

Workplace Spanish® for BANKING

Audience

Tellers, financial service associates, and other customer service representatives in banks and financial services firms who need to connect & communicate with Spanish speaking customers to process basic transactions efficiently.



Synopsis

The rapid growth of the Hispanic population & workforce has created critical communication challenges. *Workplace Spanish®* programs are designed to cut through language barriers by enabling adults to communicate, simply but effectively, with Spanish-speaking co-workers, customers or citizens. No grammar, no language rules, no prior Spanish experience necessary.

Depending on the length of the course and the needs of the participants, training will include these key topics that are important in this occupation:

- Greeting customers and asking basic language communication questions
- Numbers, Time, Timing, Days of the week
- Customer service phrases and banking terminology
- Depositing and Cashing checks
- Opening Credit and Loan accounts

Special Features

- Introduction to Spanish with learning tips and pronunciation
- Practice Conversations
- "Drills for Skills" quiz section
- Alphabetical Keyword List – for easy lookup
- Audio CD with Learning Tips, Pronunciation, Topics & Terms, and Practice Conversations

Order Quantity (Each)	WS List Price* (each)	ABA Member Price (each)
1 to 5	\$ 34.99	\$ 32.54
6 to 24	\$ 25.50	\$ 23.72
25 to 49	\$ 22.75	\$ 21.16
50 to 74	\$ 20.40	\$ 18.97
75 to 99	\$ 19.25	\$ 17.90
100 + over	Quote	Quote

To order *Workplace Spanish for Banking®* materials for your financial institution, please follow these steps:

1. Go to the [Workplace Spanish order page](#) and place your order for the Banking products
2. After you fill in your ship to/bill to information online, you will be asked for a "coupon code"
3. Fill in "ABA" (without the quotes) in the coupon code box and THEN CLICK "REDEEM COUPON"
4. You will get the ABA Member discount.

This program is also available in the "Click-It"® version, which makes communicating in Spanish as easy -- and fast -- as possible. You just "**click, listen & repeat.**" That's all – nothing could be easier. You do not have to spend months using online courses to learn simple things. It's the **fastest quick reference to the Spanish you need** and the perfect accompaniment to our manuals and audio CDs. Please visit the [Workplace Spanish website](#) for pricing.

If you have any questions about the product, please contact the Education Department at (501) 376-3741.