Materials Description and Content: *Spanish for Apartment Management (Apartment)* is published by Command Spanish®, Inc. Consumer Division and consists of a 76 page manual and accompanying audio files. 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 in 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.

Intended Audience: This program is intended for apartment owners and managers and any others involved in the apartment rental procedure.