



Survival Spanish

(4 HRS.)

Customized Solutions

Course Objectives:

- Rapidly learn key conversational phrases in Spanish
- Rapidly learn key customer services phrases in Spanish
- Practice pronunciation in order to be understood in Spanish by a native speaker
- Develop self-confidence in the use of Spanish when serving Riverside City Customers.

Participants will learn:

- Spanish pronunciation: alphabet, ll, rr and accentuation.
- Phrases for everyday use in conversation and customer service
- Cultural do's and don'ts when serving Spanish speaking Customers

Class Outline:

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| 8:30 – 8:40 | Introduction, goals for the class, students' personal goals. |
| 8:40 – 9:30 | Spanish pronunciation: 5 vowels - 5 sounds, alphabet, ll, rr, accentuation on stressed syllables, masculine and feminine nouns (el, la), cognates as shortcuts. |
| 9:30 – 10:30 | Conversational phrases: pronunciation, repetition, dialog. |
| 10:30 – 10:45 | Break |
| 10:45 – 11:45 | Customer Service phrases: pronunciation, repetition, dialog. |
| 11:45 – 12:30 | Cultural does and don'ts, formal and informal forms of addressing a person (ud, tu), respect for authority, fear of authority, Latino cultural values hand-outs. |