**La Familia:**

|  |  |
| --- | --- |
| mamá | mom |
| papá | dad |
| hijo, mi-jo | son, my son |
| hija, mi-ja | daughter, my daughter |
| esposo | husband |
| esposa | wife |
| madre | mother |
| padre | father |
| suegra | mother-in-law |
| suegro | father-in-law |
| hermana | sister |
| hermano | brother |
| cuñada | sister-in-law |
| cuñado | brother-in-law |
| nuera | daughter-in-law |
| yerno | son-in-law |
| tía | aunt |
| tío | uncle |
| prima | cousin (female) |
| primo | cousin (male |
| madrina | godmother |
| padrino | godfather |
| novia | girlfriend (fiancé) |
| novio | boyfriend (fiancé) |
| abuela | grandmother |
| abuelo | grandfather |
| nieta | granddaughter |
| nieto | grandson |
| sobrina | niece |
| sobrino | nephew |
| madrastra | stepmother |
| padrastro | stepfather |
| hermanastra | stepsister |
| hermanastro | stepbrother |

**Profesiones:**

|  |  |
| --- | --- |
| Soy un/una \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | I am a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| Yo quiero ser un/una \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | I want to be a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| arquitecto(a) | architect |
| abogado(a) | lawyer |
| artista | artist |
| gerente | manager |
| banquero(a) | banker |
| enfermero(a) | nurse |
| barbero | barber |
| presidente | president |
| jefe | boss |
| retirado(a), jubilado(a) | retired |
| carpintero(a) | carpenter |
| vendedor(ora) | salesperson |
| cocinero(a) | cook |
| secretario(a) | secretary |
| dentista | dentist |
| maestro(a) | teacher in a grade school |
| doctor(a), médico(a) | doctor |
| profesor(ora) | teacher in a high school or university |
| director(a) de finanzas | finance director |
| tesorero(a) | treasurer |
| hotelero(a) | housekeeping |
| vicepresidente | vice-president |
| agente de seguros | insurance agent |

**Building Rapport**

|  |  |
| --- | --- |
| ¿Cuántas personas hay en su familia? | How many people are in your family? |
| Hay \_\_\_\_\_\_\_\_\_\_\_ personas en mi familia. | There are \_\_\_\_ people in my family. |
| ¿Cómo se llama su mamá? | What is your mother’s name? |
| Mi mamá se llama\_\_\_\_\_\_\_\_\_\_\_. | My mother’s name is \_\_\_\_\_\_\_\_. |
| ¿Dónde trabaja? | Where do you work? |
| Trabajo en \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.Soy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | I work in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.I am a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| ¿Cuántos años tiene? | How old are you? |
| Tengo \_\_\_\_\_\_\_\_\_\_\_\_\_\_ años. | I am \_\_\_\_\_\_\_\_\_\_ years old. |

**Verifying Account Information:**

|  |  |
| --- | --- |
| Estoy regresando su llamada. | I am returning your call. |
| ¿Ya tiene cuenta con \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_? | Do you already have an account with…? |
| ¿Cuál es el número de su cuenta? | What is your account number? |
| ¿Cómo aparece su nombre en la factura? | How does your name appear on the bill? |
| ¿Cómo se escribe esto? | How do you spell (write) that? |

**Dealing With Customer Problems:**

|  |  |
| --- | --- |
| ¿Recuerda su clave de 4 números? | Do you remember your PIN of 4 numbers? |
| Se necesita el número de la clave para hacer cambios. | To make changes you need the PIN. |
| La clave no es la correcta. | The PIN is not correct. |
| La cuenta está a nombre de \_\_\_\_\_\_\_\_\_\_\_. | The account is in \_\_\_\_\_\_\_\_ name. |
| ¿Me permite hablar con \_\_\_\_\_\_\_\_\_\_\_\_\_? | May I please speak with \_\_\_\_\_\_\_\_\_\_\_\_? |
| Usted no tiene autorización para hacer cambios. | You aren’t authorized to make changes. |
| Esto pasa todo el tiempo. | This happens all the time. |

**Misc:**

|  |  |
| --- | --- |
| conmigo | with me |
| misma | same |