

## Command Spanish® Program Data Sheet for *Spanish for Opticians*

**Materials Description and Content:** *Spanish for Opticians* is published by Command Spanish®, Inc. Consumer Division and consists of a 56 page perfect-bound manual with one accompanying audio CD. It was authored in consultation with leading professionals in the field of eye care. In addition to a special section devoted to pronunciation, the book contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Numbers; Client's Arrival; Selecting Glasses; Fitting Glasses; Repairing Glasses; Choosing Contact Lenses; Instructions for Contact Lenses; and Client's Dismissal. *Spanish for Opticians* also contains the following appendices: Cultural Notes; Spanish Surname System; Colors; Money Issues; Announcing Dates and Times; and a Glossary.

**Program Description:** This program is designed to provide non-Spanish-speaking opticians and others in eyewear services with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to working with eyewear customers. **No prior knowledge of Spanish is necessary.**

**Goal:** To prepare non-Spanish-speaking opticians and others in eyewear services to use Spanish language skills by enhancing their ability to aid eyewear customers.

**Objectives:** Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive clients; use courtesy expressions; express numbers from 0 to 2000; collect personal, medical, and insurance information; assist a customer in selecting and fitting glasses; accept glasses for repair and/or adjustments; help clients with their contact lenses; and finalize a sale.

**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 opticians, and other eye care professionals who work with Spanish-speaking clients in an optical dispensary.

**Length of Instruction:** 12-20 hours.

**Special Considerations:** None

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