

Course Outline for Real Estate Board Approval (4 segments of 3 hours each)

Module 1 3 hours

- Introduction
 - Objectives and Study Aids
 - Culture and Language Tips
 - Pronunciation and Encoding

- Basic Expressions
 - Meeting and greeting customers
 - Language expressions
 - Numbers, Dates and Times

Module 2 3 hours

- Colors and Measurements
- Common Terms and Directions
- House Rooms and Areas
- Real Estate Terms

Module 3 3 hours

- Financing terms
- Agent Discussions
- Customer Information
- Showing Homes

Module 4 3 hours

- Rental Information and Applications
- Identification and Deposits
- Rent, Utilities and Amenities
- Repairs, Maintenance and Troubleshooting

Learning Objectives

Module 1

Hour 1

Objectives and Study Suggestions
Culture and Language Tips

At the completion of this hour student will have an understanding of the focus and format of this course. They will be introduced to the most significant cross cultural aspects of dealing with Hispanic customers. They will learn basic grammar rules.

Hour 2

Pronunciation

Students will be able to demonstrate proper pronunciation of the Spanish language as it applies to speaking as well as comprehension. Encoding system helps them convert English to Spanish. Participants will then master meeting and greeting phrases.

Hour 3

Language Expressions

The most common language expressions used in polite conversation will be defined. Numbers, dates and times will be drilled and modeled to enhance retention.

Module 2

Hour 1

Colors, Measures and Directions

Students will learn basic colors and terms of measurement used in real estate. They will learn to give directions and locations.

Hour 2

Parts of a Dwelling

Using what was learned in the first hour, this section will incorporate the parts of a home or apartment. Participants will be able to describe and direct to locations in the dwelling.

Hour 3

Real Estate Terms

Students will learn to identify and pronounce common real estate terminology. Much drilling and role playing will be used for reinforcement.

Module 3

Hour 1

Financing

Participants will be introduced to terms used to discuss financing, taxes, and insurance. This section will teach asking questions with anticipated answers.

Hour 2

Discussions and Customer Information

Objective is to give information on availability of Spanish speaking agents, brochures, etc. How to contact agents; and basic discussion of the wants and needs of the customer in their choice of a residence.

Hour 3

Showing Homes

Student will learn to show a model home – Construction or resale.

Module 4

Hour 1

Rentals

Student will identify individuals involved in property management and types of dwellings available. Learn the terms to obtain application information.

Hour 2

Deposits and Identification

Being able to request valid forms of identification and bank information is focused. Students will learn phrases to explain terms of the lease and amenities offered.

Hour 3

Troubleshooting

Rules and regulation, late payments, repairs and maintenance will be explained using short, simple terms and phrases. Basic troubleshooting questions are modeled.