

SPANISH WITH A PURPOSESM



Workplace Spanish® for Retailers & Supermarkets

Designed for store & department managers, assistants and other associates who have contact with Spanish-speaking customers.

The objective of this program is to help English-speakers communicate with Spanish-speaking customers to welcome them, assist with purchases and transactions, and build Hispanic customer loyalty. This is a customer service oriented program.

The **50-page** learning manual, audio CD and Click It® CD-ROM contain over **700** retail customer service and conversational terms and expressions organized into topics and practice conversations.

Key topics include:

- Spanish & phonetic pronunciation
- Greeting customers & asking basic questions
- Numbers – Colors – Weights – Money terms
- Customer assistance
- Loss prevention, delivery, in-stock situations
- General merchandise and grocery terminology

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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.



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Workplace Spanish® for RETAILERS & SUPERMARKETS



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KEY EXPRESSIONS

Can I help you?	¿Le puedo ayudar?	lay / pway-doe / ah-you-dahr
What do you need?	¿Qué necesita?	kay / nay-say-see-tah
For what?	¿Para qué?	pah-rah / kay
What color?	¿Qué color?	kay / ko-lore
What size?	¿Qué tamaño?	kay / tah-mahn-yo
What flavor?	¿Qué sabor?	kay / sah-boar
What brand?	¿Qué marca?	kay / mar-kah
What type?	¿Qué tipo?	kay / tee-po
Come with me	Venga conmigo	ben-gah / cone-mee-go
Follow me please	Sígame por favor	see-gah-may / por / fah-boar
Here it is // Here they are	Aquí está // Aquí están	ah-key / ess-tah // ah-key / ess-tahn
There it is // There they are	Allá está // Allá están	ah-yah / ess-tah // ah-yah / ess-tahn
This one // That one	Esto // Ese	ess-toe // ess-ay

BASIC SERVICE PHRASES

Are you interested?	¿Le interesa?	lay / een-tay-ray-sah
Are you ready?	¿Está listo?	ess-tah / lease-toe
Help yourself (<i>take one</i>)	Tome uno	toe-may / oo-no
I don't know	No sé	no / say
I see	Ya veo	yah / bay-oh
I think so	Creo que sí	kray-oh / kay / see
I don't think so	Creo que no	kray-oh / kay / no
Sure (<i>of course</i>)	Claro	klah-ro
Please wait here	Espere aquí, por favor	ess-pair-ay / ah-key / por / fah-boar
Who is first?	¿Quién está primero?	key-en / ess-tah / pree-mare-oh
Who is next?	¿Quién sigue?	key-en / see-gay
Call this number	Llame a este número	yah-may / ah / ess-tay / noo-may-ro
Use this phone	Use este teléfono	oo-say / ess-tay / tay-lay-fo-no
- it's the Spanish line	- es la línea en español	ess / lah / leen-ee-ah / en / ess-pahn-yole

3. Finding Merchandise

¿Habla español?	Do you speak Spanish?
Un poco, ¿le puedo ayudar?	A little – how can I help you?
Necesito una batería para mi camioneta	I need a new battery for my truck
¿Qué modelo y año?	What model and year is it?
1992 Ford 150	1992 Ford 150
No hay problema. Sígame. Aquí están. ¿La va a instalar usted mismo?	No problem, follow me. Here they are. Are you going to install it yourself?
No, ¿puede hacerlo usted?	No, can you do it?
Seguro, tomará 30 minutos	Sure, it will take 30 minutes
Bueno, aquí están mis llaves	OK, here are my keys

4. Supermarket Checkout

Hi, how are you today?	Hi, how are you today?
No hablo inglés	I don't speak English
Está bien, hablo un poco de español	That's OK, I speak a little Spanish
Muy bien, eso me ayudará	Great, that will help
¿Quiere bolsas de papel o plástico?	Do you want paper or plastic bags?
Plástico está bien	Plastic is fine
Su total es \$50.00, ¿Cómo quiere pagar?	Your total is \$50.00 – how would you like to pay?
Efectivo. Aquí tiene \$60.00	Cash – here is \$60.00
Su cambio es \$10.00. Aquí está. ¿Necesita ayuda con esas bolsas?	Your change is \$10.00 – here it is. Do you need help with these bags?
Sí, están pesadas	Yes, they are heavy
Las llevaremos al carro	We will take them to your car
Muchas gracias	Thank you very much

5. A Return

Buenos días señor, Bienvenido a Harry's Shop	Good morning Sir, Welcome to Harry's Shop
Buenos días señorita.	Good morning Miss
¿Le puedo ayudar?	May I help you?
Sí, por favor. Tengo una devolución. ¿Qué hago?	Yes, please. I have a return. What do I do?
Venga conmigo. Vaya a ese mostrador. La señora lo ayudará.	Come with me. Go to that desk. The lady will help you.
¿Cuál mostrador?	Which desk?
El mostrador de servicios. A la derecha	The service desk. To the right
Bueno, muchas gracias	O.K. thank you very much
De nada. ¡Que tenga un buen día!	You're welcome. Have a good day!

Directions: Write the Spanish equivalent of each English phrase or question.

How would you say . . .

1. ... You have unpaid merchandise?

2. ... It's in your backpack

3. ... Follow me to the office

4. ... Walk in front of me

5. ... Hands out of your pockets

6. ... Do you have a receipt?

7. ... Do you have a photo ID?

8. ... Empty your pockets on the table

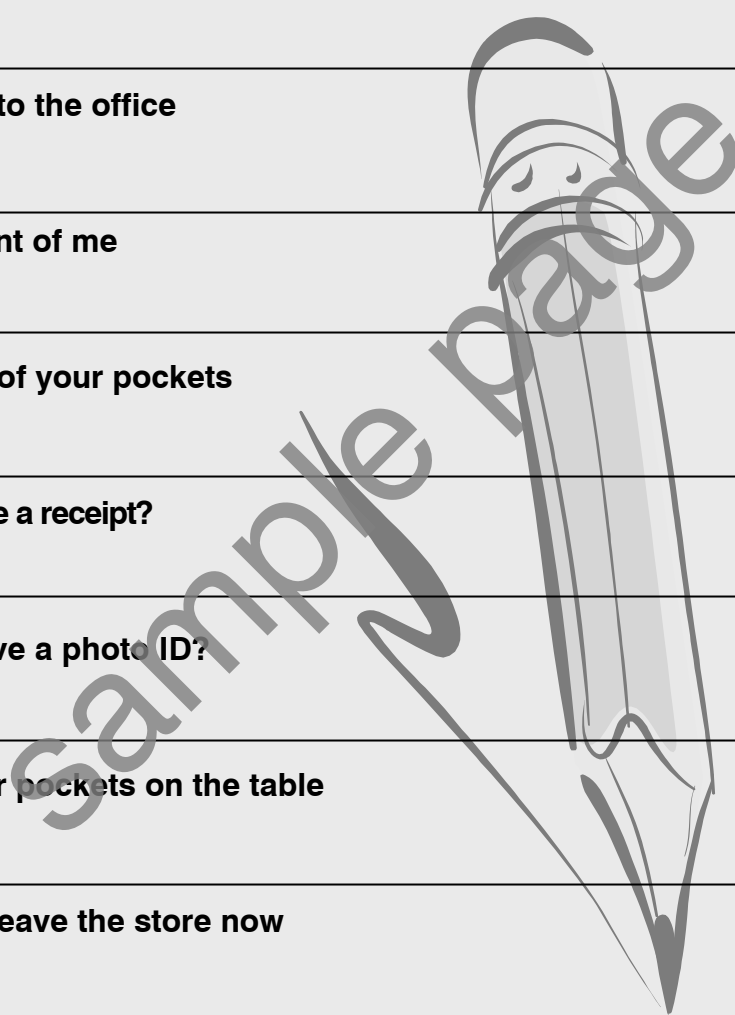
9. ... You must leave the store now

10. ... I must call the police

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KEYWORD LIST – RETAILERS & SUPERMARKETS

NOTE: This section contains many, but not all, of the program terms in alphabetical order.

A little	Un poco	oon / po -ko
A lot	Mucho	moo -cho
Account	Cuenta	kwen -tah
Account number	Número de cuenta	noo -may-ro / day / kwen -tah
Address	Dirección	dee-reck-see- own
Afternoon	Tarde	tar -day
Again	Otra vez	oh -trah / base
Aisle #	Pasillo número	pah- see -yo / noo -may-ro
Alcoholic beverages	Bebidas alcohólicas	bay- bee -dahs / ahl-ko- ohl -ee-kahs
Altered	Alterado	ahl-tair- ah -doe
Always	Siempre	see- em -pray
And // Or	Y // O	ee // oh
Anything else?	¿Algo más?	ahl go / mahs
Application	Formulario	for- moo lah-ree-oh
Approved	Aprobado	ah-pro- bah -doe
Are you certain?	¿Está seguro?	ess- tah / say- goo -ro
Are you finished?	¿Ha terminado?	ah / tair-mee- nah -doe
Are you making a payment?	¿Hace un pago?	ah -say / oon / pah -go
Around the corner	A la vuelta de la esquina	ah / lah / bwell -tah / day / lah / ess- kee -nah
Available	Disponible	dee-spo- nee -blay
Back	Atrás	ah- trahs
Bag // Sack	Bolsa // Saco	bowl -sah // sah -ko
Balance	Saldo OR Balance	sahl -doe OR bah- lahn -say
Bathroom	Baño	bahn -yo
Be careful !	¡Tenga cuidado!	ten -gah / kwee- dah -doe
Beer // Wine	Cerveza // Vino	sair- bay -sah // bee -no
Best (the best)	La mejor	lah / may- hoar
Bill (to be paid)	Factura	fack- too -rah
Bills	Billetes	bee- yet -tays
Boss (M // F)	Jefe // Jefa	heh -fay // heh -fah
Bottles // Cans	Botellas // Latas	bo- tay -yahs // lah- tahs
Brochure	Folleto	foe- yet -toe
Cable bill	Cuenta de cable	kwen -tah / day / kah -blay
Call this number	Llame a este número	yah -may / ah / ess -tay / noo -may-ro
Can I help you?	¿Le puedo ayudar?	lay / pway -doe / ah-you- dahr
Can you help me?	¿Me puede ayudar?	may / pway -day / ah-you- dahr