

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 manual and accompanying audio files. 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.

Intended Audience: This program is intended for mortgage loan officers and any others involved in the loan procedure.

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