

Use Spanish on the Job

Place of Employment:

Date of interaction:

Carefully describe the situation where you heard Spanish being spoken. Include the moment that you realized they were “speaking your language”!

How did YOU react? Describe the interaction between yourself and the customer.

Summarize the conversation you had.

Were you able to help the customer? How?

What was their reaction?

How did you feel as a result of your interaction?

How do you think they felt?

X _____

(Signature of Supervisor / Boss)