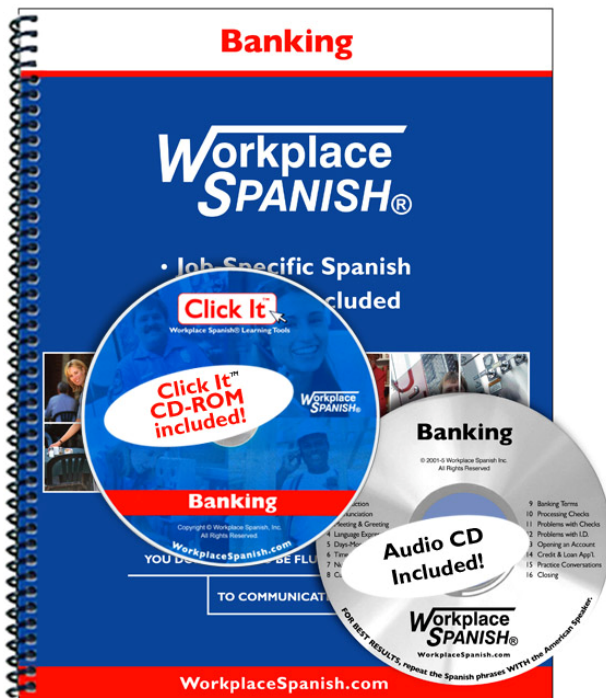


Banking Program Overview



SPANISH WITH A PURPOSESM



Workplace Spanish® for Banking

Designed for tellers, financial service representatives and other customer service associates in banks and credit unions.

The objective of this program is to help English-speakers connect and communicate with Hispanic customers to build goodwill, process transactions efficiently and build business within the Hispanic community.

The **42-page** learning manual, audio CD and Click It® CD-ROM contain more than **600** banking and conversational terms and expressions organized into topics and practice conversations. **Key topics include:**

- Spanish & phonetic pronunciation guide
- Greeting customers & asking basic questions
- Important customer service phrases
- Basic banking terminology
- Cashing & depositing checks
- Opening credit and loan accounts

ISBN # 978-1-930134-77-5

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
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Workplace Spanish® for **BANKING**

Workplace
SPANISH®

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CASHING / DEPOSITING A CHECK

(CD track 10)

Workplace
SPANISH®

CASHING A CHECK

Do you want to cash this check?	¿Desea cambiar este cheque?	day-say-ah / kahm-bee-ahr / ess-tay / check-ay
I need your thumbprint	Necesito su huella digital	nay-say-see-toe / soo / hway-yah / dee-hee-tahl
- for identification	- para identificación	pah-rah / ee-den-tee-fee-kah-see-own
- put it on the stamp	- póngala sobre el sello	pone-gah-lah / so-bray / el / say-yo
- put it on the check here	- póngala aquí sobre el cheque	pone-gah-lah / ah-key / so-bray / el / check-ay
(Do you want) large or small bills?	(¿Desea) billetes grandes o pequeños?	(day-say-ah) / bee-yet-tays / grahn-days / oh / pay-kane-yose
- Hundred dollar bills	- Billetes de cien dólares	- bee-yet-tays / day / see-en / doe-lah-ress
- Fifty (dollar bills)	- (Billetes de) cincuenta dólares	- seen-kwen-tah / doe-lah-ress
- Twenty (dollar bills)	- (Billetes de) veinte dólares	- hanc-tay / doe-lah-ress
- Ten (dollar bills)	- (Billetes de) diez dólares	- dee-ess / doe-lah-ress
- Five (dollar bills)	- (Billetes de) cinco dólares	- seen-ko / doe-lah-ress
Here is your money	Aquí está su dinero	ah-key / ess-tah / soo / dee-nay-ro
What else do you need?	¿Necesita algo más?	nay-say-see-tah / ahl-go / mahs

DEPOSITING A CHECK

Do you want to deposit it in:	¿Quiere depositarlo en:	key-air-ray / day-poe-see-tar-lo / en:
- your savings account	- su cuenta de ahorros?	soo / kwen-tah / day / ah-oar-ose
- your checking account	- su cuenta de cheques?	soo / kwen-tah / day / check-ess
- your money market acct.	- su cuenta de mercado monetario?	soo / kwen-tah / day / mare-kah-doe / mo-nay-tah-ree-oh
Fill out a deposit slip	Llene una hoja de depósito	yay-nay / oo-nah / oh-hah / day / day-poe-see-toe
Do you know the account number?	¿Sabe su número de cuenta?	sah-bay / soo / noo-may-ro / day / kwen-tah
We can look it up	Lo podemos buscar	lo / poe-day-mose / boose-car
He will help you	Él le ayudará	el / lay / ah-you-dah-rah
She will help you	Ella le ayudará	ay-yah / lay / ah-you-dah-rah
Thank you for banking with us	Gracias por tener su cuenta con nosotros	grah-see-ahs / por / tay-nair / soo kwen-tah / cone / no-so-trose
Here is your receipt	Aquí está su recibo	ah-key / ess-tah / soo / ray-see-bo

NOTE: The Spanish speaker's part is in the white lines; the English speaker's is in the gray lines.

1. Greeting and Learning Names

¡Buenos días!	Good Morning!
¡Buenos días!	Good Morning!
Disculpe, ¿cómo se llama?	Excuse me, what's your name?
Me llamo Juan ¿y usted?	My name is Juan, and yours?
Mucho gusto Juan, me llamo Claudia	Nice to meet you Juan, I'm Claudia

2. How are you?

¿Como está?	How are you?
Bien, ¿y usted?	Fine, and you?
Muy bien, gracias	Very well, thank you
Me llamo Ramón, ¿trabaja aquí?	My name's Ramon, do you work here?
Sí, soy la gerente, me llamo Claudia	Yes, I'm the manager, my name is Claudia
Mucho gusto Claudia	Nice to meet you Claudia

3. Can you help me with this check?

Hola, buenas tardes	Hello, good afternoon
Buenas tardes	Good afternoon
¿Habla español?	Do you speak Spanish?
Sí, un poco	Yes, a little
¿Me puede ayudar?	Can you help me?
Sí, ¿qué necesita?	Yes, what do you need?
Quiero depositar este cheque	I want to deposit this check
¿Tiene una cuenta aquí?	Do you have an account here?
Sí, aquí está mi número de cuenta	Yes, here's my account number
Necesita una hoja de depósito	You need a deposit slip
¿Dónde están?	Where are they?
Allá, a la derecha	Over there, on the right

4. Where do I deposit a check?

¿Le puedo ayudar?	Can I help you?
¿Habla español?	Do you speak Spanish
Solo sé algunas palabras	I only know a few words
¿Dónde deposito el cheque?	Where do I deposit a check?
La señora lo ayuda	She will help you
Muchas gracias	Thank you very much
De nada	You're welcome

BANKING TERMINOLOGY - A

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

1. **Money**
 - a. Efectivo
 - b. Dinero
 - c. Centavo

2. **Bank Money order**
 - a. Cheque de caja
 - b. Hoja de depósito
 - c. Orden de pago

3. **Loan**
 - a. Préstamo
 - b. Pasivos
 - c. Hipoteca

4. **Savings Account**
 - a. Cuenta de cheques
 - b. Cuenta de ahorros
 - c. Cuenta de mercado monetario

5. **Overdrawn**
 - a. Pago
 - b. Atrasado
 - c. Sobregirado

6. **Photo ID**
 - a. Sello
 - b. Estado de cuenta
 - c. Identificación con foto

7. **Wire Transfer**
 - a. Formulario de retiro
 - b. Transferencia bancaria
 - c. Bonos de Ahorro

8. **Checking Account**
 - a. Número de cuenta
 - b. Cuenta de ahorros
 - c. Cuenta de cheques

9. **ATM Machine**
 - a. Fondos insuficientes
 - b. Cajero automático
 - c. Factura

10. **Credit Card**
 - a. Tarjeta verde
 - b. Tarjeta de débito
 - c. Tarjeta de crédito

KEYWORD LIST – BANKING

Account	Cuenta	kwen-tah
Account number	Número de cuenta	noo-may-ro / day / kwen-tah
Address	Dirección	dee-reck-see-own
Address (previous)	Dirección anterior	dee-reck-see-own / ahn-tair-ee-oar
Afternoon	Tarde	tar-day
Again	Otra vez	oh-trah / base
Altered	Alterado	all-tair-ah-doe
Always	Siempre	see-em-pray
Anything else?	¿Algo más?	ahl-go / mahs
Application	Solicitud OR Formulario	so-lee-see-tude OR for-moo-lah-ree-oh
Approved	Aprobado	ah-pro-bah-doe
April	Abril	ah-breel
Are you finished?	¿Ha terminado?	ah / tair-mee-nah-doe
Assets	Activos	ahk-tee-bose
ATM Card	Tarjeta de cajero automático	tar-hay-tah / day / kah-hair-oh / ow-toe-mah-tee-ko
ATM Machine	Cajero automático	kah-hair-oh / ow-toe-mah-tee-ko
August	Agosto	ah-go-sto
Back	Atrás	ah-trahs
Bill (to be paid)	Factura OR Cuenta	fack-too-rah OR kwen-tah
Bills (money)	Billetes	bee-yet-tays
Brochure	Folleto	foe-yet-toe
Can I help you?	¿Le puedo ayudar?	lay / pway-doe / ah-you-dahr
Cash	Efectivo	eh-feck-tee-bo
Cash (verb)	Cambiar	kahm-bee-ahr
Cashier's check	Cheque de caja	check-ay / day / kah-hah
Cent // Cents	Centavo // Centavos	sen-tah-bo // sen-tah-bose
Certificate of Deposit	Certificado de depósito	sair-tee-fee-kah-doe / day / day-poe-see-toe
Check // Checks	Cheque // Cheques	check-ay // check-ess
Check (verb)	Verificar	bear-ee-fee-car
Checking Account	Cuenta de cheques	kwen-tah / day / check-ess
Check cashing fee	Cargo por cambiar cheques	car-go / por / kahm-bee-ahr / check-ess
City & State	Ciudad y estado	see-oo-dahd / ee / ess-tah-doe
Coins	Monedas	mo-nay-dahs
Collateral	Colateral	ko-lah-tay-rahl