

SPANISH WITH A PURPOSESM

Workplace Spanish® for Hotels & Hospitality

Designed for hotel and hospitality managers and supervisory personnel.

The objective of this program is to help English-speakers communicate with Hispanic employees and contractors in hospitality workplace situations.

The **75-page** learning manual, two audio CDs and Click It® CD-ROM contain over 1,200 hospitality and conversational terms and expressions organized into topics and practice conversations.

Key topics include:

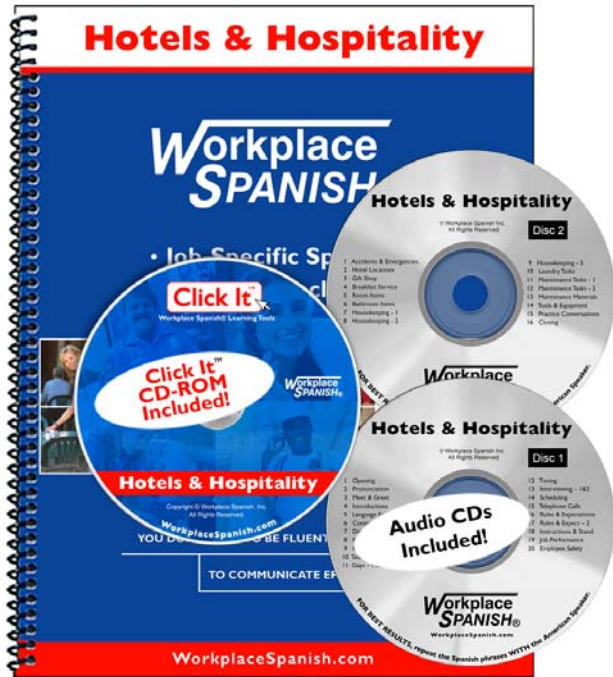
- Spanish & phonetic pronunciation
- Greeting employees & asking basic questions
- Interviewing & scheduling employees
- Job instructions & quality standards
- Hotel room items and furnishings
- Laundry – Housekeeping – Maintenance

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® 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.



YOU DON'T HAVE TO BE FLUENT TO COMMUNICATE EFFECTIVELY.

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Workplace Spanish® for **HOTELS & HOSPITALITY**

Workplace
SPANISH®

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BATHROOM CLEANING

Clean ____	Limpie ____	leem-pee-ay ____
- the bathroom	- el baño	el / bahn-yo
- the shower	- la ducha	lah / doo-cha
- the bathtub	- la bañera	lah / bahn-yair-ah
- the sink	- el lavamanos	el / lah-bah- mah-nohs
- the mirror	- el espejo	el / ess- pay-ho
Wipe the chrome ____	Brille el cromo __	bree-yay / el / kro-mo __
- when you finish cleaning	- cuándo termine de limpiar	kwahn-doe / tair-meen-ay / day / leem-pee- ahr
Change ____	Cambie ____	kahm-bee-ay ____
- the toilet paper	- el papel higiénico	el / pah- pell / ee-nee- en-ee-ko
- the trash bags	- las bolsas para basura	lahs / bowl-sahs / pah-rah / bah- soo-rah
Use these cleaning products	Use estos productos de limpieza	oo-say / ess-tose / pro- dook-tose / day / leem-pee-ay- san

FLOOR & WALL CLEANING

Vacuum the carpet	Aspire la alfombra	ah- spear-ay / lah / ahl- foam-bra
Sweep the bathroom floor	Barra el piso del baño	bar-rah / el / pee-so / dell / bahn-yo
Mop the floor	Trapee el piso	trah- pay-ay / el / pee-so
Clean the carpet stains	Limpie las manchas de la alfombra	leem-pee-ay / lahs / mahn-chahs / day / lah / ahl- foam-brah
Dust off the pictures	Limpie el polvo de los cuadros	leem-pee-ay / el / pole-bo / day / lahs / kwah-drose
Check under the beds	Revise debajo de las camas	ray- bee-say / day- bah-hoe / day / lahs / kah-mahs
Check behind the doors	Revise detrás de las puertas	ray- bee-say / day- trahs / day / lahs / pwear-tahs

OTHER INSTRUCTIONS

Write your name	Escriba su nombre	ess- kree-bah / soo / nohm-bray
- on the comment card	- en la tarjeta de comentarios	en / lah / tar- hay-tah / day / ko-men- tah-ree-ohs
Complete a maintenance request form ____	Complete la solicitud de mantenimiento ____	comb- play-tay / lah / so-lee-see- tude / day / mahn-ten-ee-mee- en-toe ____
- to report needed repairs	- para reportar reparaciones necesarias	pah-rah / ray-pore- tar / reh-pah-rah-see- own-ess / nehy-seh-sah- ree-ahs
Bring found items ____	Traiga los artículos que encuentre ____	try-gah / lohs / ahr- tee-koo-lohs / kay / en- kwen-tray ____
- to the office every day	- a la oficina todos los días	ah / lah / oh-fee- see-nah / toe-dose / lohs / dee-ahs

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

1. Introductions

Hola, soy el supervisor del turno de la noche, ¿cómo está?
Muy bien gracias ¿y usted?
Bien gracias, ¿usted es la nueva empleada?
Sí señor, soy Liliana Gutiérrez.
Mucho gusto Liliana, soy Frank Baker.
Mucho gusto señor Baker
Liliana, ¿cuánto hace que vive en Atlanta?
Cerca de dos años, soy de México.
Ah, he oído que México es muy bonito.
Sí señor, es bien lindo.

Hello, I'm the night supervisor, how are you?
Very well, thanks, and you?
Fine thanks, are you the new employee?
Yes Sir, I'm Liliana Gutiérrez.
Nice to meet you Liliana, I'm Frank Baker
Nice to meet you Mr. Baker.
Liliana, how long have you lived in Atlanta?
For about two years, I'm from Mexico.
Ah, I've heard Mexico is very nice.
Yes Sir, it is very pretty.

2. Directions

Disculpe señor, me puede decir ¿dónde está el cuarto de lavandería?
Sí claro. Está para allá, atrás del cuarto de mantenimiento.
¿Es el cuarto con la puerta grande?
No, el de la izquierda
Ah sí, ya veo a mi supervisora. Muchísimas gracias.
De nada

Excuse me Sir, can you tell me where the laundry room is?
Yes, sure. It is over there, in the back of the maintenance room.
Is it the room with the big door?
No, the one to the left
Ah yes, I see my supervisor. Thank you so much.
You're welcome

3. Request for a meeting

Buenas tardes, señora gerente
Buenas tardes Tomás, ¿qué necesita?
Necesito preguntarle sobre mi cheque.
Sí claro, ahora voy para una reunión, pero regrese a las tres y hablemos entonces.
Bueno, gracias; entonces regreso en dos horas.
Sí, por favor, nos vemos aquí en un rato.
Sí señora, hasta luego.

Good afternoon Ms. Manager
Good afternoon Tomás, what do you need?
I need to ask you about my check.
Yes, sure; I'm going to a meeting now, but come back at three and we will talk about it then.
OK, thanks; then I'll be back in two hours.
Yes please, meet me here then.
Yes ma'am, see you later.

HOTEL LOCATIONS

Directions: Choose the correct answer.

- | | |
|--------------------|--|
| 1. Front Desk | A. Reservas
B. Recepción
C. Ventas |
| 2. Housekeeping | A. Acensor
B. Cuarto de lavandería
C. Ama de llaves |
| 3. Supply room | A. Cuarto de materiales
B. Cuarto de mantenimiento
C. Cuarto de lavandería |
| 4. Security | A. Eventos
B. Contabilidad
C. Seguridad |
| 5. Conference room | A. Recepción
B. Salón de conferencias
C. Centro de negocios |
| 6. Hotel room | A. Habitación
B. Mantenimiento
C. Vestíbulo |
| 7. Business center | A. Centro de negocios
B. Conserje de hotel
C. Contabilidad |
| 8. Parking lot | A. Garaje
B. Parquero
C. Habitación |
| 9. Pool | A. Piscina
B. Vestíbulo
C. Garaje |
| 10. Laundry closet | A. Clóset de mantenimiento
B. Clóset de lavandería
C. Clóset de materiales |

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KEYWORD LIST – HOTELS & HOSPITALITY

This list contains many, but not all, of the terms and expressions in the program.

9-1-1	Nueve uno uno	nway -bay / oo -no / oo -no
A little	Un poco	oon / po -ko
A lot	Mucho	moo -cho
AM (morning time)	De la mañana	day / lah / mahn- yah -nah
Above	Arriba OR Obre	ahr- ree -bah OR oh -bray
Above the _____	Arriba de _____	ahr- ree -bah / day _____
Accidents	Accidentes	ox-ee- den -tays
Accounting	Contabilidad	cone-tah-bee-lee- dahd
Address	Dirección	dee-reck-see- own
Afternoon break	Descanso de la tarde	dess- kahn -so / day / lah / tar -day
Afternoon shift	Turno de tarde	tour -no / day / tar -day
Afternoon	Tarde	tar -day
Again	Otra vez	oh -trah / base
Air conditioner	Aire acondicionado	eye -ray / ah cone-dee-see-oh- nah -doe
Alcohol abuse	Abuso de alcohol	ah- boo -so / day / ahl- coal
All	Todos	toe dose
Always	Siempre	see- em -pray
Ambulance	Ambulancia	ahm-boo- lahn -see-ah
Amenities	Artículos de cortesía	ahr- tee -coo-lohs / day / core-tay- see -ah
Any questions?	¿Tiene preguntas?	tee- en -ay / pray- goon -tahs
Are you certain?	¿Está seguro?	ess- tah / say- goo -ro
Are you hurt?	¿Está herido?	ess- tah / air- ree -doe
Around the _____	Alrededor de _____	ahl-reh-deh- door / day _____
Back (location)	Atrás	ah- trahs
Bad	Mal	mah -lo
Banquet room	Salón de banquetes	sah- loan / day / bahn- kay -tess
Bath tub	Bañera	bahn- yay -rah
Bathroom	Baño	bahn -yo
Be very careful	Tenga mucho cuidado	ten -gah / moo -cho / kwee- dah -doe
Bed	Cama	kah -mah
- Twin size bed	- Gemela	hay- may -lah
- Double or full size bed	- Doble	doe -blay
- King size bed	- Estilo <i>king</i>	ess- tee -lo / king
- Queen size bed	- Estilo <i>queen</i>	ess- tee -lo / kween
- Extra bed	- Cama extra	kah -mah / extra
Bed frame	Armazón de cama	ahr-mah- soan / day / kah -mah
Bed legs	Patas de la cama	pah -tahs / day / lah / kah -mah
Bedsread	Edredón	eh-dreh- doan