

## What are clients saying about



We receive hundreds of testimonials, notes of appreciation, and "thank you" messages from clients each year. Unfortunately, we cannot publish them all. Below you will find a representative sampling.

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"Command Spanish has been well received by the officers who have completed the course. It has been a huge improvement over the survival Spanish program we were using before." -- **A. Keeney, Atlanta Police Department, GA**

"The [Command Spanish] training was fun and enjoyable and was a positive step in developing a new cultural perspective and level of interaction with our Hispanic employees." -- **Todd Landis, Human Resources, Target Corporation**

"The [*Spanish for Banking*] program was great! The materials are easy to use and well structured." -- **Lisa Stowe, Banking Center Recruiter for Bank of America--Columbia, SC**

"Our police officers have embraced Command Spanish. They consider it an essential tool for community policing." -- **Corando 'Cory' Garcia Jr., CPL, Training Division, Palm Beach County Sheriff's Office, FL**

"Our [Command Spanish®, Inc.] training class with you folks was very organized, fun and had various activities to participate in to learn the information easier! I would recommend this to any group trying to learn basic Spanish phrases." -- **Sheryl Kelliher, Human Resources Generalist, PHR, Fisher Barton Inc ~ Watertown, WI**

"We have seen the great benefits of Command Spanish language and cross-cultural training for foremen and supervisors." -- **Al Iannone, Safety Program Director, Associated Builders and Contractors, Austin, TX**

"Anyone who attends the Command Spanish class for restaurant managers will be able to apply their new skills immediately." -- **Mel Sowa, Director of Curriculum, Yorkshire Global Restaurants, Inc. (Long John Silvers and A&W), Lexington, KY**

"Using my Spanish skills daily, I think it is really helping reduce the language barrier at Fisher Barton. We gained more than just phrases, facts and figures, but how and why people are from another culture." -- **Glenn Schroeder, Safety Training Specialist, Fisher Barton Inc. ~ Watertown, WI**

"I never knew how easy Spanish could be. Command Spanish made it easy and fun to learn. I would recommend any dental office to enroll today!" -- **Patty Vail, Business Office of Dr. Tom Tipton, D.D., Tempe, AZ**

"This program will give fire/rescue personnel the tools that they need to handle emergencies in the Spanish-speaking community." -- **Keith Schumacher, Lieutenant, Training Division, Atlanta Fire Department, GA**

"Command Spanish offered our company an opportunity to increase cultural awareness & improve communication. What was learned by the employees is still used in our company. I see the two cultures developing a much deeper sense of understanding. Barriers have been removed. I would highly recommend this class." -- **Judy Vessey, Human Resource & Safety Manager, Burgess-Norton MFG. CO. ~ Beaver Dam, WI**

"Your course, *Spanish for Construction Sites*, was excellent-the material was right on target, well thought out, and well presented." -- **Bill Neely, President, M.B. Kahn Construction Co., Inc., Columbia, SC**

## What are clients saying about Command Spanish<sup>®</sup>, Inc. (cont.)

"I utilize Command Spanish daily as a communication tool with both students and parents. The teaching methods embed the Spanish in one's memory and the recall is unbelievable!" -- **Mary Beth Bonci, School Secretary, Clinton Elementary School, MA**

"The "Command Spanish" class was very successful. The supervisors all have been using it on the floor and have had good response. They also have noticed that there is a positive change in the department environment as far as bond of satisfaction and more trust between the Spanish speakers and the Supervisors." -- **Shirley Hofer, Training Specialist, Hamlins Inc, Lake Mills, WI**

"Command Spanish is for "Real People," and this gives me the opportunity to share the importance of effective Spanish communication out on the jobsite." -- **Patrick T. Bain, Director of Education, Associated Builders and Contractors, Central Texas Chapter**

"Thanks to Command Spanish's manual Spanish for the Physician's Office, I now feel confident in serving the Spanish-speaking community. After only a week of practice, I was able to assist, diagnose, and treat a patient who spoke only Spanish." -- **Todd Stokley, M.D., Mississippi Family Medicine**

"My Spanish-speaking customers are pleased that I took your program, Spanish for Bank Tellers, and that I took the time to better serve them!" -- **Steven E. Cooling, Loan Officer, Farmers State Bank of Madelia, MN**

"The phrases we learned with the Command Spanish class are useful. But I think the most important part was learning about some of the cultural differences and the reasons why they do certain things. For example, we just had one of the employees (who speaks no English) get hurt. He didn't report it right away and may still not have reported it except his foreman noticed him limping. Because of the class, I know the reasons why he didn't report it (besides not speaking English)." -- **Shelby Hahn, Human Resources Manager, Fiberdome Inc, Lake Mills, WI**

"After taking this seminar, I now feel confident that I will be able to handle an emergency call from a Spanish-speaker." -- **Jan Rice, PSDII (Trainer Supervisor), St. Louis County Police, MO**

"I would like to express my gratitude for your commitment to quality satisfaction of your training materials. With this training I have obtained the skills to communicate very well in a law enforcement setting with the Spanish speaking population. This has lead to better communications, trust, and service. I have truly enjoyed the training and the opportunities, which it brings." -- **Chris R. Watkins, Agent of the Alcohol Law Enforcement Division, NC Dept. of Crime Control and Public Safety, NC**

"I just wanted to take a moment to thank you for coordinating the Command Spanish Program for paramedics and EMTs that I participated in over the last two months. Although I had taken some Spanish in school prior to this course, the Command Spanish enabled me to focus on what was important in my occupation. Not only was the course interesting but it has helped me to communicate more effectively with my Spanish-speaking patients in situations that are generally stressful. It is very gratifying to see an expression of relief and gratitude when I arrive on the scene and speak with them in their native tongue. Our instructor kept the class interesting and fun, and she was very thorough. She showed imagination and creativity in helping us through the material and made it an easy-to-learn atmosphere. In addition, I found the text and tapes very useful, especially outside the classroom. In a word, the entire experience was excellent. Thanks again for providing an interesting and useful course. After completion of the class, I am now a more confident person/paramedic when I encounter Spanish-speaking situations." -- **Tina Robedee, Paramedic, Mecklenburg EMS Agency, NC**

"I am an Emergency Physician and have at least one patient a day with whom it would be helpful to be able to speak Spanish. Thus, I found myself needing and wanting to be able to learn some rudimentary medical Spanish as quickly as possible. I took the Command Spanish for nurses program at Tacoma Community College, when none was offered for physicians. I have tried two different CD-ROM programs, three different books and another tape based emergency medicine teaching method. Nothing compares to Command Spanish. CS is by far the quickest, easiest, most specific, least painful, most rewarding, most time-efficient, immediately useful and fun approach to language learning I could ever expect to find. You folks have really turned job-specific language skills into a science. Your commitment to short, easily learned phrases is a hallmark of the program. Clearly, you live by the "Keep it simple, stupid," principle. Your system receives far too little recognition in its field, but I am personally recommending this method to my medical friends and colleagues. Keep up the good work. With this basic knowledge, I plan to [communicate] with my Spanish speaking patients. They may know that I'm still a novice, but they'll know I care. "*Responda sí o no,*" "*Hable mas despacio,*" "*Gracias,*" and "*Por favor*" will alone get me a very long way. Thank you very much. By the way, an example of the effectiveness of your training is that I am now listening to Spanish talk radio in my car. If nothing else, I have learned that the best way to remember phone numbers is to skip translating them into English. I now know that the "Cuatro dos cinco" or "Dos cero seis" are my local area codes. It's pretty basic, but it tells me I can learn another language." -- **Charles A. Pilcher, MD, FACEP, FAAEM, Medical Director, Emergency Dept., Evergreen Hospital Medical Center, WA**

"My goal was that if I had somebody come into an acute care session, I could at least do a basic health assessment. It was amazing how fast I learned. We're eager to do it again, and pick up where we left off." -- **Laurie Shinham, Registered Nurse, MD** [In commenting on her Command Spanish experience. Published in the Herald Mail newspaper in Maryland, May 2/99]

"Four years of high school Spanish and three semesters in college supplied me with the ability to give bad directions, take the wrong bus and break the conversational ice with such bizarre comments as: *Una mujer al volante es un gran peligro!* Yes, the textbook actually taught us to say, "A woman at the wheel is a great danger." And the electrifying news that *El museo está cerca del banco* ~"The museum is near the bank"- which does not exactly herald a meaningful discussion. In between memorizing these useful statements, we dutifully conjugated verbs and pondered the deep mystery that is the subjunctive tense. I learned a lot, but little of it turned out to have much practical application in daily life. I visited the class at Scottish Rite [Hospital taught by El Centro College], where a dozen nurses, doctors, and therapists were finishing up their 16-week course. They can't conjugate verbs or deliver a snappy line about the museum by the bank, but they learned enough to make a connection when it counts. It was a lot more entertaining than I remember those long-ago language classes having been. I liked the class and the idea behind it, because it seems so sensible, so unencumbered by political statements about bilingualism or by why-can't-they-learn-our-language resentment. It seemed like a practical step toward communication in settings where comprehension is crucial. I'll bet that textbook is a lot more interesting than all those Manuel-meets-Josefina-at-the-movies dialogues I memorized so long ago. When I peeked at the glossary in the nursing text, it was full of cool stuff they never taught us, such as "knuckle" and "X-ray" and "I'm going to put this tube in your nose." -- **Jacquielynn Floyd, Journalist, Dallas Morning News, TX** [In commenting on her observations of Command Spanish training. Published in the Dallas Morning News in Texas, October 21, 2000]