



Any Language.

Info@WorkplaceLanguages.com

Any Industry.

www.WorkplaceLanguages.com

Any Time.

866.330.9419

Table of Contents



Products Pages 1 -22*

KwikFix™ Spanish Booklets.....	2-5
KwikFix™ English Booklets for Latinos	6-7
English Toolkit – Latino Restaurant Employees.....	8-7
Bilingual Poster for Today's Workforce	10
Spanish Communication Packages.....	11-12
Downloads.....	13-22



Corporate Language Training Pages 23– 35

Onsite at Your Company.....	24-33
Online.....	34-35



Translations (over 100 languages) Pages 36 - 37



Services Pages 38 – 42

Onsite Interpretation (all languages).....	39
Spanish Telephone Interpretation Services.....	40
Multilingual Voiceover Work.. ..	41
Strategic Workforce Planning	42



Executives to Mexico Immersion Program Pages 43– 45



Order Form Pages 46

* Audio Downloads Available for Purchase on All Products



ABOUT

WORKPLACE LANGUAGES

Business is global. Business is about people. Do your high-potential employees communicate effectively and confidently enough with colleagues and customers in this highly-competitive, globalized marketplace? Are they poised to lead your organization to greater success?

You need a partner that specializes in understanding and solving the language and cultural challenges of both native and non-native English speakers in today's diverse organizations. Workplace Languages, a St. Paul, Minnesota based company, has been providing corporate language solutions since 1998.

Ed Rosheim is the President of Workplace Languages. Mr. Rosheim has over 20 years of Spanish and E.S.L. (English as a Second Language) teaching experience. Ed has taught on all levels from children to adults – finding a niche in corporate language training having taught onsite at numerous companies in a variety of industries. He now oversees a nation-wide network of language instructors and an internationally-based network of translators.

Workplace Languages provides industry-specific onsite and online language training, the development of customized bilingual tools and translation services. The goal is to help companies effectively eliminate communication issues that result in decreased productivity, safety concerns and retention issues.

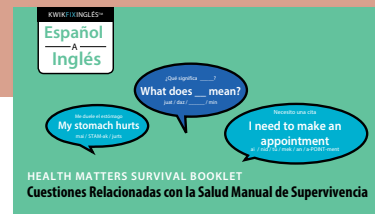
Workplace Languages' philosophy is to give the client only the vocabulary and phrases needed to effectively get their point across and to be successful at work. The approach is to eliminate the grammar while making learning any language easy, immediate and effective.

Products

KwikFix™ Bilingual Products

Workplace Languages offers you the tools you want, when you want them, to leverage your organization's diversity as a competitive advantage while helping prevent the missteps that can contribute to frustrated supervisors, poor employee performance, offended customers, wrong orders and missed market opportunities.

WPL provides bilingual training tools to a variety of industries. They are all ultra easy-to-use and you are given only the language you need to be successful. With the pronunciation guides and the downloadable audio anyone can get their point across without any prior knowledge of the language. What's nice about these products is that there is nothing to retain, no classes to attend and no huge time or financial commitment. Easy. Immediate. Effective.



Any Language. Any Industry. Any Time.

Products

RESTAURANT MANAGEMENT

MAKING SMALL TALK		
Hello	Hola	OH-lah
Good morning	Buenos días	BWAY-nohs / DEE-ahs
Good afternoon	Buenas tardes	BWAY-nahs / TAH-days
Good evening	Buenas noches	BWAY-nahs / NOH-chays
What is your name?	¿Cómo te llamas?	KOH-moh / tay / YAH-mahs
My name is...	Me llamo...	mey / YAH-moh...
Pleased to meet you	Mucho gusto	MOO-choh / GOO-stoh
How is your family?	¿Cómo está la familia?	KOH-moh / es-TAH / lah / lah-MEE-bee-ah
Do you have any children?	¿Tienes niños?	TEE-en-ess / NEEN-yohs
What are their names?	¿Cómo se llaman ellos?	KOH-moh / say / YAH-mahn / EH-yohs
How old are they?	¿Cuántos años tienen?	KWAHN-tohs / AHN-yohs / TEE-eh-ne

CLEANING UP		
Key Requests		
Break down the boxes	Aplana las cajas	ah-PLAH-nah / lah / KAH-hahs
Clean (Bus) the table	Limpia la mesa	LEEM-pee-ah / lah / MAY-sah
Clean this/that	Limpia esto/eso	LEEM-pee-ah / ES-toh/ES-soh
Come with me	Ven conmigo	ven / koh-n-MEE-goh
Is everything clean?	¿Está todo limpio?	es-TAH / TOH-doh / LEEM-pee-oh
Mop the floor	Trapea el piso	trah-PAY-ah / ell / PEE-soh
Put this away	Guarda esto	GWAHR-dah / ES-toh
Sweep	Bare	BAH-ray
Take out the garbage	Saca la basura	SAH-kah / lah / bah-SOO-nah
The bathroom needs more ...	El baño necesita más	ell / BAHN-yo / nay-say-SEE-tah / mahs

FOOD PREPARATION		
Key Requests		
Wash your hands before handling the food	Lávate las manos antes de tocar la comida	LAH-vah-tay / lah / MAHN-ohs / AHN-tess / day / toh-KAHR / lah / koh-MEE-dah
Watch me do it	Mírame hacerlo	MEE-rah-may / ah-SAIR-toh
Wear your gloves	Ponte los guantes	POHN-tay / loh / GWAHN-tess
Change gloves when changing foods	Ponte guantes nuevos cuando cambies comidas	POHN-tay / GWAHN-tess / nooh-AY-yohs / KWAHN-doh / KAHM-bee-ess / koh-MEE-dahs

Inside This Booklet:

1. Making Small Talk
2. Survival Basics
3. Cleaning Up
4. Food Preparation
5. Hygiene and Safety
6. Scheduling & Work Issues
7. Miscellaneous



KwikFix™ Spanish Booklet for Restaurant Management

Our KwikFix™ Spanish Booklets are laminated pocket-sized tools that will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Survival” Spanish Booklet includes complete phrases and requests related to: cleaning up, hygiene & safety, hiring and making small talk for example.

All booklets include a pronunciation guide that will instantly make you understood – even if you’ve never spoken Spanish before. An audio download may also be purchased separately.

All KwikFix™ Booklets:

- Give you only what you need to communicate
- Have an easy-to-follow Pronunciation Guide
- Are a Slim, Pocket-Sized, 6.5” x 3.75
- Improve Productivity
- Are affordable!

Quantity	1	5	10	25	50	100	Audio Download
Price	\$10.95	\$49.95	\$92.95	\$218.95	\$349.95	\$659.95	\$7.95
Savings		9%	16%	20%	36%	40%	

Please call for orders over 100 or if you need a booklet customized.

Any Language. Any Industry. Any Time.



KwikFix™ Spanish Booklet for Culinary Arts Students

Hola students! Wake up and smell the opportunity. Put yourself ahead of the game with a little industry-specific Spanish.

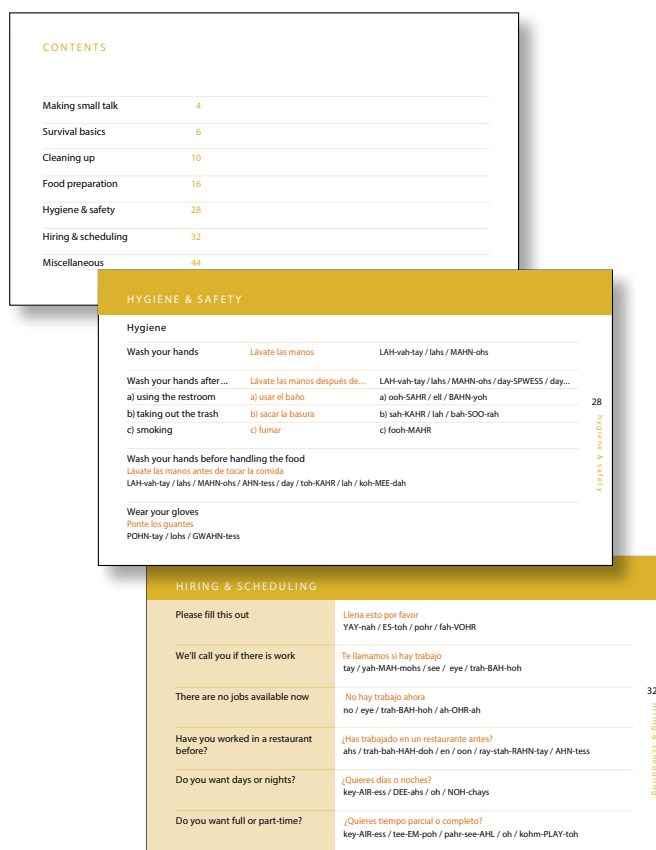
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Products

HOTEL MANAGEMENT

KwikFix™ Spanish Booklets



Inside This Booklet:

1. Making Small Talk
2. Survival basics
3. Cleaning the Bathroom
4. Cleaning the Room
5. Laundry Room
6. Maintenance
7. Hygiene & Safety
8. Hiring & Scheduling
9. Miscellaneous



KwikFix™ Spanish Booklet for Hotel Management

Our KwikFix™ Spanish Booklets are laminated pocket-sized tools that will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Survival” Spanish Booklet includes complete phrases and requests related to: cleaning the bathroom, the laundry room, hiring and making small talk for example.

All booklets include a pronunciation guide that will instantly make you understood – even if you’ve never spoken Spanish before. An audio download may also be purchased separately.

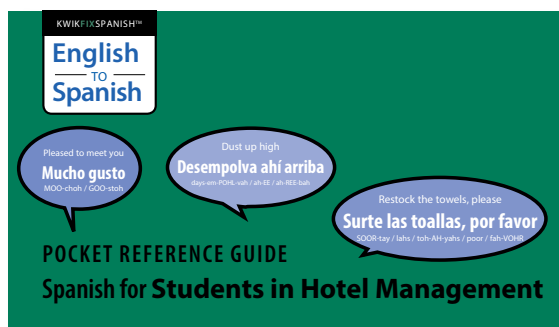
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KwikFix™ Spanish Booklet for Students in Hotel Management Programs

Hola students! Wake up and smell the opportunity. Put yourself ahead of the game with a little industry-specific Spanish.

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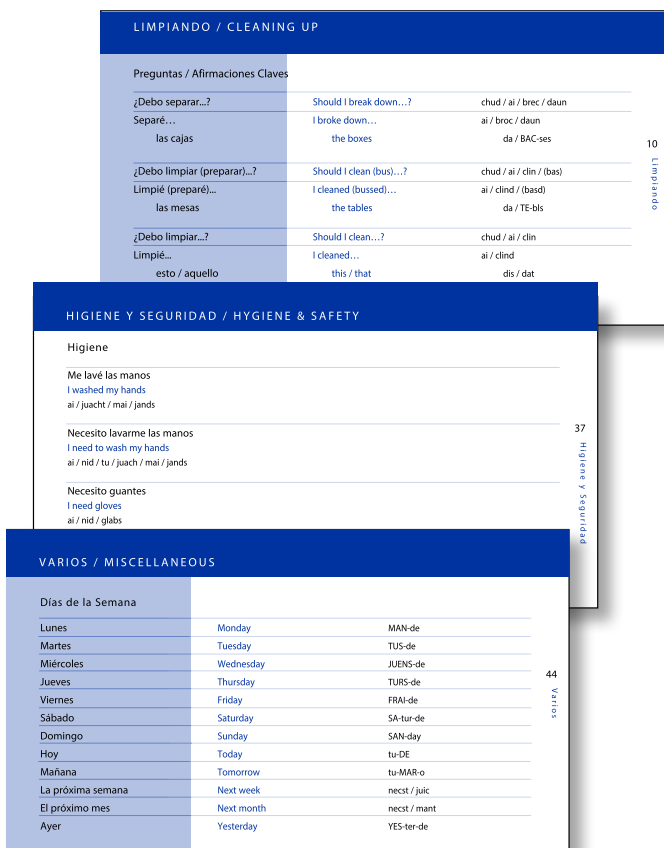
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Please call for orders over 100 or if you need a booklet customized.

Products

RESTAURANT INDUSTRY FOR LATINOS

KwikFix™ English Booklets for Latinos



Inside This Booklet:

1. Charlas Informales / Making Small Talk
2. Frases y Palabras Básicas de Supervivencia / Survival Basics
3. Limpiando / Cleaning Up
4. Preparación de la Comidas / Food Preparation
5. Higiene y Seguridad / Hygiene and Safety
6. Programación de Horarios y Cuestiones Relacionadas con el Trabajo / Scheduling & Work Issues
7. Varios / Miscellaneous



KwikFix™ Spanish Booklet for Latinos in the Restaurant Industry

Our KwikFix™ Spanish Booklets are laminated pocket-sized tools that will instantly and effectively help your Latino employee “get their point across” in English. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Instant” English Booklet includes complete phrases and requests related to: cleaning up, food prep. and making small talk for example.

All booklets include a pronunciation guide that will instantly make your employee understood – even if they’ve never spoken English before. An audio download may also be purchased separately.

All KwikFix™ Booklets:

- Give your Latino employee only what she / he needs to communicate
- Have an easy-to-follow Pronunciation Guide
- Are a Slim, Pocket-Sized, 6.5” x 3.75
- Improve Productivity
- Are affordable!

Quantity	1	5	10	25	50	100	Audio Download
Price	\$10.95	\$49.95	\$92.95	\$218.95	\$349.95	\$659.95	\$7.95
Savings		9%	16%	20%	36%	40%	

Please call for orders over 100 or if you need a booklet customized.

Any Language. Any Industry. Any Time.



KwikFix™ English Booklet for Students in Latinos in the Hotel Industry

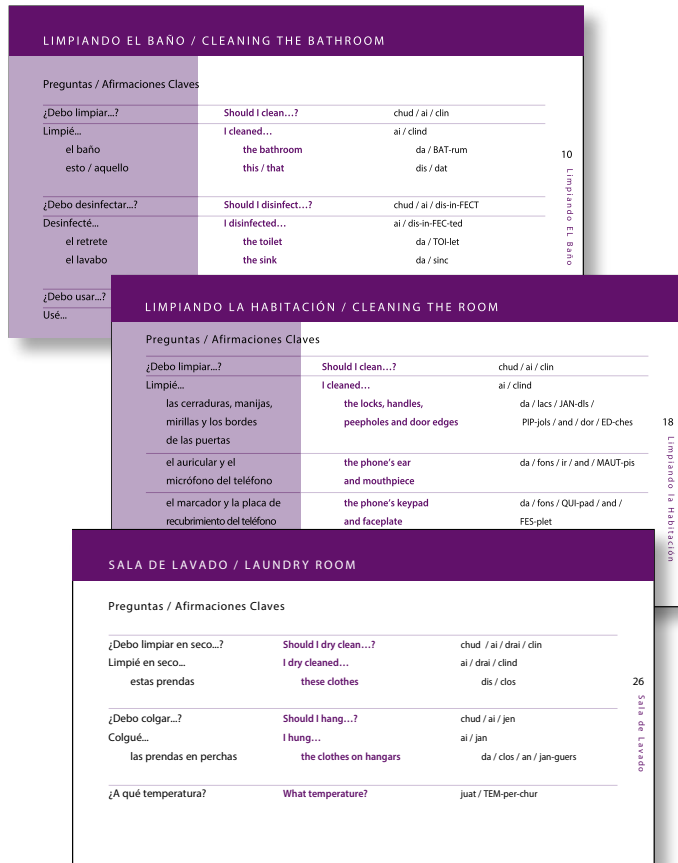
Our KwikFix™ English Booklets are laminated pocket-sized tools that will instantly and effectively help your Latino employee “get their point across” in English. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Instant” English Booklet includes complete phrases and requests related to: cleaning a room, stocking a cart, the laundry room and small talk for example.

All booklets include a pronunciation guide that will instantly make your employee understood – even if they’ve never spoken English before. An audio download may also be purchased separately.

All KwikFix™ Booklets:

- Give your Latino employee only what she / he needs to communicate
- Have an easy-to-follow Pronunciation Guide
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Inside This Booklet:

1. Charlas Informales / Making Small Talk
2. Frases y Palabras Básicas de Supervivencia / Survival Basics
3. Limpiando / Cleaning Up
4. Preparación de la Comidas / Food Preparation
5. Higiene y Seguridad / Hygiene and Safety
6. Programación de Horarios y Cuestiones Relacionadas con el Trabajo / Scheduling & Work Issues
7. Varios / Miscellaneous

Quantity	1	5	10	25	50	100	🔊 Audio Download
Price	\$10.95	\$49.95	\$92.95	\$218.95	\$349.95	\$659.95	\$7.95
Savings		9%	16%	20%	36%	40%	

English Toolkit for Latinos in the Foodservice Industry

Close the Communication Gap with Your Latino Employees!

This English Toolkit offers unique, user-friendly and practical tools to help your Latino employees easily & effectively “get your point across” in English. Maximize the potential of your employees, improve customer service, decrease costly communication errors and improve recruiting and retention.

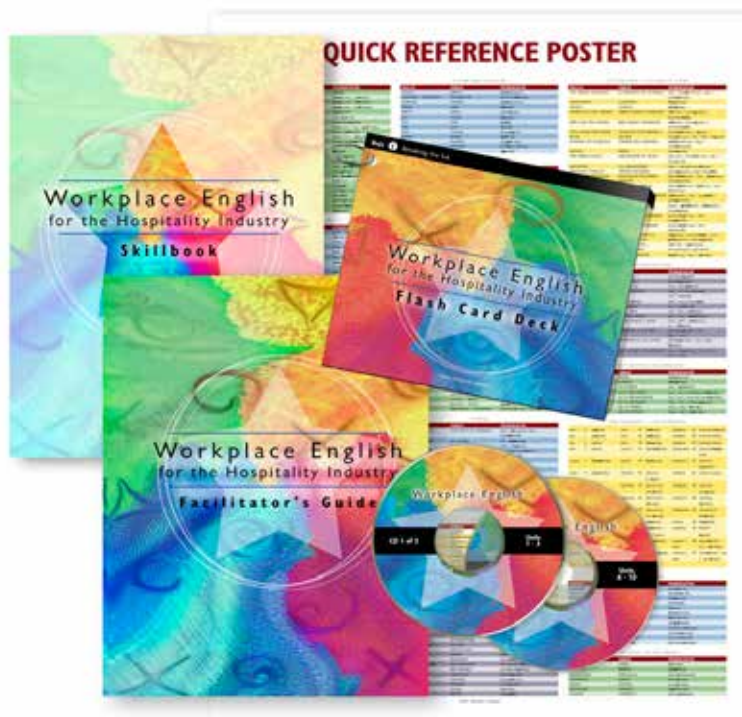
Specifically designed with the foodservice industry in mind, our kit:

- Is designed to be implemented and led by non-Spanish-speaking trainers or managers.
- It can also be used as a self-study program for your Latino staff. All materials are in English and Spanish and there is a bilingual audio CD that will help participants every step of the way.
- Can be completed in about three months with two forty-five minute sessions per week.
- Helps your Spanish-speaking employees reach their true personal and professional potential.
- Enhances performance within your operation.
- In addition to Workplace English, teaches English with a focus on life skills to help employees in their daily lives.
- Focuses on everyday English and takes the emphasis off of grammar.
- Allows learners to use their newly acquired English skills immediately.

Topics covered / Sections:

- Breaking the Ice
- Numbers, Dates, Time
- Scheduling
- Hygiene
- Safety
- In the Kitchen
- Food
- Cleaning
- Customer Service

Continued next page...



Any Language. Any Industry. Any Time.



Each Toolkit contains:

- Facilitator's Guide (one per kit)
- Detailed, step-by-step instructions for implementing the program and leading training sessions. Easy to use and designed for use by non-Spanish-speaking trainers and managers.
- Learner Workbooks (5 per kit)
- These workbooks are designed for employees with limited English proficiency to learn the basic English language skills they need to become more successful, productive and content employees.
- Instructional CD set (one two-CD set per kit)
- This bilingual audio CD set provides the English and Spanish dialogue and vocabulary that learners will need to complete the course, eliminating the need for a bilingual trainer.
- Flashcard Deck (one set of 83 cards per kit)
- Using word and image association, these fun visual aids help to stimulate the learning process and are an integral part of the training program.
- Spanish and English 24 X 36" Full-Color Poster for Today's Workforce (one per kit)
- This 24-inch x 36-inch laminated, color bilingual combination poster helps managers easily speak Spanish with words and key phrases first in English, then the Spanish translation and then finally a pronunciation guide so communicating is easy even if you haven't spoken Spanish before.
- This "combination poster" also allows Latinos / Hispanics to effectively communicate with these functional work-specific words and phrase.

Each English Toolkit ...

includes the above materials (including workbooks for five learners) and is available for only \$219.00 per kit. Free Shipping and Handling! Volume discounts are available for orders exceeding 100 kits. Please call for more information.

Quantity	1	5	10	25
Price	\$219.95	\$879.80	\$1,429.67	\$2,749.38
Savings		20%	35%	50%

Please call for orders over 25 for pricing.

Materials can be purchased separately:

- Additional Workbooks are \$19.95 each.
- Additional Facilitator's Guides are \$24.95.
- Additional CDs (2 English / Spanish) are \$24.95.
- Additional Flashcard Decks are \$24.95.
- Additional Spanish / English Posters for Today's Workforce are \$34.95.

Free Shipping & Handling on All Products!

Products

SPANISH/ENGLISH POSTER

KwikFix™ Spanish and English Poster for Today's Workforce

This 24-inch x 36-inch laminated, color bilingual combination poster helps managers easily speak Spanish with words and key phrases first in English, then the Spanish translation and then finally a pronunciation guide so communicating is easy even if you haven't spoken Spanish before.

This "combination poster" also allows Latinos / Hispanics to effectively communicate with these functional work-specific words and phrase.

Although all of our bilingual products come with a pronunciation guide, audio downloads are available for purchase.

Topics / Sections on our Bilingual Combination Poster

- Greetings / Saludos
- Clean and Sanitize / Limpieza y Desinfección
- Scheduling – Getting it Done / El Horario
- Personal Hygiene / Higiene Personal
- Cleaning Supplies / Útiles De Limpieza
- Helpful Phrases / Frases Útiles
- More Scheduling / Mas Sobre El Horario
- Simple Verbs / Verbos Simples
- Simple Questions / Preguntas Simples
- Opposites / Los Opuestos
- The Numbers / Los Números
- The Months / Los Meses
- Prepositions / Preposiciones
- Places / Lugares
- Colors / Colores

QUICK REFERENCE POSTER AFICHE DE REFERENCIA RÁPIDA

ELECTRICOS / ELECTRICIANS	CLEAN AND SANITIZE / LIMPIEZA Y DESINFECCIÓN	OTHER HELPFUL VOCABULARY / MÁS VOCABULARIO ÚTIL
PERSONAL HYGIENE / HIGIENE PERSONAL	PERSONAL QUESTIONS / PREGUNTAS PERSONALES	THE NUMBERS / LOS NÚMEROS
OPPOSITES / LOS OPUESTOS	THE MONTHS / LOS MESES	THE DAYS OF THE WEEK / LOS DÍAS DE LA SEMANA
PLACES / LUGARES	PLACES / LUGARES	PLACES / LUGARES
COLORS / COLORES	COLORS / COLORES	COLORS / COLORES
PREPOSITIONS / PREPOSICIONES	PREPOSITIONS / PREPOSICIONES	PREPOSITIONS / PREPOSICIONES
VERBS / VERBOS	VERBS / VERBOS	VERBS / VERBOS
QUESTIONS / PREGUNTAS	QUESTIONS / PREGUNTAS	QUESTIONS / PREGUNTAS
SAFETY / SEGURIDAD	SAFETY / SEGURIDAD	SAFETY / SEGURIDAD
HEALTH / SALUD	HEALTH / SALUD	HEALTH / SALUD
USEFUL PHRASES / FRASES ÚTILES	USEFUL PHRASES / FRASES ÚTILES	USEFUL PHRASES / FRASES ÚTILES
USEFUL VOCABULARY / MÁS VOCABULARIO ÚTIL	USEFUL VOCABULARY / MÁS VOCABULARIO ÚTIL	USEFUL VOCABULARY / MÁS VOCABULARIO ÚTIL

- Health / Salud
- How Are You? / ¿Cómo Estás?
- Safety / Seguridad
- More Useful Phrases / Más Frases Útiles
- The Days of the Week / Los Días De La Semana
- Other Helpful Vocabulary / Más Vocabulario Útil
- Question Words / Palabras Interrogativas

Quantity	1	5	10	25	50	100	Audio Download
Price	\$34.95	\$159.20	\$293.58	\$694.00	\$1,184.00	\$2,097.00	\$7.95
Savings		9%	16%	20%	36%	40%	

Please call for orders over 100 or if you need a booklet customized.

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KwikFix™ Ultimate Restaurant Communication Package Spanish for Management

Absolutely everything your staff needs to get up and speaking “restaurant Spanish” – at an incredible price! This complete package not only teaches the Spanish basics but also the specific words and phrases that will help you communicate successfully. We offer a number of different teaching methods in this Kit: Online Spanish, Pocket Reference Booklets, Audio Downloads, a “Basics Cheat Sheet” ... products that will help you to continue to practice and learn our techniques.

Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees. Easy. Effective. Immediate. Workplace Languages delivers!

Designed with input from industry experts, this KwikFix™ Ultimate Restaurant Communication Package (Spanish for Management) covers not only conversational Spanish but covers the following topics and more:

1. Making Small Talk
2. Survival Basics
3. Cleaning Up
4. Food Preparation
5. Hygiene and Safety
6. Scheduling & Work Issues
7. Miscellaneous

Tools in This Package:

- 20 KwikFix™ Spanish Booklets for Restaurant Management + Audio Download
 - 1 KwikFix™ Phone Dialogue Download “Cheat Sheet”+ Audio Download
 - 2 KwikFix™ Spanish and English Posters for Today’s Workforce + Audio Download
 - 1 KwikFix™ Spanish Seminar Curriculum Download – The Basics + Audio Download
- 20 One-on-One Online Spanish Classes over Skype

**To be used by any individual or combination of individuals at your company*

This KwikFix™ Ultimate Communication Package:

- Gives you everything you need to communicate effectively in Spanish
- Comes with easy-to-follow pronunciation guides and audio downloads
- Improves productivity and retention
- Lessens frustration
- Is ultra-affordable – incredible “bang for your buck!”

Quantity	1	5
Price	\$497.95	\$2,071.50
Savings	a 40% savings - \$828.60 when items purchased separately	a 50% savings - \$4,143.00 when items purchased separately

Please call for orders over 100 or if you need a booklet customized.

Products

HOTEL MANAGEMENT

KwikFix™ Ultimate Hotel Communication Package Spanish for Management

Absolutely everything your staff needs to get up and speaking “hotel Spanish” – at an incredible price! This complete package not only teaches the Spanish basics but also the specific words and phrases that will help you communicate successfully. We offer a number of different teaching methods in this Kit: Online Spanish, Pocket Reference Booklets, Audio Downloads, a “Basics Cheat Sheet” ... products that will help you to continue to practice and learn our techniques.

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- | | |
|--------------------------|------------------------|
| 1. Making Small Talk | 6. Laundry Room |
| 2. Survival basics | 7. Maintenance |
| 3. Cleaning the Bathroom | 8. Hygiene & Safety |
| 4. Stocking the Cart | 9. Hiring & Scheduling |
| 5. Cleaning the Room | |

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KwikFix™ Spanish **Booklet** Download for Landscaping Professionals

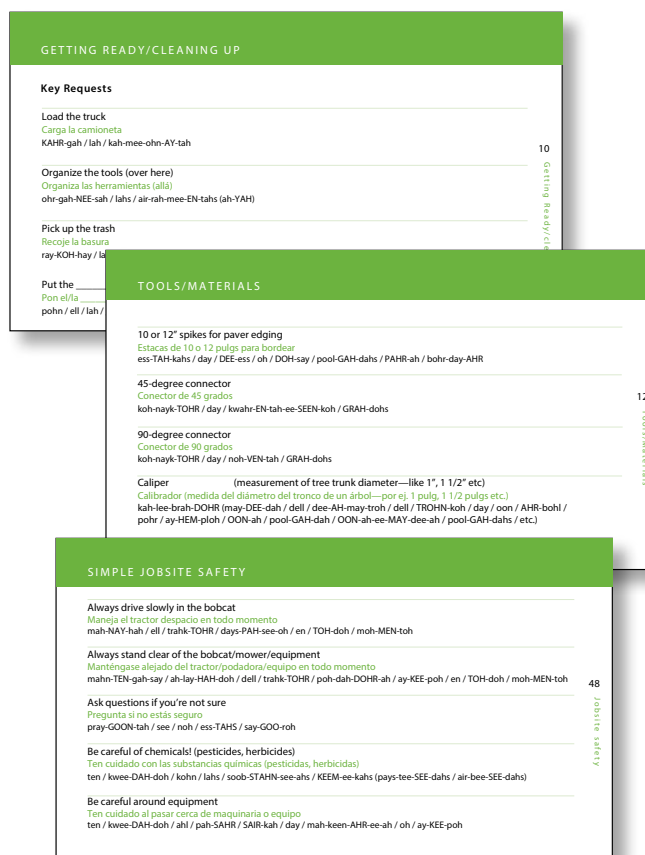
Our KwikFix™ Spanish Downloads will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Survival” Spanish Download includes complete phrases and requests related to: tools, jobsite safety, hiring and measurements for example.

All downloads include a pronunciation guide that will instantly make you understood – even if they’ve never spoken Spanish before. An audio download may also be purchased separately.


All KwikFix™ Downloads:

- Give you only what you need to communicate
- Have an easy-to-follow Pronunciation Guide
- Improve Productivity
- Are affordable!



Inside This Download:

1. Making Small Talk
2. Survival Basics
3. Getting Ready / Cleaning Up
4. Tools / Materials
5. Requests / Phrases / Verbs
6. Simple Jobsite Safety
7. Hiring & Scheduling
8. Numbers / Dates / Directions / Measurements
9. Miscellaneous

	Download (pdf)	 Audio Download
Price	\$10.95	\$7.95
Printed version of the booklet not currently available – only the downloadable version.		

Products

BANKING & FINANCIAL SERVICES

Downloads

TELLERS / FRONT LINE		
What is your _____?	¿Cuál es su _____?	kwaht / es / soo _____
account number	número de cuenta	NOO-mair-oh / day / KWEN-tah
birth date	fecha de nacimiento	FAI-chah / day / nah-see-mee-EN-toh
address	domicilio	doh-mee-SEE-lee-oh
social security number	número de Seguro Social	NOO-mair-oh / day / say-GOO-roh / soh-see-AHL
Do you want to cash a check?	¿Desea cobrar un cheque?	day-SAY-ah / koh-BRAHR / oon / CHAY-kay
Please provide identification.	Por favor proporcione una identificación.	poht / fah-VOHR / proh-pohr-see-OH-nay / OOH-ah / ee-den-tee-kah-see-OHN

LENDING		
What is your income?	¿Cuál es su ingreso?	kwaht / es / soo / een-GRAY-soh
Do you have any other income?	¿Cuenta con algún otro ingreso?	KWEN-tah / kohn / ahl-GOON / OH-toh / een-GRAY-soh
Do you have _____?	¿Tiene usted _____?	tee-EN-ay / oo-STED _____
a checking account	una cuenta corriente de cheques	OOH-ah / KWEN-tah / kohr-ree-EN-tay / day / CHAY-kays
loans	préstamos	PRAYS-tah-mohs

MORTGAGE		
Do you _____?	¿Usted _____?	oo-STED _____
rent	renta	REN-tah
own	es dueño de su vivienda	es / DWEN-yoh / day / soo / vee-vee-EN-dah
How long?	¿Desde cuándo?	DES-day / KWAHN-doh
What is your monthly payment?	¿Cuánto paga al mes?	KWAHN-toh / PAH-gah / ahl / mays
What is the interest rate?	¿Cuál es la tasa de interés?	kwaht / es / lah / TAH-sah / day / een-tair-AYS
How much do you have for your down payment?	¿Cuánto dinero tiene para el pago inicial?	KWAHN-toh / dee-NAIR-oh / tee-EN-ay / PAHR-ah / el / PAH-gah / een-ee-see-AHL
When did you open your mortgage?	¿Cuándo abrió su hipoteca?	KWAHN-doh / ah-bree-OH / soo / ee-poh-TAY-kah



KwikFix™ Spanish Booklet Download for Banking & Financial Professionals

Our *KwikFix™ Spanish Downloads* will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Survival” Spanish Download includes complete phrases and requests related to: lending, mortgages, tellers and commercial loans for example.


All downloads include a pronunciation guide that will instantly make you understood – even if they’ve never spoken Spanish before. An audio download may also be purchased separately.

All KwikFix™ Downloads:

- Give you only what you need to communicate
- Have an easy-to-follow Pronunciation Guide
- Improve Productivity
- Are affordable!

Inside This Download:

1. Making Small Talk
2. Survival Basics
3. Tellers / Front Line Tools / Materials
4. Customer Identification Program (CIP)
5. Deposits, Products and Services
6. Lending
7. Mortgage
8. Commercial Loans
9. Declining a Product or Service
10. Other Products or Services
11. Numbers, Time of Day, Months, etc.
12. Glossary of Terms

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Any Language. Any Industry. Any Time.

Pocket Reference Guide Spanish for the Commercial Construction Industry	
Contents	
Making Small Talk	2
Survival Basics - Key Terms and Phrases	3
Simple Jobsite Safety	4
Key Requests, Actions, & Directions	6
Tools, Construction Equipment, Materials, & Hardware (alphabetically)	8
Building Areas & Locations	11
Key Questions	12
Hiring, Paperwork, & Compensation	13
Scheduling, Training, & Performance Reviews	14
Dates, Colors, Numbers, & Measurements	15

MAKING SMALL TALK HACIENDO CONVERSACIÓN
Hello: Hola
Good morning: Buenos días
Good afternoon: Buenas tardes
Good evening/night: Buenas noches/Buenas noches
What is your name? ¿Cuál es su nombre?
My name is... Mi nombre es...
I'm the general contractor Soy el contratista general
I'm the project manager for the general contractor Soy el gerente de proyectos del contratista general
I'm the field superintendent Soy el superintendente de campo
I'm the boss Soy el jefe
I'm the labor foreman Soy el capataz
Nice to meet you Encantado de conocerlo/a
How are you? ¿Cómo está usted?
Very well, thank you Muy bien, gracias
Fine, and you? Bien, ¿y usted?

SIMPLE JOBSITE SAFETY SEGURIDAD SIMPLE EN EL LUGAR DE TRABAJO
Expressions Expresiones
I'm the safety director Soy el director de seguridad
Always stand clear of the digger/construction equipment Please keep a distance of ten feet from the digger/construction equipment
Ask questions if you are not sure Haga preguntas si no está seguro/a
Cover your clothing well Cubra bien su ropa
Lift properly Levante adecuadamente
No alcohol or drugs allowed on jobsite No se permite alcohol ni drogas en el lugar de trabajo
No smoking in this area No se permite fumar en esta área
Please close the opening Por favor cierre la abertura
Please put the safety railing back up Por favor ponga nuevamente la barandilla de seguridad
Please take the ladder down when you are finished Por favor baje la escalera cuando haya terminado
You must be tied off above six feet Usted debe estar amarrado si está más arriba de seis pies
Call the boss last ¿Llama primero al jefe?
Careful! ¡Cuidado!
Change! ¡Cambio!

KwikFix™ Spanish Download for the Commercial Construction Industry

Our KwikFix™ Spanish Downloads will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Survival” Spanish Download includes complete phrases and requests related to: simple jobsite safety, tools, hiring, paperwork, scheduling and key requests for example.


An audio download may also be purchased separately.

All KwikFix™ Downloads:

- Give you only what you need to communicate
- Leave all of the grammar out
- Improve Productivity
- Are affordable!

Inside This Download:

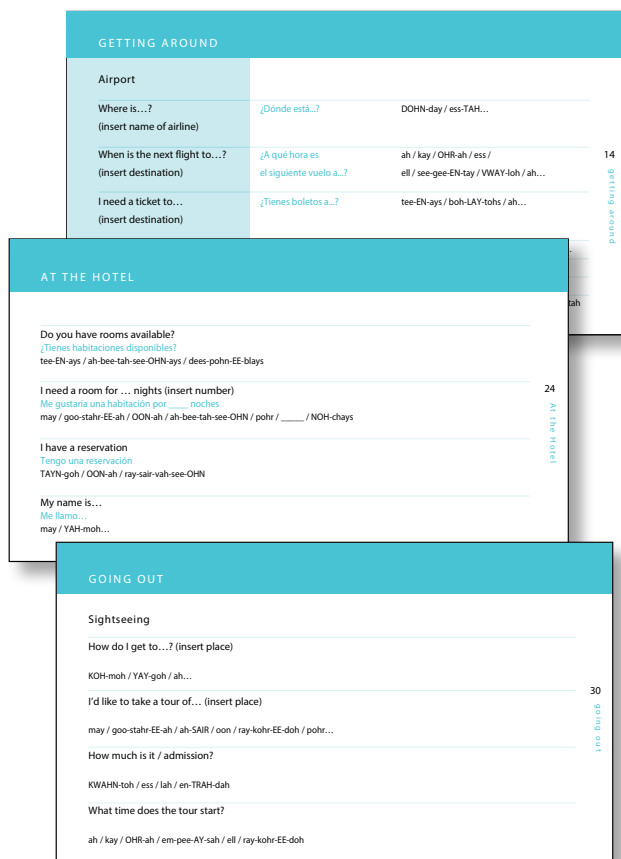
1. Making Small Talk
2. Key Terms and Phrases
3. Simple Jobsite Safety
4. Key Requests, Actions and Directions
5. Tools, Construction Equipment, Materials and Hardware
6. Building Areas and Locations
7. Key Questions
8. Hiring, Paperwork and Compensation
9. Scheduling, Training and Performance Reviews
10. Dates, Colors, Numbers and Measurements

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Printed version of the booklet not currently available – only the downloadable version.		

Products

SPANISH FOR TODAY'S TRAVELER

Downloads



KwikFix™ Spanish *Booklet* Download for Today's Traveler

Our KwikFix™ *Spanish Downloads* will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

Designed with input from industry experts, this KwikFix™ “Survival” Spanish Download includes complete phrases and requests related to: getting around, dollars and sense, emergency terms and at the hotel for example.


All downloads include a pronunciation guide that will instantly make you understood – even if they’ve never spoken Spanish before. An audio download may also be purchased separately.

Inside This Download:

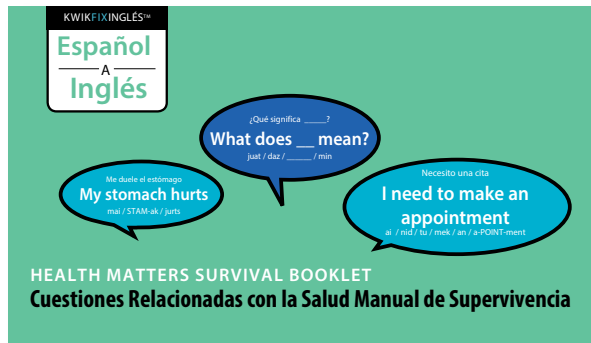
1. Making Small Talk
2. Dollars & Sense
3. Getting Around
4. At the Hotel
5. Going Out
6. Emergency / Medical
7. Miscellaneous

All KwikFix™ Downloads:

- Give you only what you need to communicate
- Have an easy-to-follow Pronunciation Guide
- Improve Productivity
- Are affordable!

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KwikFix™ Spanish Booklet Download for Latinos – Health Matters

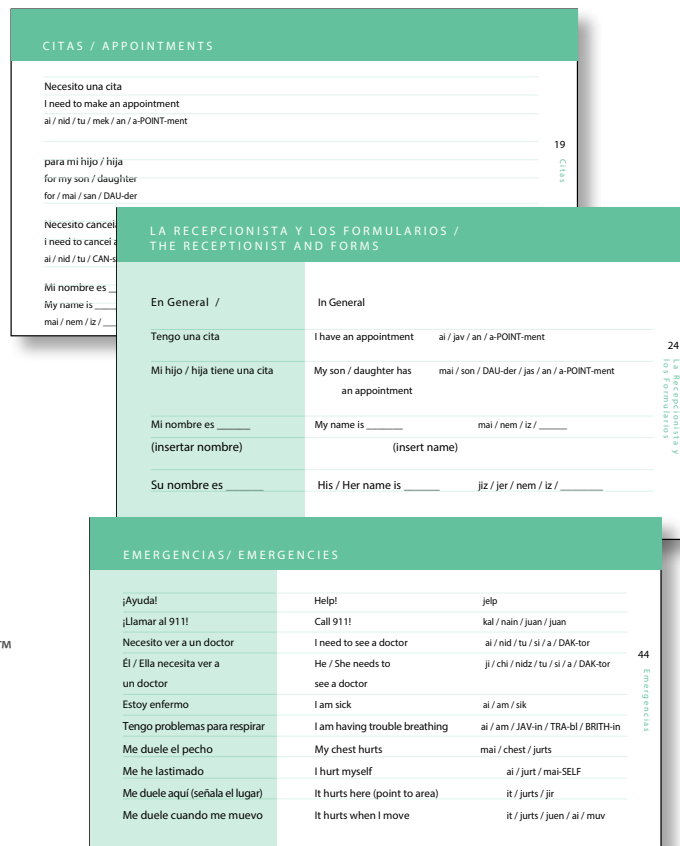
Our KwikFix™ English Download will instantly and effectively help any Latino communicate any health concern. His / her own medical questions or issues or those of the family are now easily expressed in English. Our “grammar-less” approach helps make this possible.

Designed with input from industry experts, this KwikFix™ “Instant” English Download includes complete phrases and requests related to: making appointments, emergencies, filling out forms and the basics for example.

All downloads include a pronunciation guide that will instantly make your employee understood – even if they’ve never spoken English before. An audio download may also be purchased separately.


All KwikFix™ Downloads:

- Give your Latino employee only what she / he needs to communicate
- Have an easy-to-follow Pronunciation Guide
- Improve Productivity
- Are affordable!



Inside This Download:

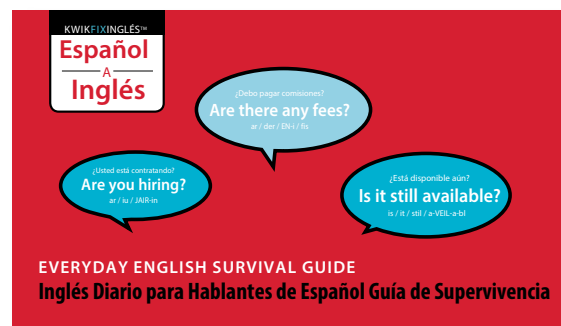
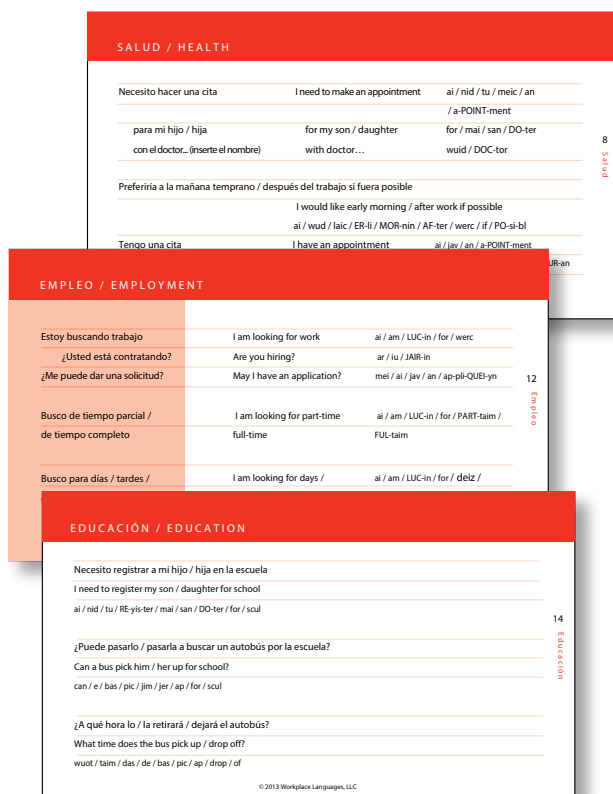
1. Sugerencias Rápidas para Hablar en Inglés / Quick Tips for Speaking English
2. Inglés Básico / Basic English
3. Citas / Appointments
4. La Recepcionista y los Formularios / The Receptionist and Forms
5. Términos Médicos / Medical Terms
6. Emergencias / Emergencies

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Products

EVERYDAY ENGLISH FOR LATINOS

Downloads



KwikFix™ English Booklet Download for Latinos – Everyday English

Our KwikFix™ English Download will instantly help any Latino communicate effectively in English a variety of daily situations. Our “grammar-less” approach helps make this possible.

Designed with input from industry experts, this KwikFix™ “Instant” English Download includes complete phrases and requests related to: finances, education, shopping, employment and much more.

All downloads include a pronunciation guide that will instantly make your employee understood – even if they’ve never spoken English before. An audio download may also be purchased separately.

Inside This Download:

1. En general / In General
2. Salud / Health
3. Empleo / Employment
4. Educación / Education
5. Finanzas / Financial
6. Vivienda / Housing
7. Compras / Shopping
8. Transporte / Transportation
9. Varios / Miscellaneous

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- Give your Latino employee only what she / he needs to communicate
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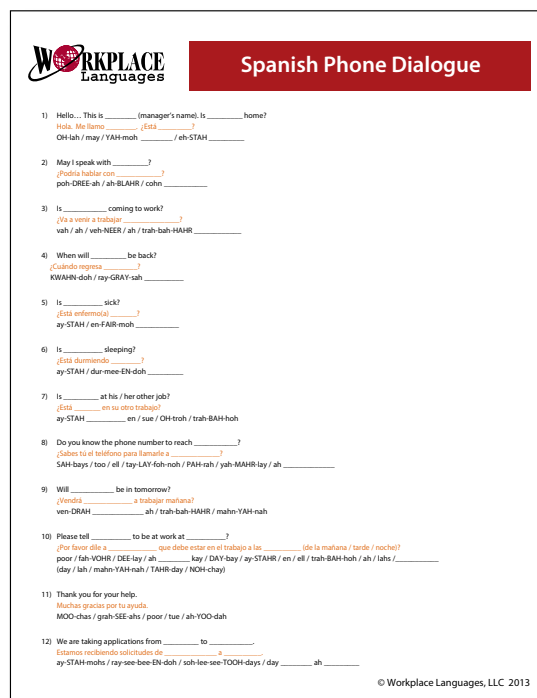
Any Language. Any Industry. Any Time.

KwikFix™ Phone Dialogue Download "Cheat Sheet" – Spanish for Managers

This two-sided, color, laminated 8 X 11 ½ "cheat sheet" is meant to help anyone in any industry easily and effectively communicate with your Latino / Hispanic employees. This particular Spanish "cheat sheet" is a script or dialogue you would use when calling your Latino employee when they don't show up to work. It's used to find out if he / she is sick, not coming in ... and to figure out a plan of action and who will "cover" in their absence.

An incredibly easy-to-follow pronunciation guide allows you to call and communicate with your Latino employee. The dialogue is on the front and on the back you will find additional helpful words and phrases such as: time, numbers, days, months ... everything you need to communicate specific details in Spanish.

Downloadable audio is also available for purchase. The "cheat sheet" does come with an English / Spanish pronunciation guide.

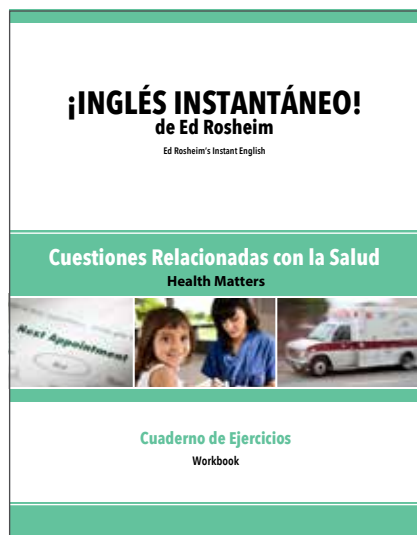


Sample:

Workplace Languages' Phone Dialogue

1. Hello... This is _____ (manager's name). Is _____ home?
Hola. Me llamo _____. ¿Está _____?
OH-lah / may / YAH-moh _____ / eh-STAH _____
2. May I speak with _____?
¿Podría hablar con _____?
poh-DREE-ah / ah-BLAHR / cohn _____
3. Is _____ doing to work?
¿Va a venir a trabajar _____?
vah / ah / veh-NEER / ah / trah-bah-HAHR _____

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Price	\$6.95	\$4.95
Printed version of the "cheat sheet" not currently available – only the downloadable version.		



KwikFix™ English **Workbook** Download for Latinos – Health Matters

Our KwikFix™ English Workbook Download will instantly help any Latino communicate effectively in English a variety of daily situations. Our “grammar-less” approach helps make this possible.

Designed with input from industry experts, this KwikFix™ English Workbook Download includes exercises, activities, dialogues ... relevant to an individual’s health. There are twenty-eight pages of practical information.


All questions and concerns related to health that an individual can face when English is not your first language are addressed. This workbook was designed specifically to help Latinos communicate more effectively in English in these situations.

An audio download may also be purchased separately for this workbook.



Topics Addressed in This Workbook:

1. Sugerencias Rápidas para Hablar en Inglés / Quick Tips for Speaking English
2. Inglés Básico / Basic English
3. Citas / Appointments
4. La Recepcionista y los Formularios / The Receptionist and Forms
5. Términos Médicos / Medical Terms
6. Emergencias / Emergencies

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Price	\$17.95	\$9.95
Printed version of the workbook not currently available – only the downloadable version.		

KwikFix™ English *Workbook* Download for Latinos – Everyday English

Our KwikFix™ *English Workbook Download* will instantly help any Latino communicate effectively in English a variety of daily situations. Our “grammar-less” approach helps make this possible.

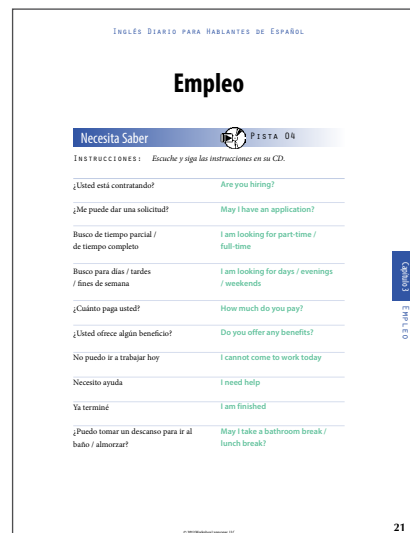
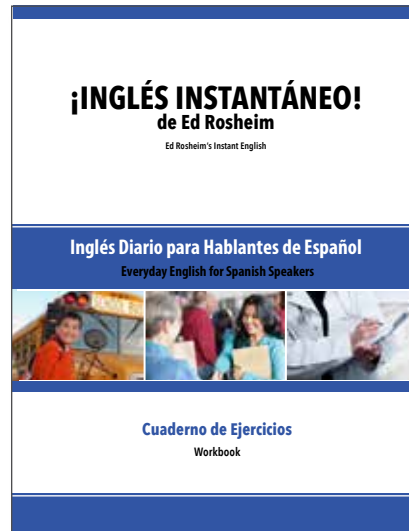
Designed with input from industry experts, this KwikFix™ English Workbook Download includes exercises, activities, dialogues ... relevant to: finances, education, shopping, employment and much more. Thirty-two pages of practical information.


All day-to-day concerns and issues that an individual faces when English is not your first language are addressed. This workbook was designed specifically to help Latinos communicate more effectively in English in these situations.

An audio download may also be purchased separately for this workbook.

Topics Addressed in This Workbook:

1. En general / In General
2. Salud / Health
3. Empleo / Employment
4. Educación / Education
5. Finanzas / Financial
6. Vivienda / Housing
7. Compras / Shopping
8. Transporte / Transportation
9. Varios / Miscellaneous



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Survival Spanish for Today's Workforce

KwikFix™ Spanish Seminar Curriculum Download – The Basics

Do you want to learn some of the basics in Spanish without getting overwhelmed with grammar and a lot of detail? This download is nice because it gives you only what you need to say some basic, but still very important, phrases in Spanish. Why make it more complicated than it needs to be?

Our KwikFix™ Spanish Download will instantly and effectively help you “get your point across” in Spanish. Our “grammar-less” approach helps lessen frustration and close the communication gap that often exists between managers and Latino employees.

I personally created this curriculum for seminars I have presented. No matter what industry you are in these pages will be a nice tool you can go back to again and again. I've include everything from simple pronunciation tips and greetings to key vocabulary and requests.

All downloads include a pronunciation guide for a number of the sections that will instantly make you understood – even if they've never spoken Spanish before.

An audio download may also be purchased separately.


All KwikFix™ Downloads: All KwikFix™ Downloads:

- Give you only what you need to communicate
- Have an easy-to-follow Pronunciation Guide
- Improve Productivity
- Are affordable!



This Download consists of:

1. Pronunciation Tips
2. Everyday Phrases
3. Greetings, Farewells and Dialogue
4. Simple Verb Chart and Question Words
5. Scheduling Expressions
6. Phrases to Help Train Latino Employees
7. Health, Safety and Emergency Expressions
8. Family
9. Clean and Sanitize
10. Helpful Review

	Download (22 page pdf)	 Audio Download
Price	\$6.95	\$4.95

Any Language. Any Industry. Any Time.

Corporate Language Training

KwikFix™

Onsite and Online Language Classes

In order to remain competitive in a globalizing world, successful companies have identified that development and deployment of language training programs to build skills throughout their workforces is vital. And while placing a premium on internationally focused and language-savvy employees is a proven strategy for many of the world's top multinationals, companies of all sizes and scopes must understand how globalization impacts their business.

Many training options are available. Convenience is critical. Workplace Languages either teach onsite at your company or classes are taught online to fit your schedule. The curriculum is customized to meet the needs of your company. All information is practical and grammar is always kept to a minimum. We give you only what you need to be successful at your job!

Classes and seminars are upbeat; nobody is put on the spot and we understand that you only want enough Spanish, Chinese, French ... whatever language it is - to communicate immediately, easily & effectively.



Any Language. Any Industry. Any Time.

Corporate Language Training



Eight-Week Onsite Workplace Spanish Training

INDUSTRY-SPECIFIC BEGINNING SPANISH

PURPOSE

This training is intended to increase the effectiveness of your company's English speaking employees to communicate with hourly Latino employees, co-workers and customers in the Spanish. It will also help to build a better rapport with your entire Latino staff by closing the communication and cultural gaps, resulting in improved service and understanding of your company's operations.

PARTICIPANTS

Participants will include any employee with little to no Spanish background or those wanting to brush up on their "rusty" Spanish. To facilitate good class participation, class sizes may range up to 20 participants per class.

SCHEDULE

The course time will be set to accommodate the scheduling needs of your company and your employees. Day and evening scheduling options are available. The course would meet for a total of 24 hours. Typically it meets three hours a week for eight weeks. This can be changed to meet the needs of the company. We will need 24 hours of "contact time" to go through the curriculum. It will be taught conveniently on site at a designated company location.

CURRICULUM

The curriculum is focused on providing participants the skills and confidence to communicate effectively in Spanish. The curriculum is based on years of material developed for a variety of companies and industries. Additional content will be customized to meet the specific needs of your employees through a Needs Assessment. An outline for the course will be provided before the class is started.

NEEDS ASSESSMENT

Prior to the training, an assessment will be conducted to identify the specific language needs of the employees. This assessment helps us to facilitate fast, efficient learning of words and phrases most useful in your workplace. The trainer who will be teaching the course will participate in this process. The assessment will include a tour, job shadowing and interviewing employees. The needs assessment can be conducted within 2 weeks and the course(s) could begin within an additional week (3 weeks lead time total).

Continued next page...

Corporate Language Training

MANAGERIAL SUPPORT

It is recommended that prior to the training, a presentation be made to company executives. This presentation will review the purpose and anticipated benefits of the training, and clarify the need for employees to be given the time to attend classes regularly. It is critical that we have a company's support to make this training as effective as possible.

ACCOUNTABILITY

Participants will be given written feedback on their performance during the course. We are able to tweak and customize materials even after the class has started. Workplace Languages wants to give you the Spanish you need to be successful. After delivering the course, we will review the progress made and the learning outcomes with your staff to identify any opportunities for improvements to subsequent courses.

METHODS

Language skill is acquired by speaking the language. The teaching methods will emphasize providing many opportunities for participants to practice speaking both in and out of the class. The majority of class time will be spent with participants learning and speaking functional vocabulary. The course will also include company-specific terminology and expressions, commands, yes/no questions and guided conversations.

TRAINERS

Trainers are selected based on their experience, ability to effectively teach the "Workplace Languages" approach and their overall communication skills. Trainers use a highly interactive teaching style, in which they create activities that get all participants actively involved without putting anyone "on the spot." We also keep the grammar to a minimum. I guarantee this to be a very upbeat non-threatening course.

During the pre-training needs assessment phase, the trainer will become very familiar with the organization as they meet with employees and participate in job shadowing.

Course includes:

- Job shadowing & needs assessment
- 24 hours of classroom instruction
- Progress reports & Feedback forms
- Customized curriculum & company-specific handouts
- Assistance available outside of the classroom
- Certificates of Completion

Return on Investment

Participants will:

- Be able to "get their point across" with Spanish phrases and vocabulary designed to meet your company's specific language needs
- Be able to develop a rapport with your Latino staff
- Learn in an energized, non-threatening environment where participants can thrive
- Receive resource materials and handouts customized to facilitate learning outside of the classroom

Company impact:

- Increase productivity, improve morale and increase retention
- Improved Customer Satisfaction
- Improved Operational Efficiencies
- Improved Workplace Safety
- Increased Profitability
- Increased Diversity in Leadership Positions

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Corporate Language Training



Eight-Week Onsite Workplace English Training For Any Individual With Limited English Proficiency

PURPOSE

This training is intended to increase the effectiveness of your non-English speaking employees to communicate with supervisors, management, co-workers and customers in the English language. It will also help to better interact with English-speaking guests by closing the communication and cultural gaps, resulting in improved service and understanding of your company's operations.

PARTICIPANTS

Participants will include LIMITED ENGLISH PROFICIENT (L.E.P.) employees with a similar level of conversational English. To facilitate good class participation, class sizes may range up to 20 participants per class.

SCHEDULE

The course time will be set to accommodate the scheduling needs of your company and your employees. Day and evening scheduling options are available. The course would meet for a total of 24 hours. Typically it meets three hours a week for eight weeks. This can be changed to meet the needs of the company. We will need 24 hours of "contact time" to go through the curriculum. It will be taught conveniently on site at a designated company location.

CURRICULUM

The curriculum is focused on providing participants the skills and confidence to communicate effectively in English. The curriculum is based on years of material developed for a variety of companies and industries. Additional content will be customized to meet the specific needs of your employees through a Needs Assessment. An outline for the course will be provided before the class is started.

NEEDS ASSESSMENT

Prior to the training, an assessment will be conducted to identify the specific language needs of the employees. This assessment helps us to facilitate fast, efficient learning of words and phrases most useful in your workplace. The trainer who will be teaching the course will participate in this process. The assessment will include a tour, job shadowing and interviewing employees. The needs assessment can be conducted within 2 weeks and the course(s) could begin within an additional week (3 weeks lead time total).

Continued next page...

Corporate Language Training

MANAGERIAL SUPPORT

It is recommended that prior to the training, a presentation be made to supervisors of prospective participants. This presentation will review the purpose and anticipated benefits of the training, and clarify the need for employees to be given the time to attend classes regularly. It is critical that we have a company's support to make this training as effective as possible.

ACCOUNTABILITY

Participants will be given written feedback on their performance during the course. Supervisors & participants will also have the opportunity to provide feedback on the course and the trainer on two occasions during the course. After delivering the course, we will review the progress made and the learning outcomes with your staff to identify any opportunities for improvements to subsequent courses.

METHODS

Language skill is acquired by speaking the language. The teaching methods will emphasize providing many opportunities for participants to practice speaking both in and out of the class. The majority of class time will be spent with participants learning and speaking functional vocabulary. The course will also include company-specific terminology and expressions, commands, yes/no questions and guided conversations.

TRAINERS

Trainers are selected based on their experience, ability to effectively teach the "Workplace Languages" approach" and their overall communication skills. Trainers use a highly interactive teaching style, in which they create activities that get all participants actively involved without putting anyone "on the spot." We also keep the grammar to a minimum. I guarantee this to be a very upbeat non-threatening course.

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Course includes:

- Job shadowing & needs assessment
- 24 hours of classroom instruction
- Progress reports & Feedback forms
- Customized curriculum & company-specific handouts
- Assistance available outside of the classroom
- Certificates of Completion

Return on Investment

Participants will:

- Be able to "get their point across" with English phrases and vocabulary designed to meet your company's specific language needs
- Become more productive and reliable employee
- Not have to worry about Daycare or Transportation – Classes are at Your Company
- Learn in an energized, non-threatening environment where participants can thrive
- Receive resource materials and handouts customized to facilitate learning outside of the classroom

Company impact:

- Increase productivity, improve morale and increase retention
- Improved Customer Satisfaction
- Improved Operational Efficiencies
- Improved Workplace Safety
- Increased Profitability
- Increased Diversity in Leadership Positions



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Corporate Language Training



Advanced English for Latino Managers and Supervisors

Restaurant Industry

PURPOSE

This training is intended to increase the effectiveness of your Latino supervisors and managers to communicate in the English language. It will also help to better interact with English-speaking guests by closing the communication and cultural gaps, resulting in improved service and understanding of your company's operations.

PARTICIPANTS

To facilitate good class participation, class sizes may range up to 20 participants per class. Participants will include Latino:

- Shift Leaders
- Managers
- Trainers
- Supervisors
- Above Store Leaders

TOPICS COVERED

- Listening over the phone
- Filling out Customer Comment Cards
- Email Etiquette
- Being a More Effective Trainer
- Filling out Appraisals
- Quality Assurance Incident Reports
- Critiquing Customer Service Skills
- Improved Pronunciation
- Accent Reduction
- Grammar Help
- Advanced Writing Skills

This class is intended to help improve effectiveness in speaking to employees, supervisors, co-workers and clients resulting in improved understanding of operations and services.

SCHEDULE

The course time will be set to accommodate the scheduling needs of your company and your employees. Day and evening scheduling options are available. The course would meet for a total of 24 hours. Typically it meets three hours a week for eight weeks. This can be changed to meet the needs of the company. We will need 24 hours of "contact time" to go through the curriculum. It will be taught conveniently on site at a designated company location.

Continued next page...



Onsite at Your Company

Any Language. Any Industry. Any Time.

Corporate Language Training

CURRICULUM

The curriculum is focused on providing participants the skills and confidence to communicate effectively in English. The curriculum is based on years of material developed for a variety of companies and industries. Additional content will be customized to meet the specific needs of your employees through a Needs Assessment. An outline for the course will be provided before the class is started.

NEEDS ASSESSMENT

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Participants will be given written feedback on their performance during the course. Supervisors & participants will also have the opportunity to provide feedback on the course and the trainer on two occasions during the course. After delivering the course, we will review the progress made and the learning outcomes with your staff to identify any opportunities for improvements to subsequent courses.

METHODS

Language skill is acquired by speaking the language. The teaching methods will emphasize providing many opportunities for participants to practice speaking both in and out of the class. The majority of class time will be spent with participants learning and speaking functional vocabulary. The course will also include company-specific terminology and expressions, commands, yes/no questions and guided conversations.

TRAINERS

Trainers are selected based on their experience, ability to effectively teach the "Workplace Languages' approach" and their overall communication skills. Trainers use a highly interactive teaching style, in which they create activities that get all participants actively involved without putting anyone "on the spot." We also keep the grammar to a minimum. I guarantee this to be a very upbeat non-threatening course.

During the pre-training needs assessment phase, the trainer will become very familiar with the organization as they meet with employees and participate in job shadowing.

Course includes:

- Job shadowing & needs assessment
- 24 hours of classroom instruction
- Progress reports & Feedback forms
- Customized curriculum & company-specific handouts
- Assistance available outside of the classroom
- Certificates of Completion

Return on Investment

Participants will:

- Be able to "get their point across" with English phrases and vocabulary designed to meet your company's specific language needs
- Become more productive and reliable employee
- Not have to worry about Daycare or Transportation – Classes are at Your Company
- Learn in an energized, non-threatening environment where participants can thrive
- Receive resource materials and handouts customized to facilitate learning outside of the classroom

Company impact:

- Increase productivity, improve morale and increase retention
- Improved Customer Satisfaction
- Improved Operational Efficiencies
- Improved Workplace Safety
- Increased Profitability
- Increased Diversity in Leadership Positions

Onsite at Your Company

Call Toll Free at 866.330.9419 for pricing.

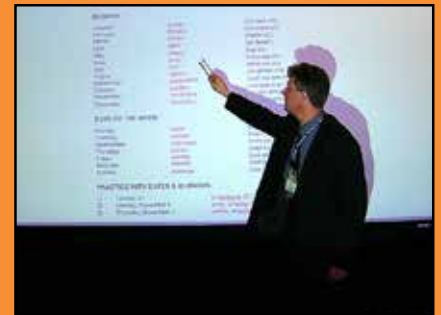
Free Shipping & Handling on All Products!

Onsite at Your Company

One-Day Seminar for Today's Workforce

- Zero-stress classroom environment
- No grammar taught
- Teach a functional Spanish that can be used immediately
- Provide industry, company & job-specific materials

- Improved communication
 - able to get your point across
- Increased productivity and safety
- Improved retention of workers
- Better rapport / morale with all employees



- Functional key phrases unique to your company
- Audio files to accompany all customized materials
- Resources to company learning outside of class
- Certificate of Completion

- only the Spanish you need
- customized materials
- no grammar
- industry, company & job-specific materials

Anita B. Boyle, CCM | General Manager | North Carolina State University Club, Inc.

William Duy | Club Manager | Biltmore Country Club

Any Language. Any Industry. Any Time.



Lunchtime Language

A Brown-Bag Lunch & Learn Offering

Let's do lunch! Actually you eat – we teach. Designed for today's busy professionals. We'll come to you and teach Survival Spanish (or any language needed) or your company's lunch hour.

This offering is different than our eight-week courses that are taught in 3-hour chunks. This is a "down and dirty" 60-minute session 2X per week for 5 weeks.

Classes are still customized giving your organization the specific vocabulary and phrases it needs to communicate effectively on the job.

Workplace Languages offers more than just Spanish. Our motto is, "Any Language. Any Industry. Any Time." And we mean it!

These 60-minute sessions are upbeat, fun and informative. WPL never puts anyone on the spot and we never overload / overwhelm you with grammar. It is truly a relaxed environment that all participants will enjoy.

COST:

The cost of the 10 sessions for up to 20 individuals is \$1,395 – less than \$70 per participant! And all materials are provided. Workplace Languages even provides pronunciation guides and audio downloads to help you continue the learning process after the class is over.



Free Shipping & Handling on All Products!

Corporate Language Training

One-on-One English Tutoring for Executives

All Levels Taught

PURPOSE

This English training is intended to help any executive with one-on-one English tutoring. This class would include: accent modification, improved pronunciation, grammar help and writing skills. The curriculum for this one-on-one training will be customized to address the immediate needs of the client. These tutoring sessions are also intended to help the client improve his / her effectiveness in speaking to employees, supervisors, co-workers and clients resulting in improved understanding of your company's operations and services.

SCHEDULE

The tutoring times will be set to accommodate the scheduling needs of your client. Day and evening scheduling options are available. The class would meet for a total of 20 hours. Typically the instructor and individual meet two times per week and two hours each session for five weeks. But the tutoring session will meet at the convenience of the individual and other scheduling option can be discussed. It will be taught conveniently on site at the company a designated location.

TOPICS COVERED

The curriculum is focused on providing participants the skills and confidence to communicate effectively in English. All levels are available. The class is based on a workplace English curriculum, customized to meet the specific needs of the client.

Sample topics:

- Four essential skills that impact everyday interactions (speaking/pronunciation, listening, writing, reading)
- Complex language functions (e.g., negotiating, persuading, making requests, taking turns, apologizing, disagreeing)
- Accent modification, improved pronunciation, grammar help

NEEDS ASSESSMENT

Prior to any tutoring sessions, an assessment will be conducted to identify the specific language needs of the individual. This assessment is critical to creating customized tutoring that will facilitate fast and efficient learning. The instructor who will be teaching the class will participate in this process. The assessment will include a tour, job shadowing and interviewing the client. The needs assessment can be conducted 2 weeks prior to starting the customized tutoring sessions.

ACCOUNTABILITY

Participants will be given written feedback on their performance during the course. He / She will also have the opportunity to provide feedback on the tutoring sessions and the instructor on two occasions during the five-week of tutoring sessions. After completing the course, we will review the progress made and the learning outcomes with the individual to identify any opportunities for improvements to subsequent courses.

Instructor Instructors are selected based on their experience tutoring all aspects of the English language, their understanding of the Workplace Languages' methodology and their effectiveness in engaging the individual and producing results. Instructors use a highly interactive teaching style, in which they create an effective and positive learning environment.

Maximizing Your Talent / ROI

JUST A FEW OF THE BENEFITS AVAILABLE TO OUR CLIENTS:

- Improve speaking skills by practicing one-on-one with native speakers
- Polish critical written proposals or oral presentations to deliver precise messages
- Facilitate better communication between management and employees
- Choose customized learning at a time and place convenient for you or your team

FLEXIBILITY AND CONVENIENCE

Choose your ideal learning environment:

- Web-based sessions
- Instructor-led tutoring in-person at your company
- Blended options integrating online and in-person
- Published materials and job aids

Call Toll Free at 866.330.9419 for pricing.

Any Language. Any Industry. Any Time.



Immigration Reform Seminar

Immigrants play an increasing role in Minnesota's workforce. Yet the complicated federal laws governing the hiring of immigrants can be confusing to many employers. This forum is designed to help human resource specialists better understand the laws and be assured that they have dotted the "I"s and crossed the "T"s in completing the necessary paperwork and other requirements. The timing of this forum is opportune for employers as seasonal workers typically join the workforce in the spring, summer and fall.

This 90-minute session is divided into two panel presentations. The first panel will provide an overview of "best practices" for hiring and retaining immigrant workers. The second panel will focus specifically on the I-9 audit process. Join us for either or both panel presentations.

COST:

The cost of this seminar is \$795 for up to 25 participants.

Call Workplace Languages at 651.436.8221 for more details regarding availability, presenters and possible customization to meet the specific needs of your company. Or email us at Info@WorkplaceLanguages.com for more information.

Free Shipping & Handling on All Products!

Corporate Language Training

Online Spanish with Native Spanish Instructors over Skype™

Effective communication. It's the foundation of any successful business. Help your management team and employees communicate more effectively with customers and each other. Now with the help of technology, Workplace Languages has developed the best way to learn Spanish at your convenience.

From the privacy and convenience of our own home or office our clients are able to learn Spanish words and phrases specifically designed around terminology for their industry. One-on-One lessons are taught over Skype™ by one of our native speaking instructors.

Workplace Languages offers 3 distinct levels. Each level consists of ten 40-minute lessons beginning with the instructor assessing each participant's ability to communicate in basic Spanish during the first lesson. We will take the information from that assessment along with the upfront work we've done with your company to develop a unique individualized set of classes for each participant.

Although we typically sell various package options to companies, Workplace Languages provides a number of learning options for any individual wanting to learn Spanish. We want to teach you! We have a passion for teaching adult learners.

WHY LEARN SPANISH?

- Become more marketable
- Get your point across
- Lessen frustration
- Re-tool for your current job
- Safety issues
- Retention of your Latino employees
- It's fun!

Continued next page...



Online

Any Language. Any Industry. Any Time.

Corporate Language Training

DESCRIPTION

- Student receives ten 40-minute sessions with Native Spanish Instructor
- Classes are taught over Skype. You see and hear the teacher and vice versa
- Student schedules one 40-minute class each week for ten weeks
- You schedule the classes to fit your schedule
- Students are given all lessons and audio files to practice in between classes
- Three levels – each more industry and company specific
- Step-by-Step help setting up Skype™ if you need it

BENEFITS

- Live Teacher!
- Immediate Feedback - Answers to specific questions
- "Grammar-less" lessons – We only give you what you want!
- Individual attention
- No commute to class
- Affordable! And we guarantee results
- Classes are offered from 8:00am to 9:00pm CST Monday through Friday
- Employee progress is measureable

"The instructors are fun, friendly, and encourage you to challenge the training and expand on the verbiage. Lessons were always reviewed before they ended and again reviewed when the next lesson started. A great experience, better than Rosetta Stone!"

*Toni M. Bianco, Sr. Director
International Research & Development, QA
Papa Johns International*

"This has been a great experience thus far! As for me, I find myself more confident attempting to converse in Spanish when I am out in the field visiting restaurants now. I've got three courses left to complete my ten, but I've been very impressed with the instructor and the coursework."

*Seth McColley, SPHR
People Capability Leader - Pizza Hut*



Corporate Packages

Number of Classes	1	25	50	100
Price	\$19.95	\$800.00	\$1425.00	\$2500.00
	Try a class!	\$32 per 40-minute class	\$28.50 per 40-minute class	\$25 per 40-minute class

Packages for Individuals

Number of Classes	1	5	10	25	50
Price	\$19.95	\$150.00	\$270.00	\$600.00	\$1000.00
	Try a class!	\$30 per 40-minute class	\$27 per 40-minute class	\$24 per 40-minute class	\$20 per 40-minute class

Online

Free Shipping & Handling on All Products!

Translations

Written Translations by Workplace Languages

We provide translation services for every language where business is spoken. Workplace Languages has the experience and resources of a large translation company, but we provide the customer service and attention to detail that only a small translation agency can.

Every industry and company has its own unique way of saying things and specific language. WPL demonstrates its understanding of the content and client's unique vocabulary in every translation. The result? Translations that sound just right for each market. Our job isn't complete until the client is 100% satisfied.

All translations go through a comprehensive process. Workplace Languages is dedicated to translation services that surpass the strictest standards of quality.

Each quote is prepared by one of our experienced Project Managers and she/he is with you every step of the way. Workplace Languages always finish on time and on budget. WPL is different. WPL is the right choice.

Any Language. Any Industry. Any Time.

Translation@WorkplaceLanguages.com | www.WorkplaceLanguages.com | 866.330.9419

Translations



Any Language. Any Industry. Any Time.

WHY WPL IS A BETTER CHOICE

- Improves customer satisfaction around the world
- Quick turnaround – Reduce product launch times
- Affordable – Cut your translation budget
- Lowers your corporate risk
- Over 100 languages offered
- Surpasses strictest standards of quality

WHAT WPL TRANSLATES

- Technical manuals
- Human Resources policies
- Corporate websites
- Marketing collateral
- Legal documentation
- E-Learning solutions
- Safety policies

INDUSTRIES SERVED

- Hospitality
- Manufacturing
- Medical
- Legal
- Insurance
- Financial
- Software



QUALITY CONTROL - OUR PROCESS

Each translation project follows these five steps to guarantee high quality translations and customer satisfaction:

- **Document Analysis and Quote:** We review the document for word count and technical nature. A quote is typically ready that same day.
- **Translation:** Your document is assigned to a translator based on language and subject area.
- **Editing:** Your translation is carefully reviewed and edited for accuracy.
- **Formatting & Delivery:** Your document is delivered in its original format (Word, PDF, HTML, etc.).
- **Client Review:** Only when you are satisfied with the outcome is the project considered finished.

Free Shipping & Handling on All Products!

Services

KwikFix™ Communication Solutions

In addition to our training, translation and bilingual products, Workplace Languages offers other language services. Our experienced interpreters have industry-specific knowledge and are completely fluent in English and the target language. Fill out the form on the next page, call us directly or email us at INTERP@WorkplaceLanguages.com with the specifics and we'll be there with the interpreter that best meets your needs.

If there is either a communication or labor-related issue with one of your Latino employees, Workplace Languages offers immediate consultation / interpretation via conference call, Skype™ or other solutions. We have Spanish phone interpreters available 24/7.

Workplace Languages also offers professional voiceover talent for projects big or small. Tell us the scope of the project, the target language(s) and we will propose the appropriate solution.



Any Language. Any Industry. Any Time.

Services@WorkplaceLanguages.com | www.WorkplaceLanguages.com | 866.330.9419

Onsite Language Interpretation

If you are holding a **bilingual** or **multilingual** conference or event and need a **foreign-language** interpreter, our interpretation services can help you break through any language barrier. Workplace Languages has been in this business for over 15 years and has helped hundreds of companies and industries with our interpretation solutions.

Request Form

Fill out the form below, scan and email it to Services@WorkplaceLanguages.com or feel free to call 651.436.8221 with any questions.

This is for onsite interpretation (we come to you). We offer over 100 languages.

WPL also offers Spanish Phone Interpretation (through WebEx and Go-to-Meeting). This is only offered in Spanish.

Name of Person Making Request: _____

Company Name: _____

Phone Number: _____ Language Requested: _____

Client Name: _____

Date Needed: _____ Time of Appointment: _____

Location /Address of Assignment: _____

City: _____ State: _____

On-Site Contact Person: _____

Department: Phone Number: _____

Interpreter Preference: _____

Other: _____

Confidentiality Notice: This document(s) contains confidential information which is legally privileged. The information is intended only for the use of the intended recipient named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying distribution, or the taking of any action in reliance on the contents of this information is strictly prohibited. Thank you.

****Office Use Only****

Date Assigned: _____

Services

Spanish Telephone Interpretation Services

Do you have labor-related issues or miscommunication that need to be resolved in Spanish? And it's not convenient to set up a time for a Spanish interpreter to come in? No matter where you are or what time it is; a solution to your situation is just one call away!

Our Spanish Telephone Interpretation provides you with an immediate answer.
Affordable. Convenient. Professional.

HOW DOES YOUR TELEPHONE INTERPRETATION WORK?

There are no monthly contracts or minimums required to use Workplace Languages' telephone interpretation service. You are simply charged \$80 for the first hour (there is a one-hour minimum) and then \$20 for each 15-minute increment.

Sample pricing for Spanish Phone Interpretation:

1 hour (minimum)	\$80
1 hour 15 minutes	\$100
1 hour 30 minutes	\$120
1 hour 45 minutes	\$140

Call Toll Free 1.866.330.9419 or Email Services@WorkplaceLanguages.com and let us know when you need to set up the service. We give you a Toll Free number to call into and a password. We email you a confirmation. It's as easy as that.

HOW DO I GET BILLED?

We bill for your Spanish Phone Interpretation. An email will be sent to you with a detailed invoice attached. Payment terms are 30 days. If other terms are required, please email Billing@WorkplaceLanguages.com.

WHO ARE YOUR INTERPRETERS?

We have a network of qualified telephone interpreters. If you make more than a few calls a month, you'll definitely get to know them by name, and they'll start to feel like a part of your team before long!



HOW CAN I GET SET UP TO START USING THESE TELEPHONE INTERPRETING SERVICES?

Fill out this form [Click Here](#), call Toll Free 1.866.330.9419 or email us at Services@WorkplaceLanguages.com. We'll want to schedule an initial free phone call with you to get a sense for your level of interpreting needs, operating hours, nature of the calls you expect, etc. Workplace Languages looks forward to providing you with this service!

Any Language. Any Industry. Any Time.

Multilingual Voice-Over Services

WHAT WORKPLACE LANGUAGES OFFERS:

- Full Multimedia Expertise
- Complete Facilities
- Affordable Pricing
- Proven Track Record
- Reliable Results
- Dedicated Project Management

VOICEOVER PRICING:

Pricing is the same for all languages with respect to the voiceover talent:

- 0 – 10 minutes would be \$400.00 per language (per individual voice talent) for Finished Audio

After the first 10 minutes:

- \$25.00 per min. up to 40 minutes per language
- \$20.00 per minute 40 - 60 minutes per language
- \$15.00 per minute 60 and over language

LOW COST SOLUTIONS:

- eLearning narration does not always require full-quality studio sound and top-notch acting. WPL will always provide a low-cost option. Our clients can take advantage of our full-quality process and multiple language offerings while keeping costs low by avoiding unnecessary studio costs.

DELIVERY OF FINISHED PRODUCT:

- .mp3, .aiff, .wav or .flac files
- Send them via Dropbox
- Upload to your FTP site
- Any method you prefer

ASSUMPTIONS:

- Estimate does NOT include translation of English-language scripts
- Quote assumes 1 talent per language

Workplace Languages has **expertise in all corporate multimedia tools**

EQUIPMENT

Workplace Languages uses:

- Sennheiser MKH-416
- Behringer XENYX 802 8-Channel Audio Mixer
- Native Instruments Audio Kontrol 1 Digital Audio Interface
- Pro Tools 10 running on Windows 7
- iZotope Ozone 4 64-bit Mastering Suite
- iZotope RX
- KRK Rokit 6 Studio Monitors
- BeyerDynamic DT770 Stereo Headphones
- Sound Proof Vocal Booth

Strategic Workforce Planning

Recruiting and retaining a top quality workforce is becoming the number one challenge in business today. Questions abound regarding the following issues:

- How do we reach candidates?
- How are we perceived as an employer?
- How are applicants finding us?
- How effective are we in bringing employees onboard, selecting the right candidates and training them?
- Why is our turnover rate so high?

To answer these questions, we have expanded our client services to include **strategic workforce planning**. These services are recognized nationally for their ability in improving talent acquisition and management and retention. As the labor market increasingly tightens, this challenge will only increase.

To meet this demand we are now offering to help you identify and address your workforce needs through an assessment of your current practices and establishing best in class approaches aligned with the strategic direction of your organization.

ARCHITECTURE OF WORKFORCE SUCCESS

NEED

- Increase size and quality of candidate pool
- Align workforce approaches with company strategic directions

DISCOVERY

- Review current practices and procedures
- Create a comprehensive workforce recruitment strategy

OUTCOMES

- Increased selection pool
- Increased candidate quality
- Reduced recruitment costs
- Increased ROI

Please contact us today for a no-cost consultation.

Executives to Mexico

TOTAL SPANISH IMMERSION IN CUERNAVACA

So you want to really learn Spanish and you don't have a lot of time to commit to it? The absolute best way to learn a language, or anything for that matter, is to completely immerse yourself in it. In 1982 Augsburg College, based in Minneapolis, Minnesota, founded the Center for Global Education (CGE). CGE is nationally recognized for its work in experiential; intercultural and educational travel opportunities. Workplace Languages is proud to collaborate with CGE on this one-of-a-kind offering.

More than 9,000 people have participated in their international travel seminars. CGE and Workplace Languages have customized an eight-day / seven-night total immersion program in Cuernavaca, Mexico that is a perfect fit for companies in the hospitality industry.



Any Language. Any Industry. Any Time.

Executives to Mexico



TOTAL SPANISH IMMERSION FOR EXECUTIVES

CUERNAVACA, MEXICO PROGRAM OVERVIEW

Target audience: This total immersion program is designed for hospitality professionals who wish to learn Spanish & achieve cultural competence while working with Latinos, specifically the Mexican population.

Overarching Goal: To develop Spanish language skills in order to communicate and work comfortably in the hospitality industry in the shortest possible time possible.

Overall program goals: This immersion program is a basic-intermediate course created to satisfy the needs and expectations of individuals in the hospitality industry who seek to develop strong speaking and oral comprehension skills with a focus on vocabulary that would be useful in their field. The main focus will be on developing specialized vocabulary and learning grammar within the context of daily situations relevant to different aspects of the hospitality industry.

LEARNING OBJECTIVES

- Learn specialized vocabulary
- Practice oral expression and communication in diverse contexts
- Improve listening and comprehension skills
- Demonstrate an appreciation and sensitivity to the unique cultural beliefs, practices, and values of the Mexican population
- Participation in workshops, role playing, and other activities designed to enhance the student's cultural competency.

Continued next page...

Any Language. Any Industry. Any Time.

Potential Guest Speakers and Cultural Site Visits

- Engage in an exchange with business students at a local university.
- Visit at least one maquiladora (assembly plant) and talk with the managers and workers about international business.
- Meet with Mexican businessmen and talk with them about U.S.-Mexico trade relations.
- Discuss ethical issues and corporate social responsibility with international business managers, including a Partner of Enterprising Solutions Global Consulting, an international firm that works in the area of development finance and corporate social responsibility.
- Visit the Coca Cola plant in Cuernavaca and discuss their corporate social responsibility policies.
- Talk with economic officers at the U.S. Embassy about U.S.-Mexico relations and the impact of NAFTA.
- Visit Boing, a Mexican worker-owned company, and discuss the challenges of running a socially responsible business with the management (during trip to Mexico City).
- Visit the Mexican Stock Market (during trip to Mexico City).
- Talk with diverse groups of people about the impact of globalization and their understandings of global corporate citizenship.

COST:

\$2,295 US per participant for the eight-day / seven-night immersion program. A non-refundable \$200US deposit per participant is due at least one month prior to arrival and the remaining balance on the first day of classes in Cuernavaca, Mexico.

WHAT IS INCLUDED:

Registration, tuition for all language conversation classes, transportation from Mexico City to Cuernavaca, vocabulary building activities, curriculum (specifically designed for individuals in the hospitality industry), daily cultural activities like salsa dancing, cultural excursions, cooking labs, music classes, wireless internet access at the school, all hotel accommodations or with a local host family in individual prefers, daily transportation to school, honoraria/tips, and breakfast and lunch each day.

WHAT IS NOT INCLUDED:

Airfare to Mexico City. You need to make arrangements for dinner. Remember that a valid passport is mandatory for all international traveling. Your own arrangements should be made to ensure health insurance coverage while in Mexico.

OUR STAFF IN MEXICO

CGE has permanent faculty and staff in Mexico, as well as an office, classroom facilities and two guesthouses in Cuernavaca. The hotel (or family stay if you prefer) is close to the school. Any transportation that may be required will be provided.

Call Toll Free at 866.330.9419 for more details.

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866-330-9419
Phone orders will be invoiced



By Mail
 Workplace Languages
 Attn: Customer Service
 11405 Ivywood Trail
 Woodbury MN 55129

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Minnesota residents MN sales tax 6.875%				
TOTAL				

Terms

Terms on products are net 45 days from invoice date. Services and training terms will be discussed. Prices in this catalog reflect all discounts. Free shipping and handling within the continental United States.

Returns

Returns for materials purchased from WPL cannot be accepted unless written approval has been secured.

Prices

Prices stated in this catalog are in effect at the time of publication, through January 2015. WPL will provide quotes and/or bids as may be required.

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100% GUARANTEE

We promise a full refund on all products if you are not completely satisfied at any time.