for your cooperation.</b>

## 6. Wrong window

<b>¿Quién sigue?</b>	<b>Who is next?</b>
Yo, ¡por fin!	I am. Finally!
<b>Gracias por su paciencia. ¿Qué necesita?</b>	<b>Thanks for your patience. What do you need?</b>
Necesito pagar mi factura del agua.	I need to pay my water bill.
<b>Lo siento mucho, pero no es aquí. Es la ventanilla siguiente.</b>	<b>I am very sorry, but it's not here. It's the next window.</b>
¿Cómo? ¡Estoy aquí hace treinta minutos!	What? I have been here for 30 minutes!
<b>Lo siento señor, pero no lo puedo ayudar. Tiene que ir a la ventanilla siguiente.</b>	<b>I am sorry Sir, but I cannot help you. You must go to the next window.</b>
Eso no está bien. No hay aviso.	This is not good. There is no sign.
<b>Lo siento mucho señor. ¿El siguiente?</b>	<b>I am sorry Sir. Next?</b>

**Directions:** Choose the correct answer.

- 
1. **Trash**
    - a. Muebles
    - b. Recolección
    - c. Basura
  2. **Recycling**
    - a. Transparente
    - b. Ramas
    - c. Reciclado
  3. **Yard waste**
    - a. Desechos del jardín
    - b. Recortes de árboles
    - c. Jarras de vidrio
  4. **Glass bottles**
    - a. Electrodomésticos
    - b. Lunes es festivo
    - c. Botellas de vidrio
  5. **Special tag**
    - a. Etiqueta especial
    - b. Bote para basura
    - c. Sala de audiencias
  6. **Newspapers**
    - a. Bomberos
    - b. Envases
    - c. Periódicos
  7. **Forty pounds**
    - a. Veinte dólares
    - b. Treinta árboles
    - c. Cuarenta libras
  8. **Where do I go?**
    - a. ¿Quién está primero?
    - b. ¿Adónde voy?
    - c. ¿Dónde está?
  9. **Keep it clean**
    - a. Día de basura
    - b. Otros aparatos grandes
    - c. Manténgalo limpio
  10. **Pay in 10 days**
    - a. Paga en doce semanas
    - b. Paga en siete meses
    - c. Paga en diez días

# KEYWORD LIST – CITY & COUNTY GOVERNMENT

<b>A little</b>	Un poco	oon / <b>po</b> -ko
<b>A lot</b>	Mucho	<b>moo</b> -cho
<b>Account</b>	Cuenta	<b>kwen</b> -tah
<b>Account number</b>	Número de cuenta	<b>noo</b> -may-ro / day / <b>kwen</b> -tah
<b>Address</b>	Dirección	dee-reck-see- <b>own</b>
<b>Address (current)</b>	Dirección actual	dee-reck-see- <b>own</b> / ack-too- <b>ahl</b>
<b>Address (previous)</b>	Dirección anterior	dee-reck-see- <b>own</b> / ahn-tair-ee- <b>oar</b>
<b>Afternoon</b>	Tarde	<b>tar</b> -day
<b>Again</b>	Otra vez	<b>oh</b> -trah / base
<b>Alcoholic beverage license</b>	Licencia de venta de bebidas alcohólicas	lee- <b>sen</b> -see-ah / day / <b>ben</b> -tah / day / bay- <b>bee</b> -dahs / ahl- <b>coal</b> -ee-kahs
<b>Altered</b>	Alterado	all-tair- <b>ah</b> -doe
<b>Aluminum cans</b>	Latas de aluminio	<b>lah</b> -tahs / day / ah-loo- <b>mee</b> -nee-oh
<b>Always</b>	Siempre	see- <b>em</b> -pray
<b>Anything else?</b>	¿Algo más?	<b>ahl</b> -go / mahs
<b>Application</b>	Solicitud	so-lee-see- <b>tude</b>
<b>Application</b>	Aplicación	ah-pee-kah-see- <b>own</b>
<b>Approved</b>	Aprobado	ah-pro- <b>bah</b> -doe
<b>April</b>	Abril	ah- <b>bree</b> l
<b>Are you finished?</b>	¿Ha terminado?	ah / tair-mee- <b>nah</b> -doe
<b>Asphalt</b>	Asfalto	ahs- <b>fall</b> -toe
<b>August</b>	Agosto	ah- <b>go</b> -sto
<b>Back</b>	Atrás	ah- <b>trah</b> s
<b>Bad weather</b>	Mal tiempo	mahl / tee- <b>em</b> -poe
<b>Bags</b>	Bolsas	<b>bow</b> l-sahs
<b>Be careful !</b>	¡Tenga cuidado!	<b>ten</b> -gah / kwee- <b>dah</b> -doe
<b>Bill (to be paid)</b>	Factura	fack- <b>too</b> -rah
<b>Bills (money)</b>	Billetes	bee- <b>yet</b> -tays
<b>Book (lost)</b>	Libro (perdido)	<b>lee</b> -bro / (pair- <b>dee</b> -doe)
<b>Boss</b>	Jefe	<b>heh</b> -fay
<b>Branches</b>	Ramas	<b>rah</b> -mahs
<b>Banch sewers</b>	Cloacas derivadas	klo- <b>ah</b> -kahs / day-ree- <b>bah</b> -dahs
<b>Brochure</b>	Folleto	foe- <b>yet</b> -toe
<b>Broken pipe</b>	Caño roto	<b>kahn</b> -yo / ro-toe
<b>Building permit</b>	Permiso de construcción	pair- <b>mee</b> -so / day / cone-strewk-see- <b>own</b>
<b>Business license</b>	Licencia comercial	lee- <b>sen</b> -see-ah / ko-mair-see- <b>ahl</b>
<b>Can I help you?</b>	¿Le puedo ayudar?	lay / <b>pway</b> -doe / ah-you- <b>dar</b>
<b>Caps or Lids</b>	Tapas	<b>tah</b> -pahs
<b>Cardboard</b>	Cartón	car- <b>tone</b>
<b>Cash</b>	Efectivo	eh-feck- <b>tee</b> -bo