

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



### Workplace Spanish® for Customer Service

**Designed for** managers, supervisors and customer service representatives in a wide variety of industries.

**The objective** of this program is to help English-speakers communicate with Hispanic customers to understand their needs and provide a higher level of service.

The **44-page** learning manual, audio CD and Click It® CD-ROM contain over **600** customer service and conversational terms and expressions organized into topics and practice conversations.

**Key topics include:**

- Spanish & phonetic pronunciation
- Greeting customers & asking basic questions
- Important customer service phrases
- Making appointments & taking payments
- Getting personal information for applications
- Troubleshooting problems

ISBN # 978-1-930134-81-2

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.

### About Workplace Spanish®

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.



Workplace Spanish, Inc. // (770) 993-4075  
[info@WorkplaceSpanish.com](mailto:info@WorkplaceSpanish.com)  
[www.WorkplaceSpanish.com](http://www.WorkplaceSpanish.com)

**Quick Web Links:**

[Order Information](#) // [Pricing Information](#)

# Workplace Spanish® for CUSTOMER SERVICE



## TABLE OF CONTENTS

### INTRODUCTION

Objectives & Learning Suggestions.....	2-3
Culture & Language Tips .....	4-5
Spanish & Phonetic Pronunciation .....	6-7

## SPANISH TOPICS & EXPRESSIONS

### BASIC EXPRESSIONS

Meeting & Greeting .....	8
Language Expressions.....	9
Days – Months – Dates.....	10
Numbers, Time & Timing .....	11-12

### TALKING WITH CUSTOMERS

Customer Questions.....	13
Directions & Hours .....	14
Helpful Service Phrases .....	15
Common Terms & Questions.....	16
Telephone Calls.....	17

### INTERACTION & INFORMATION

Reception & Appointments .....	18
Accounts & Payments .....	19
Taking Applications .....	20
Customer Identification .....	21
Retail Stores.....	22
Utilities & Telecomm.....	23

## EXERCISES & GLOSSARY

### PRACTICE CONVERSATIONS

24 - 26

### DRILLS FOR SKILLS QUIZ SECTION

27 - 34

### ALPHABETICAL KEYWORD LIST

35 - 44

Published by Workplace Spanish, Inc. // Roswell, GA 30076 // [www.WorkplaceSpanish.com](http://www.WorkplaceSpanish.com)

© Copyright 2001-9 Workplace Spanish, Inc. All rights reserved worldwide. This manual and related audio material is copyrighted and authorized for use only in accordance with the terms and conditions of purchase as posted on our website. Except as may be expressly authorized in a written license agreement, you may not copy or reproduce these materials, in any format, for use by others or for redistribution. Workplace Spanish® and Click It® are registered trademarks of our company, Workplace Spanish, Inc. 3rd edition.

ISBN-13: 978-1-930134-28-7 (Manual & audio CD only) // ISBN-13: 978-1-930134-81-2 (Learning Kit with Click It® CD-ROM)

# HELPFUL SERVICE PHRASES

(CD Track 10)

Workplace  
SPANISH®

<b>Can I help you?</b>	<b>¿Le puedo ayudar?</b>	lay / <b>pway</b> -doe / ah-you- <b>dahr</b>
I can help you	Puedo ayudarle	<b>pway</b> -doe / ah-you- <b>dahr</b> -lay
She will help you	la señora lo ayudará	lah / sen- <b>yore</b> -ah / lo / ah-you-dah- <b>rah</b>
He will help you	el señor lo ayudará	el / sen- <b>yore</b> / lo / ah-you-dah- <b>rah</b>
Do you have a question?	¿Tiene una pregunta?	tee- <b>en</b> -ay / <b>oo</b> -nah / pray- <b>goon</b> -tah
<b>Do you understand?</b>	<b>¿Comprende?</b>	comb- <b>pren</b> -day
(Are you) Finished?	¿Ha terminado?	ah / tair-mee- <b>nah</b> -doe
(Are you) Interested?	¿Le interesa?	lay / een-tay- <b>ray</b> -sah
(Are you) Ready?	¿Está listo?	ess- <b>tah</b> / <b>lease</b> -toe
Come with me	Venga conmigo	<b>ben</b> -gah / cone- <b>mee</b> -go
<b>Follow me please</b>	<b>Sígame por favor</b>	<b>see</b> -gah-may / por / fah- <b>boar</b>
I don't understand	No comprendo	(no) comb- <b>pren</b> -doe
I don't know	No sé	no / say
I think so // <i>I don't think so</i>	Creo que sí // <i>Creo que no</i>	<b>kray</b> -oh / kay / see // <b>kray</b> -oh / kay / no
I'm sorry	Lo siento	lo / see- <b>en</b> -toe

Is there a problem?	¿Hay un problema?	eye / oon / pro- <b>blay</b> -mah
<b>Just a moment</b>	<b>Un momento</b>	oon / mo- <b>men</b> -toe
Sure // I see	Claro // Ya veo	<b>klah</b> -row // yah / <b>bay</b> -oh
Thanks for waiting	Gracias por esperar	<b>grah</b> -see-ahs / por / ess-pay- <b>rahr</b>
That's fine	Está bien	ess- <b>tah</b> / bee- <b>en</b>
That's great	Que bueno	kay / <b>bway</b> -no
<b>Wait here please</b>	<b>Espere aquí, por favor</b>	ess- <b>pair</b> -ay / ah- <b>key</b> / por / fah- <b>boar</b>
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
<b>What do you need?</b>	<b>¿Qué necesita?</b>	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 is the problem?	¿Cuál es el problema?	kwahl / ess / el / pro- <b>blay</b> -mah
Where is? // Where are?	¿Dónde está // Dónde están?	<b>doan</b> -day / ess- <b>tah</b> // <b>doan</b> -day (ess- <b>tahn</b> )
Who is first?	¿Quién está primero?	key- <b>en</b> / ess- <b>tah</b> / pree- <b>mare</b> -oh
<b>Who is next?</b>	<b>¿Quién sigue?</b>	key- <b>en</b> / <b>see</b> -gay

**1. Help With My Bill**

¿Habla español?	Do you speak Spanish?
<b>Un poco</b>	<b>A little</b>
¿Me puede ayudar?	Can you help me?
<b>Trataré</b>	<b>I'll try</b>
Necesito ayuda con la cuenta.	I need help with my bill.
<b>¿Cuál es el problema?</b>	<b>What's the problem?</b>
No comprendo la cuenta.	I don't understand the bill.
<b>Enséñeme el problema.</b>	<b>Show me the problem.</b>
Aquí... ¿qué es esto?	Here...what is this?
<b>Es el cargo por el envío.</b>	<b>It's the fee for the delivery.</b>
Ah, sí, ya veo.	Ah, yes, now I see.

**2. Go To Another Office**

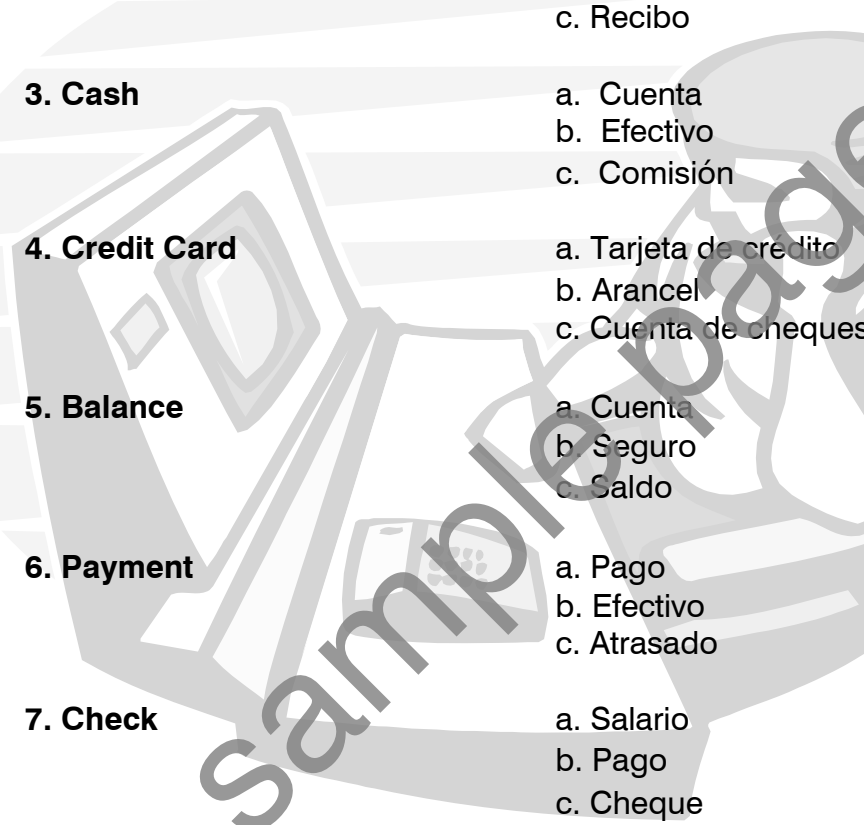
¿Me puede ayudar?	Can you help me?
<b>¿Qué necesita?</b>	<b>What do you need?</b>
Me gustaría hablar con la señora Miller. ¿Adónde voy?	I'd like to speak with Mrs. Miller. Where do I go?
<b>Debe ir a otra oficina.</b>	<b>You need to go to another office.</b>
¿Dónde?	Where?
<b>Afuera de esta puerta; a la izquierda. Oficina número 275 (dos, siete, cinco)</b>	<b>Out this door; to the left. Office number 275</b>
Gracias. Qué tenga un buen día.	Thank you. Have a good day.
<b>Igualmente</b>	<b>Same to you</b>

**3. I Can't Help You**

Quiero pagar mi multa.	I want to pay my fine.
<b>Lo siento, no puedo ayudarlo. Debe ir a otra oficina.</b>	<b>I'm sorry, I cannot help you. You have to go to another office.</b>
¿Adónde voy?	Where do I go?
<b>A la municipalidad Está arriba -- a la derecha.</b>	<b>To City Hall It's upstairs -- to the right.</b>
¡Debo pagar hoy!	I have to pay today!
<b>Está cerrada hoy.</b>	<b>It's closed today.</b>
¿No puede aceptar mi pago, señorita?	Can't you take my payment, Miss?
<b>Lo siento, señor, no puedo. Debe regresar mañana a las nueve.</b>	<b>I'm sorry, Sir, I cannot. You have to come back tomorrow at 9:00.</b>

# ACCOUNTS & PAYMENTS

**Directions:** Choose the correct answer.

- 
- 1. Account**
- a. Pago
  - b. Depósito
  - c. Cuenta
- 2. Card**
- a. Cheque
  - b. Tarjeta
  - c. Recibo
- 3. Cash**
- a. Cuenta
  - b. Efectivo
  - c. Comisión
- 4. Credit Card**
- a. Tarjeta de crédito
  - b. Arancel
  - c. Cuenta de cheques
- 5. Balance**
- a. Cuenta
  - b. Seguro
  - c. Saldo
- 6. Payment**
- a. Pago
  - b. Efectivo
  - c. Atrasado
- 7. Check**
- a. Salario
  - b. Pago
  - c. Cheque
- 8. Final Bill**
- a. Cuenta final
  - b. Depósito
  - c. Recibo
- 9. Account number**
- a. Dirección
  - b. Número de cuenta
  - c. Cheque
- 10. How much?**
- a. ¿Cómo?
  - b. ¿Cuánto?
  - c. ¿Algo más?

# CUSTOMER SERVICE - KEYWORD LIST

<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>Aisle</b>	Pasillo	pah- <b>see</b> -yo
<b>Altered</b>	Alterado	ahl-tair- <b>ah</b> -doe
<b>Always</b>	Siempre	see- <b>em</b> -pray
<b>And // Or</b>	Y // O	ee // oh
<b>Anything else?</b>	¿Algo más?	<b>ahl</b> -go / mahs
<b>Application</b>	Solicitud	so-lee-see- <b>tude</b>
<b>Appointment</b>	Cita	<b>see</b> -tah
<b>Approved</b>	Aprobado	ah-pro- <b>bah</b> -doe
<b>Are you certain?</b>	¿Está seguro?	ess- <b>tah</b> / say- <b>goo</b> -ro
<b>Are you finished?</b>	¿Ha terminado?	ah / tair-mee- <b>nah</b> -doe
<b>Are you making a payment?</b>	¿Hace un pago?	<b>ah</b> -say / oon / <b>pah</b> -go
<b>Around the corner</b>	A la vuelta de la esquina	ah / lah / <b>bwell</b> -tah / day / lah / ess- <b>kee</b> -nah
<b>Available</b>	Disponible	dee-spo- <b>nee</b> -blay
<b>Back</b>	Atrás	ah- <b>trahs</b>
<b>Basic charges</b>	Cargos básicos	<b>car</b> -gohs / <b>bah</b> -see-kohs
<b>Balance</b>	Saldo	<b>sahl</b> -doe
<b>Bathroom</b>	Baño	<b>bahn</b> -yo
<b>Be careful !</b>	¡Tenga cuidado!	<b>ten</b> -gah / kwee- <b>dah</b> -doe
<b>Bill (to be paid)</b>	Factura or Bill	fack- <b>too</b> -rah or beel
<b>Bills (money)</b>	Billetes	bee- <b>yet</b> -tays
<b>Boss (M // F)</b>	Jefe // Jefa	<b>heh</b> -fay // <b>heh</b> -fah
<b>Breaker box</b>	Cables de fusibles	<b>kah</b> -bless / day / foo- <b>see</b> -bless
<b>Brochure</b>	Folleto	foe- <b>yet</b> -toe
<b>Budget billing</b>	Facturación económica	fahk-too-rah-see- <b>own</b> / ay-cone- <b>oh</b> -mee-kah
<b>Cable Company</b>	Compañía de cable	comb-pahn- <b>yee</b> -ah / day / <b>kah</b> -blay
<b>Call this number</b>	Llame a este número	<b>yah</b> -may / ah / <b>ess</b> -tay / <b>noo</b> -may-ro