

Command Spanish® Program Data Sheet
for
Spanish for Retail Sales

Materials Description and Content: *Spanish for Retail Sales* (SRS) is published by Command Spanish®, Inc. and consists of a 45-page manual and accompanying audio files. In addition to a special section devoted to pronunciation, SRS contains the following work-specific language sections: Holiday and Special Greetings; Etiquette and Social Niceties; At the Cash Register; Methods of Payment; Cashing Checks; Gas Station and Convenience Stores; Grocery Stores and Other Retail Stores; Assisting the Customer on the Floor; Fitting Rooms; Exchanges and Refunds; Sale of Alcohol and Tobacco; Sale of Money Orders; Wiring Money; and Security Issues. SRS also contains the following appendices: Spanish Surname System; Use of Commas and Decimals; Expressing Dollars and Cents; Dates; Retail Glossaries; and Signs.

Program Description: This is a comprehensive Spanish language program that provides immediate access to functional language skills for non-Spanish-speaking employees. 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 retail employees with specific Spanish language skills so that they will be able to better assist their Spanish-speaking customers and clients with routine sales transactions, exchanges, and refunds--thereby promoting better customer relations.

Objectives: Upon completion, participants will be able to use Spanish to: greet customers and clients; express and receive dollar amounts; cash checks; make welfare card withdrawals; assist customers with the purchase of groceries, convenience store items, gas, alcohol, and/or tobacco; help the customer on the floor; sell money orders, wire money, and conduct routine security tasks.

Intended Audience: This is intended for non-Spanish-speaking employees of grocery stores, gas stations, convenience stores, department and discount stores, and other retail stores who may come into contact with Spanish-speaking customers and clientele.

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