



Workforce Development Innovation Center

Workplace Language Training

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Spanish for Customer Service

This course is designed to help customer service professionals in a wide variety of businesses communicate on a basic level with Spanish-speaking customers. The objective of this program is to help English speakers connect & communicate with Hispanic customers to build goodwill, process transactions efficiently, & build business within the Hispanic community.

Course Content

Introduction to Spanish for Customer Service

- Program Objectives
- Learning Suggestions
- Culture & Language Tips
- Spanish & Phonetic Pronunciation

Basic Expressions

- Meeting & Greeting Expressions
- Language Questions
- Numbers
- Time & Timing
- Days , Months, and Seasons

Course Length

20 Hours

Target Audience

Individuals who work in customer service

CEU Credit

Upon successful completion of this course, students will be awarded 2.0 CEUs.

Talking with Customers

- Common Terms & Customer Questions
- Directions & Hours
- Helpful Service Phrases
- Common Terms & Questions

Interaction & Information

- Reception & Appointments
- Accounts & Payments
- Taking Applications
- Customer Identification
- Retail Stores

Group Size

Minimum of seven students required

Cost

\$149 per participant

Materials Provided

Registration fee includes one "Spanish for Customer Service" book for each student.

*To schedule a class for your company or for more information, contact
Susan Killian at 828-327-7000, ext. 4330 or skillian@cvcc.edu.*