

Command Spanish® Program Data Sheet
for
Spanish for Requesting Personal Information and Data

Materials Description and Content: *Spanish for Requesting Personal Information and Data* (SRPID) is published by Command Spanish®, Inc. and consists of a 68-page manual and accompanying audio files. In addition to a special section devoted to pronunciation, SRPID contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Initial Contact; Communication Strategies; Numbers; Documentation; Paperwork; Initial Interview Statements; Personal Information; Employment History; Vehicle Information; Financial Information; Housing Information; Legal Information; Medical Information; and Possible Answers. SRPID also contains the following appendices: Common Spanish First and Last Names; Spanish Surname System; Commas and Decimals; Countries and Nationalities; Dates; Spanish Alphabet; Signs; Glossary; Relationships; Documents; and Caveats and Caution Flags for Interviewers.

Program Description: This is a comprehensive Spanish language program that provides immediate access to functional language skills for non-Spanish-speaking individuals who have a need to acquire specific personal information and data from Spanish-speakers. The language component utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases pertinent to daily interactions. **No prior knowledge of Spanish necessary.**

Goal: To provide non-Spanish-speaking persons with specific Spanish language skills so that they will be able to better assist their Spanish-speaking customers and/or clients with routine questions about themselves and/or others.

Objectives: Upon completion, participants will be able to use Spanish to: obtain proof or copies of specific documents; acquire names, addresses, and phone numbers; retrieve birth information; inquire about educational and employment history; request vehicle description and proof of insurance; and ask for basic financial, housing, legal, and medical information.

Intended Audience: This is intended for non-Spanish-speaking employees of various government offices (federal, state, and county), social services, utility companies, financial institutions, billing departments, and service establishments. Employees in these areas can use this program to obtain basic information from Spanish-speaking customers and/or clientele.

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