

Command Spanish® Program Data Sheet
for
Spanish for Banking

Materials Description and Content: *Spanish for Banking* (SB) is published by Command Spanish®, Inc. and consists of a 40-page manual and accompanying audio files. It was co-authored by Dr. Sam L. Slick and Lauree Mills-Mooney. In addition to a special section devoted to pronunciation, SB contains the following work-specific language sections: Holiday and Special Greetings; Etiquette and Social Niceties; Numbers; Money Transactions; Verifying Identification; Office Procedures; and Paperwork. SB also contains the following appendices: Spanish Surname System; Use of Commas and Decimals; Expressing Dollars and Cents; Currency Chart; Dates; Signs for the Bank; and Banking Glossaries.

Program Description: This is a comprehensive Spanish language program that provides immediate access to functional language skills for non-Spanish-speaking bank personnel. The language component utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases pertinent to daily banking interactions. **No prior knowledge of Spanish necessary.**

Goal: To provide non-Spanish-speaking bank staff with specific Spanish language skills so that they will be able to better assist their Spanish-speaking customers and clients with routine banking transactions, and thereby promote customer relations.

Objectives: Upon completion, participants will be able to use Spanish to: greet customers and clients; express and receive dollar amounts and dates; cash checks; assist with deposits and withdrawals; change currency; sell money orders, certified checks, and traveler's checks; verify identification; and obtain basic information.

Intended Audience: This is intended for bank tellers, account representatives, receptionists, and banking officers.

Table of Contents

How to Use This Manual	<i>iii</i>
Section I: Spanish Pronunciation	1
Section II: Greetings and Goodbyes.....	6
Section III: Holiday and Special Greetings.....	7
Section IV: Etiquette and Social Niceties	8
Section V: Communication Strategies.....	9
Section VI: Numbers.....	10
Section VII: Money Transactions	14
Part A: Determining the Type of Transaction.....	14
Part B: Cashing Checks.....	15
Part C: Making Deposits.....	16
Part D: Making a Withdrawal	17
Part E: Changing Currency	18
Part F: Purchasing Money Orders and Certified Checks	18
Part G: Purchasing Traveler’s Checks	20
Part H: Transaction Follow-Up	22
Section VIII: Verifying Identification.....	23
Section IX: Office Procedures	24
Section X: Paperwork.....	25
Appendix A: Common First and Last Spanish Names	28
Appendix B: Spanish Surname System.....	30
Appendix C: Commas and Decimals.....	31
Appendix D: Expressing Dollars (\$) and Cents (¢).....	32
Appendix E: Currency Chart	33
Appendix F: Dates	34
Appendix G: Signs.....	35
Appendix H: Glossary	36
Appendix I: Additional Banking Terminology	37