

Command Spanish® Program Data Sheet
for
Spanish for Office Personnel

Materials Description and Content: *Spanish for Office Personnel* (SOP) is published by Command Spanish®, Inc. and consists of a 69-page manual bound in a 3-ring binder with 2 CDs and a laminated Power Spanish™ Appointment Card. In addition to a special section devoted to pronunciation, SOP contains the following work-specific language sections: Holiday Greetings; Receiving Clients and Visitors; Making Appointments; Hostessing; Personal Data Gathering; Telephone Etiquette; Giving Directions; Payments, Returns, and Refunds; Assisting Walk-Ins; and Dealing With Disgruntled Clients. It also contains special office Spanish sections for medical secretaries and school secretaries. OSSR also contains the following appendices: Common Spanish Names; Glossary; Spanish Alphabet; Metric Equivalents; and Universal Forms.

Program Description: This is a comprehensive Spanish language program that provides immediate access to functional language skills for non-Spanish-speaking medical, school, and office secretaries and receptionists. The language component utilizes phonetic encoding to present the most important Spanish commands, questions, and phrases pertinent to secretarial and receptionist work. **No prior knowledge of Spanish necessary.**

Goal: To provide non-Spanish-speaking medical, school, and office secretaries and receptionists with specific Spanish language skills so that they will be able to assist their Spanish-speaking customers and clients more effectively.

Objectives: Upon completion, participants will be able to use Spanish to: greet customers and clients; make appointments; gather personal data; receive and make calls; handle payments, returns, and refunds; assist walk-in customers and clients; and deal with disgruntled clients.

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 office secretaries, receptionists, medical secretaries, and school secretaries.

Length of Instruction: 8 to 45 hours, depending on client's needs and interests.

Special Considerations: The training in this manual is applicable to a wide variety of office personnel.

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There is
NO
Contributor List
available
for
this
program.