

Command Spanish™ Program Data Sheet
for
Spanish for Funeral Home Directors

Materials Description and Content: *Spanish for Funeral Home Directors* (SFHD) is published by the Consumer Division of Command Spanish®, Inc. and consists of a 50 page perfect-bound manual with two accompanying audio CDs. In addition to a special section devoted to pronunciation, SFHD contains the following work-specific language sections: Greetings; Etiquette and Social Niceties; Communication Strategies; Numbers; Introductions and Self-Identifications; Incoming Phone Calls / Notification of a Death; Arrangement Conference; Consolatory Phrases; Visitation; Hours and Scheduling; Services, Prices, and Legal Issues; Service Arrangements; and Parking Issues for a Funeral Procession . SFHD also contains the following appendices: Cultural Notes; Spanish Alphabet; Spanish Surname System; Dates and Times; Colors and Physical Descriptors; and a Glossary. It also includes a reproducible General Price List and Disclosures document in both Spanish and English.

Program Description: This program is designed to provide non-Spanish-speaking funeral directors with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish statements and questions critical to making funeral arrangements and dealing with the bereaved. No prior knowledge of Spanish necessary.

Goal: To prepare non-Spanish-speaking persons working in funeral homes to use Spanish language skills to enhance their ability to aid the bereaved and compassionately make funeral arrangements.

Objectives: Upon completion, participants will be able to use Spanish to: understand calls notifying of a death; arrange a funeral service; provide information about funeral options; schedule and manage visitation hours; and explain services, prices, and legal issues.

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 program is intended for anyone working in the mortuary / funeral home field.

Length of Instruction: 12-24 hours.