

**Command Spanish® Program Data Sheet**  
for  
*Spanish for Restaurant Staff*

**Materials Description and Content:** *Spanish for Restaurant Staff* (SRS) is authored and published by Command Spanish®, Inc. and consists of a 95-page manual bound in a 3-ring binder with 2 accompanying CDs. It was written in consultation with restaurant managers and supervisors, as well as instructors of culinary art and food management. In addition to a special section devoted to pronunciation, SRS contains the following work-specific language sections: Employment Issues, General Supervisory Phrases, Safety /Medical Issues, Food Handling Areas, Busing Tables, Cleaning, and Communicating with Spanish-Speaking Customers. SRS also contains the following glossaries: Restaurant Vocabulary, Table Settings, Food Items, Food Preparation, Drinks, Months & Days, Uniform Vocabulary, and Signs.

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

**Goal:** To prepare non-Spanish-speaking restaurant 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 food safety; give commands regarding handling food and preparation, busing tables, and cleaning; seat, serve, and attend to Spanish-speaking customers; and give emergency directions.

**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 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 customers.

**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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## **Acknowledgments**

Command Spanish<sup>®</sup>, Inc. would like to thank Dr. Sam L. Slick, President & CEO, and Dr. Maryjane Dunn, Director of Training, for their many contributions to this manual. Command Spanish<sup>®</sup>, Inc. would also like to thank Mrs. Lauree Mills-Mooney for her perseverance and great skill in formatting, editing, and word processing the manual.

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