

**Command Spanish® Program Data Sheet**  
for  
*Spanish for Mortgage Loan Officers*

**Materials Description and Content:** *Spanish for Mortgage Loan Officers* is published by Command Spanish®, Inc. Consumer Division and consists of a 69 page perfect-bound manual with two accompanying audio CDs. It was authored in consultation with mortgage loan officers and other loan professionals. In addition to a special section devoted to pronunciation, this book contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Numbers; Receiving Clients; Pre-Approval; Loan Application (Purchase); Underwriting; and Closing. *Spanish for Mortgage Loan Officers* also contains the following appendices: Spanish Surname System; Cultural Notes; Spanish Alphabet; Money Issues; Giving Directions; and a Glossary.

**Program Description:** This program is designed to provide non-Spanish-speaking mortgage loan officers with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to working with Spanish-speaking loan applicants. **No prior knowledge of Spanish is necessary.**

**Goal:** To prepare non-Spanish-speaking mortgage loan officers, and others involved in the loan application process, to use Spanish language skills by enhancing their ability to work professionally with their Spanish-speaking clients.

**Objectives:** Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential loan applicants; discuss pre-approval issues; explain types of mortgages and terms of the loan; collect information about the property; determine the borrower's employment, assets, and liabilities; handle refinancing; and assist the buyer during closing.

**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 mortgage loan officers and any others involved in the loan procedure.

**Length of Instruction:** 12-30 hours.

**Special Considerations:** None

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**ACKNOWLEDGEMENTS**

Command Spanish<sup>®</sup>, Inc. is indebted to Mrs. Lauree Mills-Mooney for her perseverance and great skill in formatting and word processing the manual. Special thanks are given to Dr. Maryjane Dunn for proofing the manual and to Andrew Schiwetz for engineering the audio accompaniment.

**ADVISORS TO THE PROJECT OR SPECIAL THANKS**

Command Spanish<sup>®</sup>, Inc. would like to express its appreciation to the following professionals for their great contribution to the successful creation of this manual:

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