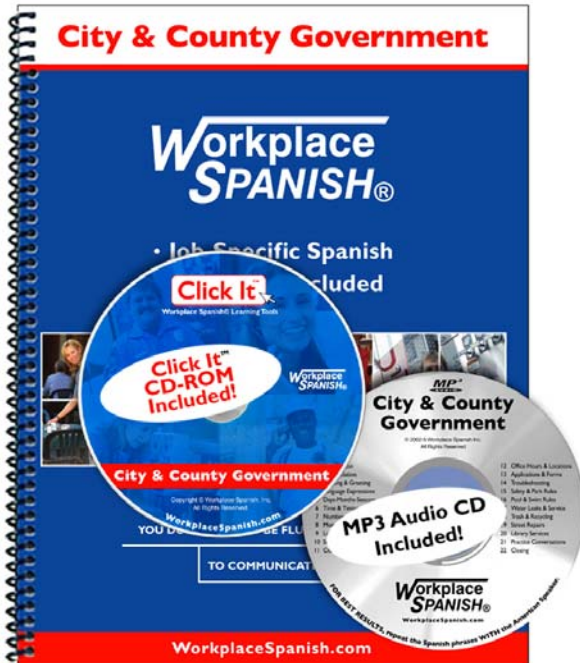


Quick, Easy Spanish for Workplace Communication



ISBN # 978-1-930134-83-6**

Workplace Spanish® [Learning Kit](#) includes:

- Easy-to-use Spanish learning manual
- Companion audio CD included
- “Click It®” CD-ROM for PC use also included

Learn it today . . . Speak Spanish right away

Workplace Spanish® materials include both job-specific and conversational expressions. No grammar, complex rules or verb conjugations to learn. Designed for newcomers to Spanish; prior experience not necessary.

Workplace Spanish® for City & County Government

Designed for government associates in administrative, finance, parks & recreation, public works, sanitation, library services and other customer service functions.

The objective of this program is to help English-speakers connect and communicate with Hispanic citizens to build goodwill, provide information and process government transactions efficiently.

The **51-page** learning manual, audio CD and Click It® CD-ROM contain more than **800** service and conversational terms and expressions organized into topics and practice conversations. **Key topics include:**

- Spanish & phonetic pronunciation guide
- Greeting citizens & asking basic questions
- Customer service phrases
- Getting information for applications & forms
- Pool & Park rules and safety
- Water - Library - Sanitation services

About Workplace Spanish®

Founded in 1998, Workplace Spanish, Inc. develops and publishes job-specific language learning tools for both English and Spanish speakers that are designed to improve communication, teamwork and productivity.

Our job-specific learning programs have been used by over [100,000 customers](#) in business & industry, health care, government, law enforcement & education. Custom versions are available to meet specific needs.

More than [400 colleges and schools](#) have used our learning tools for workforce training and adult education in their local communities.

**** Available as a Learning Kit or eBook Download // Group License Available**



YOU DON'T HAVE TO BE FLUENT TO COMMUNICATE EFFECTIVELY.

Workplace Spanish, Inc. // (770) 993-4075

info@WorkplaceSpanish.com (email)

www.WorkplaceSpanish.com (website)

[Learning Kit Prices & Orders](#)

[Download Prices & Orders](#)

Workplace Spanish® for CITY & COUNTY GOVERNMENT



TABLE OF CONTENTS

1. INTRODUCTION

Objectives & Learning Suggestions	2-3
Culture & Language Learning Tips	4-5
Spanish & Phonetic Pronunciation	6-7

SPANISH TOPICS & EXPRESSIONS

2-A. BASIC EXPRESSIONS

Meeting & Greeting	8
Language Expressions.....	9
Numbers	10
Time & Timing.....	11
Days – Months – Dates.....	12

2-B. SERVING CITIZENS

Money – Payments – Licenses	13-14
Service Phrases.....	15
Citizen Questions	16
Office Hours & Locations	17
Applications & Forms	18
Troubleshooting	19

2-C. SPECIFIC SERVICES

Safety & Park Rules.....	20
Pool & Swim Rules	21
Water Leaks & Service	22-23
Trash & Recycling	24-25
Street Repairs.....	26
Library Phrases.....	27-28

EXERCISES & GLOSSARY

3. PRACTICE CONVERSATIONS

29 - 32

4. 'DRILLS FOR SKILLS' QUIZ SECTION

33 - 41

5. ALPHABETICAL KEYWORD LIST

42 - 51

Workplace Spanish, Inc. // www.WorkplaceSpanish.com

© Copyright 2001-16 Workplace Spanish, Inc. All rights reserved worldwide. This manual and related audio, electronic and digital material is copyrighted and is authorized for use only in accordance with the terms and conditions of purchase as listed on our website. Except as may be expressly authorized in a written license agreement, you may not copy or reproduce these materials, in any format, for use by others or for redistribution. Workplace Spanish® and Click It® are registered trademarks of our company, Workplace Spanish, Inc. 5th EDITION

ISBN-13: 978-1-930134-83-6

SERVICE PHRASES

Track 10

Workplace
SPANISH®

Are you finished?	¿Ha terminado?	ah / tair-mee-nah-doe
Can I help you?	¿Le puedo ayudar?	lay / pway -doe / ah-you-dar
Do you have a question?	¿Tiene una pregunta?	tee-en-ay / oo-nah / pray-goan-tah
Do you understand?	¿Comprende?	comb-pren-day
Do you understand?	¿Entiende?	en-tee-en-day
Follow me please	Sígame por favor	see -gah-may / por / fah-boar
I don't understand	No comprendo	no / comb-pren-doe
I need // You need	Necesito // Necesita	nay-say- see -toe // nay-say- see -tah
I see	Ya veo	yah / bay -oh
I think so	Creo que sí	kray -oh / kay / see
I understand	Yo comprendo	yo / comb-pren-doe
I'm sorry	Lo siento	lo / see-en-toe
Just a moment	Un momento	don / mo-men-toe

Please wait here	Espere aquí por favor	ess-pair-ay / ah-key / por / fah-boar
Sure	Claro	klah -ro
Thanks for your patience	Gracias por su paciencia	grah -see-ahs / por / soo / pah-see-en-see-ah
That's OK	Está bien	ess-tah / bee-en
That not OK	No está bien	no / ess-tah / bee-en
Welcome	Bienvenidos	bee-en-bay- nee -dose
What did you say?	¿Cómo? OR ¿Qué dijo?	ko -mo OR kay / dee -ho
What do you need?	¿Qué necesita?	kay / nay-say- see -tah
What happened?	¿Qué pasó?	kay / pah- so
What is this?	¿Qué es esto?	kay / ess / ess -toe
What's the problem?	¿Cuál es el problema?	kwahl / ess / el / pro- blay -mah
Where is the ___?	¿Dónde está?	doan -day / ess-tah
Where are the ___?	¿Dónde están?	doan-day ess-tahn
Who is first?	¿Quién está primero?	key-en / ess-tah / pree- mare -oh
Who is next?	¿Quién sigue?	key-en / see -gay

4. Paying taxes

Buenas tardes	Good afternoon
Buenas tardes. ¿Le puedo ayudar?	Good afternoon, may I help you?
Creo que sí. Necesito pagar mis impuestos.	I hope so. I need to pay my taxes.
Debe ir al departamento de impuestos.	You must go to the Tax department.
¿Dónde está?	Where is it?
Está arriba en el tercer piso. Oficina uno dos tres.	It is upstairs on the third floor. Office 123.
¿Hay elevador?	Is there an elevator?
Sí, pero está dañado. Tiene que usar las escaleras.	Yes, but it is broken. You must use the stairs.
¡Oh no! hoy estoy bien cansada.	Oh no! I am very tired today.
Lo siento mucho.	I am very sorry.

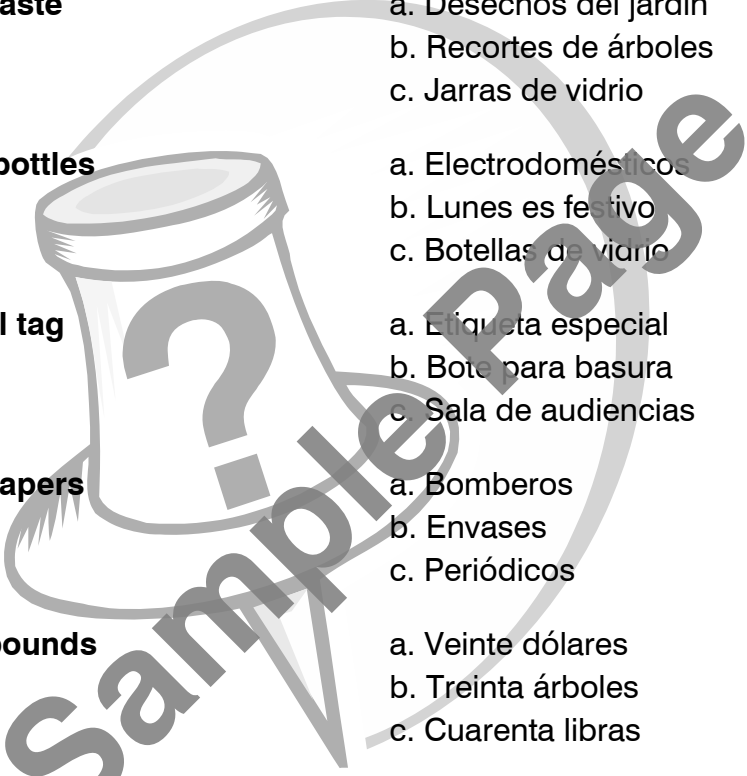
5. Pool hours

Deben salir de la piscina.	You must leave the pool.
¿Por qué?	Why?
¡Las horas son de diez a seis y son sólo las cinco!	The hours are from 10 to 6 and it is only 5:00!
Viene una tormenta.	A storm is coming.
¿Cuál es el problema?	What's the problem?
Es peligroso nadar con mal tiempo.	It's dangerous to swim in bad weather.
Ah, bueno, ahora comprendo.	Ah, OK I understand now.
Gracias por su colaboración.	Thanks for your cooperation.

6. Wrong window

¿Quién sigue?	Who is next?
Yo, ¡por fin!	I am. Finally!
Gracias por su paciencia. ¿Qué necesita?	Thanks for your patience. What do you need?
Necesito pagar mi factura del agua.	I need to pay my water bill.
Lo siento mucho, pero no es aquí. Es la ventanilla siguiente.	I am very sorry, but it's not here. It's the next window.
¿Cómo? ¡Estoy aquí hace treinta minutos!	What? I have been here for 30 minutes!
Lo siento señor, pero no lo puedo ayudar. Tiene que ir a la ventanilla siguiente.	I am sorry Sir, but I cannot help you. You must go to the next window.
Eso no está bien. No hay aviso.	This is not good. There is no sign.
Lo siento mucho señor. ¿El siguiente?	I am sorry Sir. Next?

Directions: Choose the correct answer.

- 
1. **Trash**
 - a. Muebles
 - b. Recolección
 - c. Basura

 2. **Recycling**
 - a. Transparente
 - b. Ramas
 - c. Reciclado

 3. **Yard waste**
 - a. Desechos del jardín
 - b. Recortes de árboles
 - c. Jarras de vidrio

 4. **Glass bottles**
 - a. Electrodomésticos
 - b. Lunes es festivo
 - c. Botellas de vidrio

 5. **Special tag**
 - a. Etiqueta especial
 - b. Bote para basura
 - c. Sala de audiencias

 6. **Newspapers**
 - a. Bomberos
 - b. Envases
 - c. Periódicos

 7. **Forty pounds**
 - a. Veinte dólares
 - b. Treinta árboles
 - c. Cuarenta libras

 8. **Where do I go?**
 - a. ¿Quién está primero?
 - b. ¿Adónde voy?
 - c. ¿Dónde está?

 9. **Keep it clean**
 - a. Día de basura
 - b. Otros aparatos grandes
 - c. Manténgalo limpio

 10. **Pay in 10 days**
 - a. Paga en doce semanas
 - b. Paga en siete meses
 - c. Paga en diez días

KEYWORD LIST – CITY & COUNTY GOVERNMENT

A little	Un poco	oon / po -ko
A lot	Mucho	moo -cho
Account	Cuenta	kwen -tah
Account number	Número de cuenta	noo -may-ro / day / kwen -tah
Address	Dirección	dee-reck-see- own
Address (current)	Dirección actual	dee-reck-see- own / ack-too- ahl
Address (previous)	Dirección anterior	dee-reck-see- own / ahn-tair-ee- oar
Afternoon	Tarde	tar -day
Again	Otra vez	oh -trah / base
Alcoholic beverage license	Licencia de venta de bebidas alcohólicas	lee- sen -see-ah / day / ben -tah / day / bay- bee -dahs / ahl- coal -ee-kahs
Altered	Alterado	all-tair- ah -doe
Aluminum cans	Latas de aluminio	lah -tahs / day / ah-loo- mee -nee-oh
Always	Siempre	see- em -pray
Anything else?	¿Algo más?	ahl -go / mahs
Application	Solicitud	so-lee-see- tude
Application	Aplicación	ah-plee-kah-see- own
Approved	Aprobado	ah-pro- bah -doe
April	Abril	ah- bree l
Are you finished?	¿Ha terminado?	ah / tair-mee- nah -doe
Asphalt	Asfalto	ahs- fall -toe
August	Agosto	ah- go -sto
Back	Atrás	ah- trah s
Bad weather	Mal tiempo	mahl / tee- em -poe
Bags	Bolsas	bow l-sahs
Be careful !	¡Tenga cuidado!	ten -gah / kwee- dah -doe
Bill (to be paid)	Factura	fack- too -rah
Bills (money)	Billetes	bee- yet -tays
Book (lost)	Libro (perdido)	lee -bro / (pair- dee -doe)
Boss	Jefe	heh -fay
Branches	Ramas	rah -mahs
Banch sewers	Cloacas derivadas	klo- ah -kahs / day-ree- bah -dahs
Brochure	Folleto	foe- yet -toe
Broken pipe	Caño roto	kahn -yo / ro-toe
Building permit	Permiso de construcción	pair- mee -so / day / cone-strewk-see- own
Business license	Licencia comercial	lee- sen -see-ah / ko-mair-see- ahl
Can I help you?	¿Le puedo ayudar?	lay / pway -doe / ah-you- dar
Caps or Lids	Tapas	tah -pahs
Cardboard	Cartón	car- tone
Cash	Efectivo	eh-feck- tee -bo