Spanish Chat for Business Lesson One

Greetings Saludos

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| Hello | Hola |
| Good morning. | Buenos días |
| Good afternoon. | Buenas tardes. |
| Good evening. (used until dark) | Buenas tardes. |
| Good night. | Buenas noches. |
| Have a great day. | Que tenga un buen día. |
| See you later. | Hasta luego. |
| Goodbye. | Adiós |
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Basic Helpful Customer Service Phrases

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| May I use the tú form with you? | ¿Me puede tutear? |
| How are you? | ¿Cómo está Ud.? |
| I’m fine. | Estoy bien. |
| I’m feeling very bad. | Estoy muy mal. |
| How can I help you? | ¿En qué puedo servirle?  ¿En qué le puedo ayudar? |
| I’d be glad to help you. | Con mucho gusto le ayudaré |
| How do you say….. in Spanish? | ¿Cómo se dice ….. en español? |
| Slow down please. | Más despacio, por favor. |
| I understand. | Entiendo. |
| I don’t understand. | No entiendo. |
| Repeat that please. | Repítalo, por favor. |
| My name is… | Me llamo… |
| What is your name? | ¿Cómo se llama Ud.? |
| Pleased to meet you. | Mucho gusto. |
| The pleasure is mine. | El gusto es mío. |
| And you? | ¿Y Ud.? |
| Thank you very much. | Muchas gracias. |
| You’re welcome. | De nada. |
| Congratulations! | ¡Felicidades! |
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Cultural Odds and Ends

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|  | A, E, I, O, U, un burro sabe más que tú. |
| Tu Vs Ud | Use USTED form with clients. It is used to show respect or courtesy.  Use informal tú form only with close family members and friends in your own age group.  When in doubt, use USTED. |
| Multiple names | two last names – each parent, usually father first  married – “de ….”  two “first names” – saint’s name |
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| hispanohablantes | Spanish speakers are people who speak Spanish, regardless of race. |
| españoles | Spaniards are people from Spain. |
| latinos  latinas | Latinos are people from Latin America (Central and South America) and the term is not usually used with people from Spain. |
| mexicanos | Mexicans are people who were born in Mexico. |
| chicanos | Chicanos are Mexican-Americans. |
| E.E.U.U. | U.S.A. |
| Los Estados Unidos  de América | United States of America |
| estadounidense | “American” – from the United States |
| americano | Anyone from North, South or Central America. |
| norteamericano | Anyone from North America from U.S., Canada, or Mexico. |
| güera  gringo  yanquí | slang for American (U.S. citizen) , sometimes has negative connotation. |
| Hispanics | are people from the countries formerly ruled by Spain. |
| Hispanic Americans | are U.S. citizens of Hispanic descent. |
| Hispanish Heritage Month | September 15 – October 15, is a celebration of Hispanic culture and achievements of Hispanic Americans. |

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