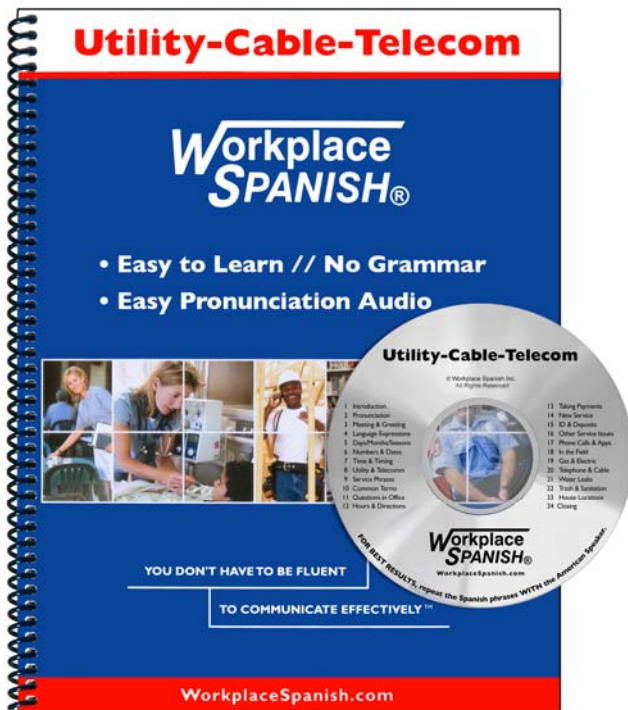


Quick, Easy Spanish for Workplace Communication



ISBN # 978-1-930134-45-4**

Workplace Spanish® Utility-Cable-Telecom Services

- Easy-to-use Manual available by download
- Matching MP3 audio tracks also available

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 UTILITY-CABLE-TELECOM COMPANIES

Designed for customer service representatives and repair technicians who serve Spanish-speaking customers in the office or the home.

The objective of this program is to help English-speakers communicate with Spanish-speaking customers to handle payments, installation, service & repair issues.

The **47-page** learning manual contains more than **700** job-specific and conversational expressions organized into topics & practice conversations.

Key topics include:

- Spanish & Phonetic Pronunciation
- Greetings and Introductions
- Days & Dates // Time & Timing
- New Service // Payments // Stop Service
- Field Repairs & Service Issues
- Gas - Electric - Phone - Cable Services
- Also includes Water & Sanitation Service

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.

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

**** Available as PDF [eBook Download](#) // Printed Materials available by Special Order**



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

info@WorkplaceSpanish.com (email)

www.WorkplaceSpanish.com (website)

[Learning Kit Prices & Orders](#)

[Download Prices & Orders](#)

Workplace Spanish® for UTILITY - CABLE - TELECOM SERVICES

Workplace
SPANISH®

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 // Language Questions	8-9
Days – Months – Seasons	10
Numbers & Dates // Time & Timing	11-12
Utility & Telecomm Terms	13
Service & Common Expressions	14-15

2-B. CUSTOMERS IN THE OFFICE

Questions in the Office	16
Hours and Directions	17
Taking Payments	18
New Service Applications & Deposits.....	19-20
Other Service Issues	21

2-C. APPOINTMENTS - INSTALLATION - REPAIR

Phone Questions & Appointments.....	22-23
In the Field	24
Gas & Electric	25
Telephone & Cable.....	26
Water Leaks // Trash & Sanitation.....	27-28
House & Apartment Locations	29

EXERCISES & GLOSSARY

3. PRACTICE CONVERSATIONS

30 - 32

4. 'DRILLS FOR SKILLS' QUIZ SECTION

33 - 40

5. ALPHABETICAL KEYWORD LIST

41 - 47

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

© Copyright 2001-1* 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. 3rd Edition

ISBN # 978-1-930134-45-4

OTHER SERVICE ISSUES

(Track 16)

Workplace
SPANISH®

NEW SERVICE

Do you need new service?	¿Necesita servicio nuevo?	nay-say-see-tah / sair-bee-see-oh / nway-bo
Before new service ____	Antes de servicio nuevo _	ahn-tess / day / sair-bee-see-oh / nway-bo
- you must	- debe	deh-bay
- pay the old account	- pagar la cuenta vieja	pah-gahr / lah / kwen-tah / bee-ay-hah
When ____?	¿Cuándo ____?	kwahn-doe
- are you moving in	- se muda	say / moo-dah
- do you want to connect	- quiere conectar	key-air-ay / ko-neck-tar
- the new service	- el servicio nuevo	el / sair-bee-see-oh / nway-bo

TRANSFERRING SERVICE

Are you transferring service?	¿Transfiere el servicio?	trahns-fee-air-ay / el / sair-bee-see-oh
What is your ____?	¿Cuál es su ____?	kwahl / ess / soo ____
- current address	- dirección actual	dee-reck-see-own / ahk-twahl
- new address	- dirección nueva	dee-reck-see-own / nway-bah
Date to disconnect?	¿Fecha de desconectar?	fetch-ah / day / dess-ko-neck-tar
Date to connect new service?	¿Fecha de conectar servicio nuevo?	fetch-ah / day / ko-neck-tar / sair-bee-see-oh / nway-bo
Your final bill	Su cuenta final	soo / kwen-tah / fee-nahl
- will be sent	- será enviada	sair-ah / en-bee-ah-dah
- to the new address	- a la dirección nueva	ah / lah / dee-reck-see-own / nway-bah

DISCONNECTING SERVICE

Do you want to disconnect your service?	¿Quiere desconectar su servicio?	key-air-ay / dess-ko-neck-tar / soo / sair-bee-see-oh
Date to disconnect?	¿Fecha de desconectar?	fetch-ah / day / dess-ko-neck-tar
What address do you want to disconnect?	¿Qué dirección quiere desconectar?	kay / dee-reck-see-own / key-air-ay / dess-ko-neck-tar
What is your new address?	¿Su dirección nueva?	soo / dee-reck-see-own / nway-bah
What is your new phone number?	¿Cuál es su teléfono nuevo?	kwahl / ess / soo / tay-lay-fo-no / nway-bo

7. Water Leak -- Track 26

Por favor necesito ayuda. ¡Hay agua en mi casa!	Please, I need some help. There is water in my house!
Dígame su dirección por favor.	Tell me your address please.
456 Flood Plain Avenue	456 Flood Plain Avenue
¿Su nombre es Mercedes García?	Is your name Mercedes García?
Sí, la misma	Yes, that's me
¿Dónde está la pérdida de agua?	Where is the water leak?
En la cocina. Hay agua estancada y huele mal.	In the kitchen. There is standing water and smells bad.
Lo siento, para pérdidas dentro de la casa debe llamar a un plomero.	I am sorry, for a leak inside the house you must call a plumber.
¿Dónde consigo uno?	Where do I get one?
Busque en las páginas amarillas.	Look in the yellow pages.
Bueno, gracias señor	OK, thanks Sir
De nada. Buena suerte	You're welcome. Good luck

8. Trash Day -- Track 26

Buenos días, ¿qué necesita?	Good morning. What do you need?
No recogieron mi basura hoy.	My trash wasn't picked up today.
¿Su dirección por favor?	Your address please?
678 Dirty Street	678 Dirty Street
¿Su nombre por favor?	Your name, please?
José Martínez	José Martínez
Su día de recolección de basura es el jueves.	Your trash pick up day is Thursday.
Correcto	That's right
Pero el lunes fue festivo. Recogemos la basura un día después.	But Monday was a holiday. We pick up the garbage a day later.
¡Ah! comprendo, mañana la recogen, gracias.	Ah! I understand, they'll pick it up tomorrow, thanks.
De nada, que tenga un buen día.	You're welcome. Have a good day.

9. Meter Reader -- Track 26

Soy David de Consolidated Power	I'm David from Consolidated Power
¿Qué quiere?	What do you want?
Estoy aquí para leer el contador.	I'm here to read you electric meter.
¿Por qué?	Why?
Para enviarle su factura mensual.	So we can send you a monthly bill.
¿Usted es empleado de la ciudad?	Are you from the city?
No, de la compañía de luz. Aquí está mi identificación.	No, from the Power Company. Here is my ID.
Bueno, entiendo	OK, I understand
¿Dónde está el contador por favor?	Where is the meter, please?
A la izquierda, detrás de los arbustos.	To the left, behind the bushes.
Gracias, voy a leer el contador.	Thanks, I am going to read the meter.
Bueno	O.K.

Directions: Match the English and Spanish statements below.



- | | |
|-----------------------------|--------------------------|
| 1. Wait outside | a. No encienda las luces |
| 2. Don't smoke | b. Accidente |
| 3. Gas Leak | c. Factura de gas |
| 4. Don't turn on the lights | d. Fuga de gas |
| 5. Open the windows | e. Espere afuera |
| 6. Don't use matches | f. No fume |
| 7. Breaker box | g. Cables |
| 8. Is the power out? | h. Abra las ventanas |
| 9. Flashlight | i. ¿No hay luz? |
| 10. Wires | j. No encienda fósforos |
| 11. Gas Bill | k. Caja de fusibles |
| 12. Accident | l. Linterna |

UTILITIES – KEYWORD LIST

This list contains many, but not all, of the terms and expressions in the program.

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
Again	Otra vez	oh -trah / base
Air Conditioner	Aire acondicionado	eye -ray / ah-cone-dee-see-oh- nah -doe
Always	Siempre	see- em -pray
And	Y	ee
Apartment	Apartamento	ah-par-tah- men -toe
Appliances	Electrodomésticos	ay-leck-tro-doe- mess -tee-kohs
Appointment	Cita	see -tah
Basic charges	Cargos básicos	car -gohs / bah -see-kohs
Basement	Sótano	so -tah-no
Bathroom	Baño	bahn -yo
Bedroom	Cuarto // Habitación	kwahr -toe // ah-bee-tah-see- own
Bill	Factura	fahk- too -rah
Billing department	Departamento de cuentas	day-par-tah- men -toe / day / kwen -tahs
Breaker box (fuse box)	Caja de fusibles	kah -hah / day / foo- see -bless
Brochure	Folleto	foe- yet -toe
Broken pipe	Caño roto	kahn -yo / ro -toe
Buried wires	Cables enterrados	kah -blace / en-tair- rah -dose
Cable	Cable	kah -blay
Cable box	Caja del cable	kah -hah / dell / kah -blay
Cable Company	Compañía de cable	comb-pahn- yee -ah / day / kah -blay
Call this number	Llame a este número	yah -may / ah / ess- tay / noo -may-ro
Can I help you?	¿Le puedo ayudar?	lay / pway -doe / ah-you- dahr
Cash	Efectivo	eh-feck- tee -bo
Catalog	Catálogo	kah- tah -lo-go
Change	Cambio	kahm -bee-oh
Check	Cheque	check -ay
City	Ciudad	see-oo- dahd
Clear // Cloudy	Limpia // Turbia	leem -pee-ah // toor -bee-ah
Commercial service	Servicio comercial	sair- bee -see-oh / ko-mare-see- ahl
Complaint	Queja	kay -hah
Complete name	Nombre completo	nohm -bray / comb- play -toe
Computer	Computadora	comb-poo-tah- door -ah
Connect	Conectar	ko-neck- tar
Credit card	Tarjeta de crédito	tar- hay -tah / day / cred -ee-toe