

LANGUAGE WITH A PURPOSESM



Workplace Spanish® for State Lotteries

Designed for state lottery associates in administrative, sales and marketing, and lottery customer service.

The objective of this program is to help English-speakers connect and communicate with Hispanic retailers and lottery players to get more Hispanic retailers to sell lottery tickets, build player goodwill, provide information and process payouts efficiently.

The 50-page learning manual, audio CD, and Click It® CD-ROM contain more than 700 sales, marketing, service, and conversational expressions targeted to lottery associates. They are organized into topics & practice conversations. **Key topics include:**

- Spanish & phonetic pronunciation guide
- Greeting retailers and customers
- Explaining rules, prizes and payouts
- Getting information on applications & forms
- Talking with Hispanic players at marketing events
- Other helpful customer service expressions

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 [90,000 customers](#) in business & industry, healthcare, government, law enforcement & education.

Nationwide more than [400 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.



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TABLE OF CONTENTS

1. INTRODUCTION

Objectives & Learning Suggestions	2-3
Culture & Language Tips	4-5
Spanish & Phonetic Pronunciation	6-7

2. SPANISH TOPICS & EXPRESSIONS

2-a CONVERSATIONAL EXPRESSIONS

Meeting & Greeting	8
Language Expressions	9
Numbers & Money	10
Days – Months – Dates.....	11
Time & Timing.....	12

2-b LOTTERY EXPRESSIONS

Front Desk & Hot Line // Office Locations	13-14
Prize Explanations	15
Lottery Prizes A & B.....	16-17
Talking to Business Owners.....	18
Lottery Applications.....	19
Marketing Events A & B.....	20-21

2-c CUSTOMER SERVICE TERMINOLOGY

Helpful Service Phrases	22
Common Terms & Colors	23
Telephone Calls.....	24
Reception & Appointments	25
Applications	26

3. PRACTICE CONVERSATIONS

27 - 29

4. 'DRILLS FOR SKILLS' QUIZ SECTION

30 - 38

5. ALPHABETICAL KEYWORD LIST

39 - 50

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PRIZE EXPLANATIONS

(CD Track 9)

Workplace
SPANISH®

WINNING

What numbers were drawn?	¿Qué números salieron?	kay / noo -may-rohs / sah-lee- air -own
The name of the game is at the top	El nombre del juego está arriba	el / nohm -bray / dell / hway -go / ess- tah / ahr- ree -bah
The winning numbers for what date?	¿Los números ganadores de qué fecha?	lohs / noo -may-rohs / gah-nah- door -ess / day / kay / fetch -ah
The winning numbers are ____	Los números ganadores son ____	lohs / noo -may-rohs / gah-nah- door -ess / son ____
To win a prize in Mega Millions or PowerBall	Para ganar un premio en Mega Millions o PowerBall	pah -rah / gah- nahr / oon / preh -mee-oh / en <i>Mega Millions</i> / oh / <i>PowerBall</i>
- you must match	- debe sacar	deh -bay / sah- kar
- at least	- por lo menos	pore / loh / meh -nohs
- 3 of the first 5 numbers	- tres de los cinco primeros números	trace / day / lohs / seen -ko / pree- mare -ose noo -may-rohs
- three of the first five white ball numbers	- tres de los cinco primeros números de las bolas blancas	trace / day / lohs / seen -ko / pree- mare -ose / noo -may-rohs / day / lahs / bo -lahs / blahnk -ahs
- or the Mega ball	- o / el / Mega Ball	oh / el / Mega Ball
You can take your ticket	Puede llevar su boleto	pway -day / yay- bar / soo / bo- lay -toe
- to any lottery retailer	- a cualquier distribuidor de la lotería	ah / kwahl-kee- air / dees-tree-bwee- door / day / lah / lo-tay- ree -ah
- to claim your prize	- para reclamar su premio	pah -rah / ray-klah- mahr / soo / preh -mee-oh
There is no fee	No hay tarifa	no / eye / tah- reef -ah

MISCELLANEOUS

They told me ____	Me dijeron que ____	may / dee- hair -own / kay ____
- <i>the ticket was already paid</i>	- <i>ya pagaron el boleto</i>	yah / pah- gah -roan / el / bo- lay -toe
- <i>but I still have the ticket</i>	- <i>pero yo tengo todavía el boleto</i>	pair -oh / yo / ten -go / toe-dah- bee -ah / el / bo- lay -toe
Tell them to call us	Dícales que nos llamen	dee -gah-lace / kay / nohs / yah -men
The prize amount ____	El valor del premio ____	el / bah- lore / dell / preh -mee-oh ____
- is under the number you matched	- está debajo del número que acertó	ess- tah / day- bah -ho / dell / noo -may-ro / kay / ah-sair- toe

7. Do you know anybody?

Hola señor Ramírez	Hello Mr. Ramirez
Hola María ¿cómo está?	Hello Maria, how are you?
Bien gracias. Tengo una pregunta	Fine thanks. I have a question
¿Sí?	Yes?
¿Conoce otros comerciantes que puedan estar interesados en la lotería?	Do you know other business people who would be interested in the lottery?
Sí, creo que sí	Yes, I think so
¿Tiene su información?	Do you have their information?
¿Qué necesita?	What do you need?
Nombre y dirección del negocio	Name and business address
Sí, un momento por favor	Yes, just a moment please
Claro	Sure
Aquí están: nombres y direcciones	Here they are: names and addresses
Muchas gracias señor Ramírez	Thank you very much Mr. Ramirez

8. When will I know?

Buenas tardes José	Good afternoon Jose
Buenas tardes Cecilia	Good afternoon Cecilia
¿Llenó la solicitud?	Did you fill out the application?
Sí, aquí está.	Yes, here it is.
¿Cuánto tiempo toma aprobarla?	How long does it take to approve it?
Toma unas seis semanas	It takes about 6 weeks
¿En seis semanas puedo vender lotería?	Can I sell lottery in 6 weeks?
Espero que sí. Si aprueban la solicitud estará listo en seis semanas.	I hope so. If the application is approved you will be ready in 6 weeks.
Bueno, gracias	OK thanks
¿Tiene preguntas?	Do you have any questions?
No en el momento	Not at the moment
Bueno, le llamaré tan pronto sepa	OK – I will call you as soon as I know.
Adiós. Qué tenga un buen día	Good-bye. Have a good day.

9. Marketing Event

¿Ha jugado lotería hoy? Se la puede ganar.	Have you played Lottery today? You could be a winner.
¿Qué tengo que hacer?	What do I have to do?
Comprar boletos por un valor de siete dólares y girar la rueda de premios	Buy \$7.00 in tickets and spin the prize wheel
Bueno, quiero jugar	OK – I want to play
Muy bien. Su cambio son tres dólares. Buena suerte. Esperamos que gane	Great - \$3.00 is your change. Good luck – we hope you are a winner
¡Yo también! Vamos a ver si gano	Me too! Let's see if I win.

COLLECTING PRIZES

Directions: Match the English and Spanish statements below.



- | | |
|-----------------------------|-------------------------------|
| 1. Winning numbers | A. El valor del premio |
| 2. You must match them | B. Firme y escriba la fecha |
| 3. You can take your ticket | C. Cambiar su cheque |
| 4. Lottery retailer | D. Licencia de manejar |
| 5. The prize amount | E. Llene la parte de atrás |
| 6. Fill out the back | F. Número ganadores |
| 7. Driver's license | G. Reclamar su premio |
| 8. (To) cash your check | H. Debe sacar los números |
| 9. Picture ID | I. Distribuidor de la lotería |
| 10. (To) Claim your prize | J. Aquí está su cheque |
| 11. Sign & date | K. Puede llevar su boleto |
| 12. Here is your check | L. Identificación con foto |

LOTTERY KEYWORD LIST

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

5 to 10% commission	Comisión del cinco al diez por ciento	ko-mee-see- own / dell / seen -ko / ahl / dee- ess / pore / see- en -toe
30% federal taxes	Treinta por ciento por impuestos federales	train -tah / pore / see- en -toe / pore / eem- pwess -tose / feh-deh- rah -less
\$ 50 million dollars	Cincuenta millones de dólares	seen- kwen -tah / mee- yoan -ess / day / doe -lah-ress
A little	Un poco	oon / po -ko
A lot	Mucho	moo -cho
Account	Cuenta	kwen -tah
Account number	Número de cuenta	noo -may-ro / day / kwen -tah
Address	Dirección	dee-reck-see- own
Address (current)	Dirección actual	dee-reck-see- own / ack-too- ahl
Address (previous)	Dirección anterior	dee-reck-see- own / ahn-tair-ee- oar
Afternoon	Tarde	tar -day
Again	Otra vez	oh -trah / base
Altered	Alterado	ahl-tair- ah -doe
Always	Siempre	see- em -pray
American citizen	Ciudadano americano	see-oo-dah- dahn -oh / ah-mare-ee- kah -no
And // Or	Y // O	ee // oh
Anything else?	¿Algo más?	ahl -go / mahs
Application	Solicitud	so-lee-see- tude
Application requirements	Requisitos para aplicar	ray-key-see-tose / pah -rah / ah-plee- car
Appointment	Cita	see -tah
Approved	Aprobado	ah-pro- bah -doe
Are you certain?	¿Está seguro?	ess- tah / say- goo -ro
Are you finished?	¿Ha terminado?	ah / tair-mee- nah -doe
Are you making a payment?	¿Hace un pago?	ah -say / oon / pah -go
Are you the business owner?	¿Es usted el dueño?	ess / oo- sted / el / dwayne -yo
Around the corner	A la vuelta de la esquina	ah / lah / bwell -tah / day / lah / ess- kee -nah
Attract more customers	Atraer más clientes	ah-try- air / mahs / klee- en -tess
Available	Disponible	dee-spo- nee -blay
Back	Atrás	ah- trahs
Balance	Saldo	sahl -doe
Basic charges	Cargos básicos	car -gohs / bah -see-kohs