Conversational Spanish 101

Resources to Better Serve our Hispanic Clients
Why This Matters

- Presence
- Growth
- Literally and Figuratively “speaking their language”
A Few Cultural Notes

• Official language in 20 countries
• Collectivist/Family values
• What you say in English
• Speak slower, not louder
• Eye contact
• Educate your volunteers!
Words/Phrases

• Saludo
  – “Buenos días”
  – “Buenas tardes/buenas noches”

• “Como se llama usted?” Or “Su nombre, porfavor?”
  – For elders: “Señor Suarez/Señora Garcia” or “Don Antonio/Doña Lupe”
  – For young people: First name is fine

• “Cuantas personas hay en su hogar?” or “Cuantas personas hay en su familia?”

• Tu vs. Usted/Su (Forms of You)

• “Cual es su fecha de nacimiento?”

• “Gracias/De Nada”

• “Que tenga un buen día”
Practice Time!

• ‘Good afternoon, sir. What is your name?’
• “Thank you, Mr. Lopez. What is your birthdate?”
• “How many people are in your household?”
• “Thank you. Have a nice day!”
• “You’re welcome!”
Contemos en Español! (0-10)

- Cero/Nada/Nadie
- Uno
- Dos
- Tres
- Cuatro
- Cinco
- Seis
- Siete
- Ocho
- Nueve
- Diez
Contemos en Español! (11-19)

- Once
- Doce
- Trece
- Catorce
- Quince
- Dieciséis
- Diecisiete
- Dieciocho
- Diecinueve
Más Números

- Viente
- Treinta
- Cuarenta
- Cincuenta
- Sesenta
- Setenta
- Ochenta
- Noventa
- Cien
Números Ordinales

- Primero
- Segundo
- Tercero
- Cuarto
- Quinto
Días de la Semana

DAYS OF THE WEEK

Sunday
Mon.
Tuesday
Wed.
Wednesday
Thurs.
Thursday
Fri.
Saturday

domingo
dom.
lunes
lun.
martes
mar.
miercoles
mie.
jueves
juev.
viernes
vie.
sabado
sab.
Los Meses

• Enero
• Febrero
• Marzo
• Abril

• Mayo
• Junio
• Julio
• Agosto

• Septiembre
• Octubre
• Noviembre
• Diciembre
Birthdates, revisited

• Now you know how to say/understand MONTHS/DAYS. Here’s a brief overview on YEARS. These follow the same basic rules as our regular numbers:
  – Birth years for our clients will always be “mil novecientos ______” or “dos mil ________”
General Questions/Prompts

• Is this your first time at the pantry?
  – Es su primera visita a esta despensa?

• May I see your ID?
  – Puedo ver su identificación?

• When was the last time you were here?
  – Cuando fue su última visita a esta despensa?

• Thank you for visiting us today!
  – Gracias por visitarnos hoy!
Food and Services

• What do you need today? (Food? Clothing? Dog food? Cat food?)

• Food types (bread, meat, cheese, chicken, fruit, vegetables, desserts, eggs, milk)
  – Pan, carne, queso, pollo, fruta, vegetales, postres, huevos, leche
Practice, Part 2!

Use the following scenarios to create a pretend conversation between an agency staff member and a Spanish-speaking client.

• A client whom you think is brand new walks into your establishment. Greet them, find out what they need, and sign them up (by name and full birthdate)

• A client you know fairly well walks into your establishment. For some reason, they can’t remember today’s date. Greet them, remind them of the date, and tell them of the various items you have in stock today.
Moving Forward

- Mango languages

Mango Languages

Mango provides easy access to language learning using your computer or mobile device and your Washoe County Library card. To learn more about how to use Mango, check out this quick video tutorial.

- **72 World Languages** Learn any of 72 languages using Mango’s easy-to-learn interface. Developed by language-learning specialists, Mango gives you all the benefits of pricey software without the price. All you need is your library card and an internet connection.

- **Mango Movies** Love movies? Try learning a language through film! Mango Movies offers exceptional movies paired with interactive learning activities to help you learn even faster. Available for Spanish, French, Mandarin, German, Italian, Japanese, and ESL.

- **Specialty Courses** In addition to standard courses, discover mini-courses like Oktoberfest (German), Romance (Spanish, French, Italian), or Feng Shui (Mandarin). Mango also offers in-depth specialty courses to meet your needs, including Arab Etiquette (Arabic), Medical Spanish, and Religious & Scholarly (Ancient Greek).

- **English Learning** Mango offers courses and movies for English learners, as well!

- **Specialty Courses** Learn a language on-the-go with the Mango app for Android and iOS.
Moving Forward

• Netflix w/Spanish audio, subtitles
• Websites: Google Translate, Linguee.com

• Opportunities for Volunteers (Latino volunteers and non-Latino Spanish speakers)
Questions?