

Program Comparison
“Customer Service” vs. “City & County Government”



CUSTOMER SERVICE	CITY & COUNTY GOVERNMENT
- 44-page Manual with 1 audio CD	- 51-page Manual with 1 audio CD
- Contains approx. 600 expressions	- Contains approx. 800 expressions
- 9 Practice Conversations	- 11 Practice Conversations
- 8-page ‘Drills for Skills’ Quiz Section	- 9-page ‘Drills for Skills’ Quiz Section
- 10-page Alpha Keyword List Section	- 10-page Alpha Keyword List Section
Introduction	
Objectives & Learning Suggestions	Objectives & Learning Suggestions
Culture & Language Tips	Culture & Language Tips
Spanish & Phonetic Pronunciation	Spanish & Phonetic Pronunciation
Spanish Topics & Expressions	
Basic Expressions	
Meeting & Greeting	Meeting & Greeting
Language Expressions	Language Expressions
Days – Months – Dates	Numbers // Time & timing
Numbers // Time & Timing	Days – Months - Dates
Talking with Customers	
Customer Questions	Money – Payments – Licenses
Directions & Hours	Service Phrases
Helpful Service Phrases	Citizen Questions
Common Terms & Questions	Office Hours & Locations
Telephone Calls	Applications & Forms
	Troubleshooting
Interaction & Information	
Reception & Appointments	Safety & Park Rules
Accounts & Payments	Pool & Swim Rules
Taking Applications	Water Leaks & Service
Customer Identification	Trash & Recycling
Retail Stores	Street Repairs
Utilities & Telecomm	Library Services