

The rapid growth of the Hispanic population & workforce has created critical communication challenges for business, government and education. These language barriers often result in serious accidents, quality mistakes, and poor service where it matters most – in the workplace.

Workplace Spanish® programs are designed to cut through language barriers by enabling adults to communicate, simply but effectively, with Spanish-speaking co-workers, customers or citizens. No grammar, no language rules, no prior Spanish experience necessary.

Workplace Spanish® classes are energetic and interactive, focusing on the key workplace communication needs of the participants. Materials include a job-specific, easy-to-use training manual and companion 1-hour audio CD.

COURSE: Workplace Spanish® for REAL ESTATE ISBN# 1-930134-24-X

WHO WILL BENEFIT FROM THIS COURSE:

This program is designed for real estate agents, leasing agents, and new home sales staff who have direct contact with Spanish-speaking customers. Its purpose is to help connect & communicate with Spanish speakers to welcome them, make them feel comfortable and valued, and provide basic home buying and apartment rental information.

COURSE OBJECTIVES: Depending on the length of the course and the needs of the participants, training will include these key topics that are important in this occupation:

- Greeting customers and asking basic language communication questions
- Numbers, Time, Timing, Days, Dates, Colors, Weights, Measures
- Common Terms & Directions
- Real Estate & Financing Terminology
- Obtaining Customer Information for Buying or Renting
- Showing Homes – Rooms & Areas of a House
- Rental Information – Applications – Deposits
- Apartment Rules – Troubleshooting – Repairs – Maintenance

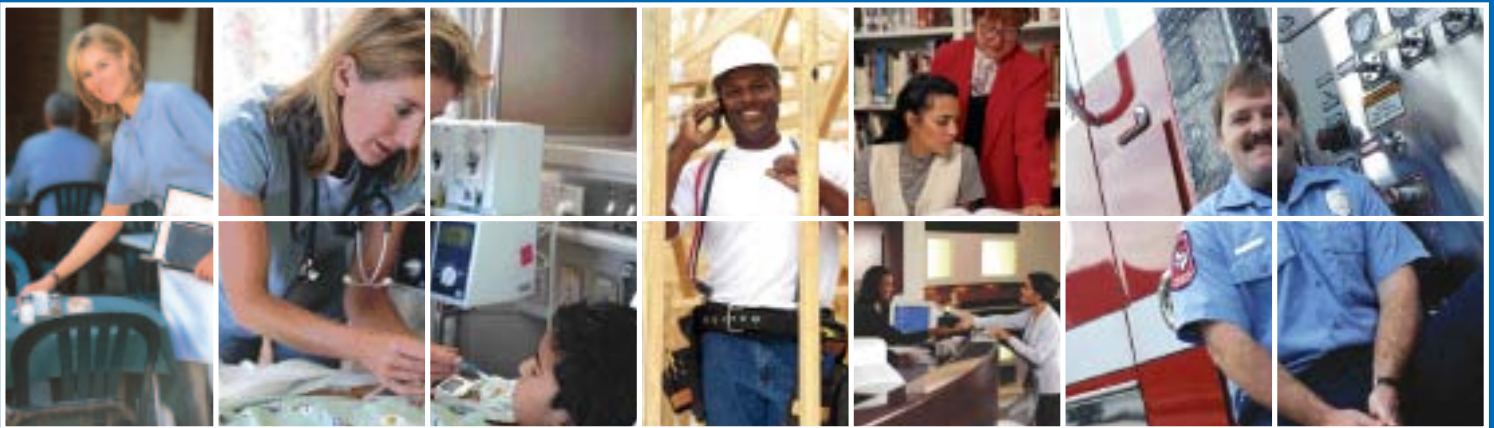
COURSE DETAILS:

- Course length can vary from 12 to 24 hours
- Optimum class size is 8 to 20 participants
- Training methods include group & individual repetition; use of practice conversations and role play; quizzes and games
- This is a broad-based course that can be customized for specific needs

Real Estate

Workplace *SPANISH*®

- Job-Specific Spanish
- Audio CD Included



YOU DON'T HAVE TO BE FLUENT

TO COMMUNICATE EFFECTIVELY™

Workplace Spanish® for REAL ESTATE



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CUSTOMER INFORMATION - A

(CD track 14)

Workplace
SPANISH®

BROCHURES

We have brochures ____	Tenemos folletos ____	ten-ay-mohs / foe-yet-tose ____
We have information ____	Tenemos información ____	ten-ay-mohs / een-for-mah-see-own ____
- in Spanish	- en español	en / ess-pahn-yole
Would you like one?	¿Quiere una?	key-air-ay / oo-nah

PINPOINTING THE AREA

What is important?	¿Qué es importante?	kay / ess / eem-por-tahn-tay
Are you interested in __?	¿Está interesado en _?	ess-tah / een-tair-eh-sah-doe / en ____
- this area	- este área	ess-tay / ah-ray-ah
- this neighborhood	- este vecindario	ess-tay / bay-seen-dah-ree-oh
- this city	- esta ciudad	ess-tah / see-oo-dahd
- this county	- este condado	ess-tay / cone-dah-doe
- this school district	- este distrito escolar	ess-tay / dees-tree-toe / ess-ko-lahr
- the suburbs	- los suburbios	lohs / soo-boor-bee-ohs
- downtown	- el centro	el / sen-tro

BENEFITS OF THE AREA

It is quiet	Es tranquilo	ess / trahn-key-lo
It has many families	Tiene muchas familias	tee-en-ay / moo-chahs / fah-mee-lee-ahs
It is close to ____	Está cerca a ____	ess-tah / sair-kah / ah ____
- good schools	- buenos colegios	bway-nohs / ko-lay-hee-ohs
- many churches	- muchas iglesias	moo-chas / ee-glay-see-ahs
- the park	- el parque	el / par-kay
- the playground	- el parque infantil	el / par-kay / een-fahn-teel
- shopping centers	- centros comerciales	sen-trose / ko-mare-see-ah-less
- safe streets	- calles seguras	kah-yays / say-goo-rahs
- good highways	- buenas autopistas	bway-nahs / ow-toe-peace-tahs
- the bus stop	- la parada de autobús	lah / pah-rah-dah / day / ow-toe-boose
- the train station	- la estación del tren	lah / ess-tah-see-own / dell / train
A beautiful neighborhood	Un vecindario bonito	oon / bay-seen-dah-ree-oh / bo-nee-toe
There is little traffic	Hay poco tráfico	eye / po-ko / trah-fee-ko

PRACTICE CONVERSATIONS – REAL ESTATE

6. Showing a model house

Buenos días, queremos ver la casa modelo	Good morning. We want to see the model.
Claro, un momento. Vengan conmigo.	Sure, just a minute. Come with me.
Bueno. ¿Qué tamaño tiene?	OK, how large is it?
Tiene dos mil pies cuadrados.	It is 2,000 square feet
¿Cuánto cuesta?	How much is it?
Depende de las opciones de material.	That depends on your choices of materials.
Esta alfombra está bien bonita, ¿es estándar?	This carpet is very pretty, is it standard?
No, es de categoría superior y cuesta más.	No, it is an upgrade – it costs more
Me imaginé, es bien linda.	I thought so, it is so pretty.
Pero tenemos otras opciones más baratas.	But we have other less expensive options.
Muéstreme por favor.	Show me please.

7. Air Conditioning not working

Buenos días, ¿qué necesita?	Good morning. What do you need?
Mi aire acondicionado no funciona.	My air conditioning is not working.
¿Desde cuando?	Since when?
Desde anoche. Hace mucho calor.	Since last night. It is so hot.
¿Cuál es su número de apartamento?	What is your apartment number?
Unidad número 104, en el primer piso.	Unit # 104, on the first floor.
Un momento, llamaré a mantenimiento.	Just a minute, I will call maintenance.
Bueno.	OK
El reparador puede ir esta tarde.	The repair man can come this afternoon.
¿A qué horas?	At what time?
Entre dos y cuatro de la tarde.	Between 2 and 4 PM.
¿Tengo que estar en el apartamento?	Do I have to be there?
Sí, lo tiene que dejar entrar. Él no tiene llave.	Yes, you must let him in. He does not have a key.
Bueno, regresaré temprano a casa.	OK, I will come home early.

8. Agent Discussion

¿Está vendiendo su casa actual?	Are you selling your current home?
Sí, estamos tratando.	Yes, we are trying.
¿Está registrada con otro agente?	Is it listed with another agent?
Sí, por los últimos dos meses.	Yes, for the past 2 months.
¿Cuándo se vence el registro en el listado?	When does the listing expire?
El ocho de junio.	On June 8th
¿La ha mostrado a bastantes personas?	Have you had many showings?
No, estamos decepcionados.	No, we are disappointed.

FINANCING TERMINOLOGY

Directions: Choose the correct answer – Check your manual for help.

1. Closing costs

- a. Costos de Cierre
- b. Otros Costos
- c. Costo Total

2. Fixed Interest Rate

- a. Tasa de interés
- b. Tasa de interés fija
- c. Tasa de interés ajustable

3. Loan

- a. Préstamo
- b. Pasivos
- c. Hipoteca

4. Mortgage

- a. Hipoteca
- b. Cuenta de ahorros
- c. Factura

5. Average Price

- a. Agrimensura
- b. Investigación
- c. Precio promedio

6. Insurance

- a. Título
- b. Precio
- c. Seguro

7. Title search

- a. Investigación del título
- b. Transferencia bancaria
- c. Impuestos

8. Monthly Payment

- a. Pago anual
- b. Pago mensual
- c. Pago total

9. Pre-qualified

- a. Límite de precios
- b. Costos financieros
- c. Precalificado

10. Discount Points

- a. Costos financieros
- b. Puntos de descuento
- c. Cuota de la asociación

KEYWORD LIST – REAL ESTATE

2 vehicles per unit	dos carros por unidad	dose / car-rohs / por / oo-nee- dahd
2-car garage	garaje para 2 carros	gah- rah-hay / pah-rah / dose / car-rohs
A little // A lot	un poco // mucho	oon / po-ko // moo-cho
Adults	adultos	ah- dool-tose
Again	otra vez	oh-trah / base
Agent	agente	ah- hen-tay
Agreement	contrato	cone- trah-toe
Air conditioning	aire acondicionado	eye-ray / ah-con-dee-see-own- ah-doe
Apartment	apartamento	ah-par-tah- men-toe
Application	formulario	for-moo- lah-ree-oh
Appraisal report	avalúo	ah-bah- loo-oh
Are you interested in ?	¿está interesado en ?	ess- tah / een-tair-eh- sah-doe / en
Are you looking for ?	¿está buscando ?	ess- tah / boo- skahn-doe
Area	área	ah-ray-ah
As soon as possible	tan pronto podamos	tahn / prone-toe / po- dah-mohs
Association fee	cuota de la asociación	quo-tah / day / lah / ah-so-see-ah-see- own
Attorney	abogado	ah-bo- gah-doe
Average price	precio promedio	pray-see-oh / pro- may-dee-oh
Bank (local)	banco (local)	bahn-ko / lo- kahl
Basement	sótano	so-tah-no
Bathroom (master)	baño (principal)	bahn-yo / preen-see- pahl
Bedroom	cuarto OR habitación	kwahr-toe OR ah-bee-tah-see- own
Blinds & drapes	persianas y cortinas	pair-see- ah-nahs / ee / core- tee-nahs
Bonus room	cuarto extra	kwahr-toe / eck-strah
Brochures	folletos	foe- yet-tose
Broken	dañada	dahn- yah-dah
Brother // Sister	hermano // hermana	air- mah-no // air- mah-nah
Builder	constructor	cone-strewk- tour
Bus stop	parada de autobús	pah-rah-dah / day / ow-toe- boose
Buyer	comprador	comb-prah- door
Buyer's agent	agente del comprador	ah- hen-tay / dell / comb-prah- door
Cable TV	televisión de cable	tay-lay-bee-see- own / day / kah-blay
Can you come back ?	¿puede regresar ?	pway-day / ray-gray- sahr
Can you wait?	¿puede esperar?	pway-day / ess-pair- ahr
Carpet	alfombra	ahl- foam-brah
Cash	efectivo	eh-feck- tee-bo
Cashiers check	cheque de banco	check-ay / day / bahn-ko
Ceiling	techo	teh-cho
Children	hijos	ee-hohs
Choices (options)	opciones	ope-see- own-ess
Churches	iglesias	ee- glay-see-ahs