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### 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 25 years of onsite corporate Spanish and 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 nationwide staff of language instructors and an internationally-based network of translators and voiceover talent.

Workplace Languages provides industry-specific onsite and online language training, the development of customized bilingual tools, multilingual voiceovers 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.
Are the products and/or training you see on this website not a perfect fit? All of our product and training options can be tailored to meet your company’s specific needs with customized language programs. Give Workplace Languages the opportunity to create the perfect tool or program to help you “close the communication gap” easily and effectively. WPL takes pride in its “Any Language. Any Industry. Any Time.” approach.

Workplace Languages takes the same approach for all of our offerings; we take the time to get to know your industry, company and even the employees’ various jobs. We’ll do everything we can to understand what the language issues are and how best to address them.

For all customized language programs and bilingual products, we conduct an in-depth needs assessment which involves touring your facility, creating surveys and job shadowing. In addition to the needs assessment our language specialist will work hand-in-hand with a company representative to review any needed documents to help with our learning process. After all information is gathered and questions are answered we create the language program or bilingual product that is the perfect fit for your company.

We’ve had the distinct pleasure of working with manufacturers, hotels, restaurants, the gold mining industry, medical, banking, nursery and landscaping … and the list goes on and on. Although we may not be an expert in every industry, nobody works harder than Workplace Languages to learn exactly what your company’s language needs are and build customized language programs to fill those needs.

Let us know what you are looking for and we’ll be happy to get back to you with additional information or provide a free / no-obligation proposal.
KwikFix™ Onsite Language Classes - All Languages

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 workforce 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 teach onsite at your company 7 days a week, 24 hours a day 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.
Online & Onsite Workplace English (E.S.L.) Class Proposal

PURPOSE
This training is intended to help designated employees gain confidence speaking English during their jobs, increase productivity and build rapport with their improved ability to communicate and get their point across. This onsite class includes: work-specific dialogues & role-playing, life skills, oral practice, pronunciation help & suggestions on how to continue the learning process outside of the classroom. This class is also intended to help the participants improve their effectiveness in speaking to supervisors, co-workers and clients.

SCHEDULE
The course time will be set to accommodate the scheduling needs of the company. Day and evening scheduling options are available. With the Level I English course there will be 24 hours of total instructional time.

We recommend meeting 2 times per week for 1.5 hours per class. Three total hours of instructional time per week for 8 weeks. But we will accommodate any scheduling requests by the company. With Workplace Languages you have the choice of Online Classes over Zoom or WebEx or onsite / in-person instruction.

GOALS – CLASS STRUCTURE
During the duration of the class, “mini” homework assignments will be given out to all participants. We never put students on the spot or want them to feel (just the opposite) BUT we need to get people speaking English so these “mini” assignments will be created to have the participants speak with their English-speaking co-workers in a guided manner. These assignments will only take about 5 to 10 minutes but we encourage students to practice these assignments with as many English speakers as possible.

I want to emphasize that we want everyone to enjoy this class! We don’t want to put anyone on the spot or feel uncomfortable.

During and at the completion of the Level I English Class, Workplace Languages will provide Feedback Sheets and the Progress Reports on all participants. The client and Workplace Languages will determine if a Level II is needed. A Level I class may be sufficient for most, if not all, employees and they may not need any additional training. Some may “graduate” to a Level II class and there may even be the possibility that a student might want / need to go through another Level I class again. We will keep the “lines of communication open.” Our goal is to “graduate” students as soon as possible and get them conversational and to be a more productive & confident employee of your company when it comes to the English language.

Continued next page...
Course Includes:

- Initial site visit from the instructor and preliminary testing of all students – English oral proficiency and written proficiency is assessed (This will be done over Zoom or WebEx for our Online Offerings)
- 24 hours of instruction Online or Onsite at the company / property – 3 hours (two 1.5-hour classes)
- a week for 8 weeks
- Customized company-specific handouts for up to 20 students
- Student Workbook for each participant
- Take-home sheets & “mini” homework assignments
- Progress / Accountability reports for the managers / supervisors of the participants
- “Cheat Sheets” for all participants with key words & phrases – company-specific

Course Fees:

- Initial assessment of all students’ English level – this is done one week prior to the classes beginning. This is a one-time charge of $200 for a ½ day of testing
- 24 instructional hours X $135/hr. = $3,240 total cost for instruction
- $15 per workbook for each participant
- Up to 20 Students per class
- Customized handouts are included

What We Need to Get Started:

- We need to know 1) start date, 2) times of the day and 3) days you would like class(es) in order for us to draw from our teaching pool of candidates
- 1/3 upfront payment – Class is invoiced 1/3 upfront, 1/3 at halfway point and remainder at the end of the 8-week session
- Address(es) for the location(s) where we will hold the English class(es)
- We will send you a brief questionnaire to get additional feedback on content to be filled out by the participants
- Would like access to a printer at each location, if possible, to make any additional copies
- The client provides ½” or 1” binders, paper and pens / pencils for each of the participants

CURRICULUM
The curriculum is focused on providing participants the skills and confidence to communicate more effectively in English. The course is based on both a work-specific and conversational curriculum, customized to meet the specific needs of your company. We will design the curriculum after conducting a needs assessment with the potential participants and their supervisors.

NEEDS ASSESSMENT
Prior to the training, an assessment will be conducted to identify the specific language needs of the participants. This assessment is critical to creating the customized course that will facilitate fast and efficient learning. A survey will be provided to all participants and the results will be needed 3 weeks prior to the beginning of the class.

ACCOUNTABILITY
Participants will be given written feedback on their performance during the course. After delivering the course, we will review the progress made and the learning outcomes with each student to identify any opportunities for improvement.

INSTRUCTOR
Instructors are selected based on their experience teaching English, their understanding of the Workplace Languages’ methodology and their effectiveness in the classroom. Instructors use a highly interactive teaching style, in which they create activities that helps to engage the student. Clients will have an opportunity to meet the instructor prior to the begging of the class.

Classes@WorkplaceLanguages.com | www.WorkplaceLanguages.com | 651.436.8221
One-on-One English Tutoring for Executives
All Levels and All Languages 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 the executive. 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 651.436.8221 for pricing.
PURPOSE
This training is intended to help designated Supervisors gain confidence speaking Spanish during their jobs, increase productivity and build rapport with their improved ability to communicate and get their point across. This onsite class includes: work-specific dialogues & role-playing, conversational Spanish, oral practice, pronunciation help & suggestions on how to continue the learning process outside of the classroom. This class is also intended to help the participants improve their effectiveness in speaking to Spanish-speaking employees, co-workers and clients.

SCHEDULE
The course time will be set to accommodate the scheduling needs of the company. Day and evening scheduling options are available. With the Level I English course there will be 24 hours of total instructional time.

We recommend meeting 2 times per week for 1.5 hours per class. Three total hours of instructional time per week for 8 weeks. But we will accommodate any scheduling requests by the company. With Workplace Languages you have the choice of Online Classes over Zoom or WebEx or onsite / in-person instruction.

GOALS – CLASS STRUCTURE
During the duration of the class, “mini” homework assignments may be given out to all participants. We never put students on the spot or want them to feel (just the opposite) BUT we need to get people speaking Spanish so these “mini” assignments will be created to have the participants speak with their Spanish-speaking co-workers in a guided manner. These assignments will only take about 5 to 10 minutes but we encourage students to practice these assignments with as many Spanish speakers as possible.

I want to emphasize that we want everyone to enjoy this class! We don’t want to put anyone on the spot or feel uncomfortable.

During and at the completion of the Level I Spanish Class, Workplace Languages will provide Feedback Sheets and the Progress Reports on all participants. The client and Workplace Languages will determine if a Level II is needed. A Level I class may be sufficient for most, if not all, employees and they may not need any additional training. Some may “graduate” to a Level II class and there may even be the possibility that a student might want / need to go through another Level I class again. We will keep the “lines of communication open.” Our goal is to “graduate” students as soon as possible and get them conversational and to be a more productive & confident employee of your company when it comes to the Spanish language.

Continued next page...
CURRICULUM
The curriculum is focused on providing participants the skills and confidence to communicate more effectively in Spanish. The course is based on both a work-specific and conversational curriculum, customized to meet the specific needs of your company. We will design the curriculum after conducting a very brief needs assessment with the potential participants (just a 5-question survey / questionnaire).

NEEDS ASSESSMENT
Prior to the training, an assessment will be conducted to identify the specific language needs of the participants. This assessment is critical to creating the customized course that will facilitate fast and efficient learning. A survey will be provided to all participants and the results will be needed 3 weeks prior to the beginning of the class.

ACCOUNTABILITY
Participants will be given written feedback on their performance during the course. After delivering the course, we will review the progress made and the learning outcomes with each student to identify any opportunities for improvement.

INSTRUCTOR
Instructors are selected based on their experience teaching Spanish, their understanding of the Workplace Languages’ methodology and their effectiveness in the classroom. Instructors use a highly interactive teaching style, in which they create activities that helps to engage the student. Clients will have an opportunity to meet the instructor prior to the begging of the class.

Course Includes:
- Initial site visit from the instructor – chance to meet the teacher and discuss expectations. This can be done onsite at the company or Online over Zoom or WebEx
- 24 hours of instruction Online or Onsite at the company / property – 3 hours (two 1.5-hour classes)
- a week for 8 weeks
- Customized company-specific handouts for up to 20 students
- Student workbook for each participant
- Take-home sheets & “mini” homework assignments
- “Cheat Sheets” for all participants with key words & phrases – company-specific

Course Fees:
- Initial site visit by instructor prior to the class (chance to meet teacher and discuss expectations) = $100 (simply to cover costs)
- 24 instructional hours X $135/hr. = $3,240 total cost for instruction
- $15 per workbook for each participant
- Up to 20 Students per class
- Customized handouts are included

What We Need to Get Started:
- We need to know 1) start date, 2) times of the day and 3) days you would like class(es) in order for us to draw from our teaching pool of candidates
- 1/3 upfront payment – Class is invoiced 1/3 upfront, 1/3 at halfway point and remainder at the end of the 8-week session
- Address(es) for the location(s) where we will hold the Spanish class(es)
- We will send you a brief questionnaire to get additional feedback on content to be filled out by the participants
- Would like access to a printer at each location, if possible, to make any additional copies
- The client provides ½” or 1” binders, paper and pens / pencils for each of the participants
Survival Spanish Boot Camp
One-Day Seminar for Today’s Workforce

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

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

**EACH PARTICIPANT WILL “WALK AWAY WITH”**
- Functional key phrases unique to your company
- Audio files to accompany all customized materials
- Resources to accompany learning outside of class
- Certificate of Completion

**YOU ARE GUARANTEED:**
- only the Spanish you need
- customized materials
- no grammar
- industry, company & job-specific materials

"Your presentation was simple to understand and not complicated with unnecessary grammar peculiarities. It enabled me to draw on my high school Spanish lessons which, quite frankly, I never thought I would use again-sooo many years ago. You provide a most valuable service to an industry that is in much need of your help. Thank you!"

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

"I just wanted to thank you for a great experience on my final day at conference. I was not sure which class to attend and made a last minute decision to brush up on my limited Spanish skills. You made all of us feel comfortable in a situation that could be quite the opposite. You will be pleased to know that I am carrying my workbook around with the staff and practicing daily. The staff is loving the opportunity to make fun as I go! Thanks again for showing me a way to gain new found respect from my staff."

*William Duy | Club Manager | Biltmore Country Club*

Call 651.436.8221 for pricing.
The cost of the 10 sessions for up to 20 individuals is $2,000 – $100 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.

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) on 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. Workplace Languages 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 $2,000 – $100 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.
Any Language and Level Online!

Program Description
- Student receives ten 40-minute sessions with Native Instructor
- Classes are taught over Skype. You see and hear the teacher and vice versa
- Student schedules one 40-minute class each week for eight weeks
- You schedule the classes to fit your schedule
- Pre-Test, feedback and post-test all provided!
- Participant only needs a microphone and webcam.

Program Benefits
- Live Teacher!
- Immediate Feedback - Answers to specific questions
- Affordable! And we guarantee results
- Three levels – each more industry and company specific
- Classes are offered from 8:00am to 9:00pm CST Monday through Friday
- Classes are “grammar-less” - we give you specific phrases to get you “up and speaking”

What they’re saying...

“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

Call 651.436.8221 for pricing.
Over 200 Languages Offered - Any Industry

We provide translation and voiceover 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. Workplace Languages demonstrates its understanding of the content and client's unique vocabulary in every translation. The result? Translations and Multilingual Voiceovers that sound just right for each market. Our job isn't complete until the client is 100% satisfied.

All services go through a comprehensive review 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. Workplace Languages is different. Workplace Languages is the right choice.

Get Your Free Quote Today!

Translations@WorkplaceLanguages.com
Voiceovers@WorkplaceLanguages.com
WHY WORKPLACE LANGUAGES 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 200 languages offered
• Surpasses strictest standards of quality

WHAT WORKPLACE LANGUAGES TRANSLATES
• Technical manuals
• Human Resources policies
• Corporate websites
• Marketing collateral
• Legal documentation
• E-Learning solutions
• Safety policies

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.

Call For Your Free Quote Today!

WHY WORKPLACE LANGUAGES 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
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Translations@WorkplaceLanguages.com | www.WorkplaceLanguages.com | 651.436.8221
VOICEOVERS FOR:
• eLearning Projects
• Video Scripts
• Animation
• Tutorials
• Brand Awareness
• Film Production
• New Policies
• Safety Training
• Training Videos

OTHER RELATED SERVICES
• Transcriptions: Converting speech into a written text document.
• Dubbing: Post-production process of adding new dialogue to an existing recording.
• Translations: Over 200 languages offered.
• Formatting & Delivery: Your document is delivered in its original format (Word, PDF, HTML, MP3, WAV, etc.).
• Client Review: Only when you are satisfied with the outcome is the project considered finished.

Voiceovers@WorkplaceLanguages.com | www.WorkplaceLanguages.com | 651.436.8221
KwikFix™ Bilingual Products

Workplace Languages offers you the tools you want, when you want them, to leverage your organization’s diversity at 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.

Workplace Languages 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.
KwikFix™ English Booklet for Latinos – Everyday English

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

Designed with input from industry experts, this KwikFix™ “Instant” English Booklet 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.

All KwikFix™ Booklets:

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

Inside This Booklet:

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
KwikFix™ Spanish Booklet for Latinos – Health Matters

Our KwikFix™ English Booklet 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 Booklet includes complete phrases and requests related to: making appointments, emergencies, filling out forms and the basics 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™ Booklet:

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

Workplace Languages’ Pricing For All KwikFix™ Language Booklets

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Inside This Booklet:

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

Free Shipping & Handling on All Products!

Bilingual_Products@WorkplaceLanguages.com | 651.436.8221 | www.WorkplaceLanguages.com
**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
- 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

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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 their 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 3 months with 2 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...
FOR LATINOS

FOODSERVICE INDUSTRY

EACH TOOLKIT CONTAINS:

Facilitator’s Guide (1 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 (1 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 (1 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.

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 $42.95.

Each English Toolkit ...
includes the above materials (including workbooks for five learners) and is available for only $219.95 per kit. Free Shipping and Handling!

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KwikFix™ English Booklet for Latino Employees 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
- Are a Slim, Pocket-Sized, 6.5” x 3.75”
- Improve Productivity
- Are affordable!

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

Workplace Languages’ Pricing For All KwikFix™ Language Booklets

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Booklet pricing is only for our “off-the-shelf” versions. Please call for branding/customized options and pricing.
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.

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

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*Price per Property

Booklet pricing is only for our "off-the-shelf" versions. Please call for branding/customized options and pricing.
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™ “Survival” 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.

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

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!
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.

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All KwikFix™ Booklets:
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Booklet pricing is only for our “off-the-shelf” versions. Please call for branding/customized options and pricing.
KwikFix™ English Workbook Download for Latinos – Everyday English

Our KwikFix™ English Workbook Download will instantly help any Latino communicate effectively in English in 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 their 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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**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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Printed version of the workbook not currently available – only the downloadable version.

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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 their 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?  
Hello. 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 ___________ coming to work?  
¿Va a venir a trabajar _______________?  
vah / ah / veh-NEER / ah / trah-bah-HAHR ____________

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