

**Command Spanish® Program Data Sheet**  
for  
*Spanish for Hotel and Motel Staff*

**Materials Description and Content:** *Spanish for Hotel and Motel Staff* (SHMS) is authored and published by Command Spanish®, Inc. and consists of an 80-page manual bound in a 3-ring binder with 2 accompanying CDs. It was written in consultation with hotel managers and supervisors. In addition to a special section devoted to pronunciation, SHMS contains the following work-specific language sections: Complimenting Employees, Employment Issues, General Supervisory Phrases, Safety / Medical Issues, Supervising Housekeeping Employees, Landscape and Grounds Maintenance, Pool Cleaning and Maintenance, Bellhops and Doormen, and Communicating with Spanish-Speaking Clients. SHMS also contains the following appendices: Announcing Currency, the Spanish Surname System, Hotel Vocabulary, and Hotel Signs.

**Program Description:** This is a comprehensive program designed to provide functional Spanish language skills for hotel management and staff who supervise Spanish-speaking employees. It also provides Spanish language material for hotel staff to better assist Spanish-speaking clientele. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to hotel management and service. **No prior knowledge of Spanish necessary.**

**Goal:** To prepare non-Spanish-speaking hotel and motel staff to utilize Spanish language commands and questions that allow them to more effectively interact with Spanish-speaking employees and clientele.

**Objectives:** Upon completion, participants will be able to use Spanish to: extend holiday greetings; greet, instruct, and compliment employees; explain employment issues; direct employees about cleaning procedures; give commands regarding housekeeping and maintenance; check-in, attend to, and check-out Spanish-speaking clients; and give emergency commands.

**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:** None.

**Intended Audience:** This program is intended for any non-Spanish-speaking hotel manager or supervisor who works directly with Spanish-speaking employees. It is also designed for non-Spanish-speaking employees who may come into contact with Spanish-speaking clientele.

**Length of Instruction:** 8 to 30 hours, depending on client's needs and interests. Also can support a 1-2 hour semester credit course.

**Special considerations:** None.

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**There is**  
**NO**  
**Contributor List**  
**available**  
**for**  
**this**  
**program.**