

**Command Spanish® Program Data Sheet**  
for  
*Spanish for Apartment Management*

**Materials Description and Content:** *Spanish for Apartment Management (Apartment)* is published by Command Spanish®, Inc. Consumer Division and consists of a 76 page perfect-bound manual with two accompanying audio CDs. In addition to a special section devoted to pronunciation, *Apartment* contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Numbers; Applicant Information; Background Checks; General Housing Unit Information; Leasing Issues; General Apartment Rules and Regulations; Damage and Security Issues; and Check-out Procedures. *Apartment* also contains the following appendices: Cultural Notes; Spanish Alphabet; Giving Directions; Signs; Colors; Relationships; and a Glossary.

**Program Description:** This program is designed to provide non-Spanish-speaking apartment owners and managers 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 apartment tenants. **No prior knowledge of Spanish is necessary.**

**Goal:** To prepare non-Spanish-speaking apartment owners and managers, and others involved in the apartment rental process to use Spanish language skills to enhance 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 apartment tenants; discuss general rental issues; explain apartment policies; collect information about the tenant; complete information needed for a background check on potential tenants; monitor the departure process.

**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 apartment owners and managers and any others involved in the apartment rental procedure.

**Length of Instruction:** 12-24 hours.

**CEUs Available:** 1 – 2

**Special Considerations:** None