

## Command Spanish®



### **Spanish for the Physician's Office**

8 weeks, 24 hours, \$175

(SPNL 1001 – Health Care Spanish)

This Command Spanish® is designed for receptionists, office managers, support staff, nurses, lab technicians, and physicians. Upon successful completion, participants will be able to use Spanish to: engage in office etiquette and protocols; register a patient; explain payment options; obtain patient's history; determine patient's chief complaint; obtain vital signs; assess a patient's condition; explain diagnosis; explain treatment provided by the physician; explain workups and other procedures; give discharge information and follow-up instructions. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug. 14, 2009.**

*Kilgore Campus:*

**KC127035.301 091Q** Mon., Aug. 24  
6:30-9:30 p.m., AC

### **Spanish for Requesting Personal Information and Data**

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for non-Spanish-speaking employees of various government offices, social services, utility companies, financial institutions, billing departments, and service establishments to assist in obtaining basic information from Spanish-speaking customers and/or clientele. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug 14, 2009.**

*KC-Longview Campus:*

**KC127063.301 091Q** Wed., Aug. 26  
6:30-9:20 p.m., LV

### **Spanish for Human Resources**

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program is intended for anyone involved in human resources. Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential and actual employees; conduct a basic, initial job interview; fill out new employee paperwork, including W-2s and insurance forms; orient new hires to basic workplace rules; professionally conduct employee evaluations and corrective action plans; and appropriately dismiss or lay off employees. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20.

**Registration deadline: Aug. 14, 2009.**

*Kilgore Campus:*

**KC127102.302 091Q** Thur., Aug 27  
6:30-9:30 p.m., AC

### **Spanish for Banking**

6 weeks, 16 hours, \$100

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program prepares non-Spanish-speaking employees of banks, credit unions and savings & loan institutions to use Spanish language skills to enhance their ability to work with their Spanish-speaking clients in conducting routine financial transactions. Upon completion, participants will be able to use Spanish to do some or all of the following: greet customers and clients; express and receive dollar amounts and dates; cash checks; assist with deposits and withdrawals; change currency; sell money orders, certified checks, and traveler's checks; verify identification; and obtain basic personal information. **No prior knowledge of Spanish necessary. Training manual provided.** Enrollment limited. **Registration deadline: Oct. 5, 2009.**

*Kilgore Campus:*

**KC127072.303 091Q** Thur., Oct. 15  
6:30-9:30 p.m., AC

### **Spanish for Office Professionals**

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This course is intended for non-Spanish speaking office secretaries, receptionists, medical secretaries, and school secretaries who need to assist their Spanish-speaking customers and clients. Upon completion, participants will be able to use Spanish to: greet customers and clients; make appointments; gather personal data; receive and make calls; handle payments, returns, and refunds; assist walk-in customers and clients; and deal with disgruntled clients. **No prior knowledge of Spanish necessary. Training manual provided.** Enrollment limited to 20 participants. **Registration deadline: Oct. 9, 2009**

*Kilgore Campus:*

**KC127039.304 091Q** Tues., Oct. 20  
6:30-9:30 p.m., AC

### **Spanish for Apartment Management**

6 weeks, 18 hours, \$150

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program prepares non-Spanish-speaking apartment owners and managers, and others involved in the apartment rental process to use Spanish language skills to enhance their ability to work professionally with their Spanish-speaking clients. Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential apartment tenants; discuss general rental issues; explain apartment policies; collect information about the tenant; complete information needed for a background check on potential tenants; and monitor the departure process. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20.

**Registration deadline: Oct. 12, 2009.**

*KC-Longview:*

**KC127097.305 091Q** Wed., Oct. 21  
6:30-9:20 p.m., LV