

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 spiral-bound manual with an accompanying CD. 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.

Methods of Instruction: Modeling, intensive drill, choral response, alpha-beta line, learning pairs and triads, Total Physical Response, role-playing, simulations, and situation cards.

Cross-Cultural Component: Optional 1 – 2 hours based on *Spanish-Speakers and You*.

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

Length of Instruction: 8 to 16 hours.

Special Considerations: None.

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There is
NO
Contributor List
available
for
this
program.