



ESSENTIAL ADVANCED GUIDE



MENTAL TRAINING

"Success comes from daily mental training + discipline"

Instructions: Every morning right after waking up, and every night before going to sleep, you must repeat out loud with **STRONG BELIEF AND FEELING** that everything you repeat is a fact in your life.

REMEMBER, YOU ARE THE OUTCOME OF YOUR MOST PREDOMINANT BELIEFS IN YOUR LIFE.



Yo...soy **exitoso** en **todo lo que me propongo**.



Yo...me comunico con **facilidad y claridad siempre**.



yo...declaro que hoy es un **día increíble**.



Yo...soy una **persona abundante y próspera económicamente** (gano arriba de \$\$\$\$\$\$)



Yo...hablo **Inglés** con mucha **confianza y fluidez** para



Yo...declaro que el **inglés es muy fácil para mí**.



Yo...soy **súper disciplinado y practico inglés todos los días** en el horario de a



Yo...tengo una **excelente pronunciación**.



Yo...soy súper persistente, **todo lo que me sucede es parte de mi éxito**.



Yo...soy **agradecido con la vida**.



Yo...tengo mucha confianza en mi mismo, me gusto mucho y **soy una persona encantadora**.

*PUEDES VER MÁS INFORMACIÓN DE CÓMO REALIZAR EL MENTAL TRAINING Y TESTIMONIOS DE PERSONAS QUE LO USAN Y SON MUY EXITOSAS EN NUESTRA PLATAFORMA EXCLUSIVA E4CC.

english4callcenters.com/student

HORARIO DE SUPER CAMPEÓN

MÍNIMO (2.5 HORAS)	
2 HORAS	·Método Natural / Series-Películas 10 nuevas palabras
30 MINUTOS	·Escucha, repite y revisa en voz alta
10 MINUTOS	·Lectura de desarrollo personal
PRO-LEVEL (4.5 HORAS)	
2 HORAS	·Método Natural / Series-Películas 10 nuevas palabras
30 MINUTOS	·Escucha, Repite y revisa en voz alta
1 HORA	·Escucha y lee imitando con entonación
1 HORA	·Revisa y repite el vocabulario en voz alta
10 MINUTOS	·Lectura de desarrollo personal
SUPER HERO (6.5 HORAS)	
2 HORAS	·Método Natural / Series-Películas 10 nuevas palabras
30 MINUTOS	·Escucha, Repite y revisa en voz alta
1 HORA	·Escucha y lee imitando con entonación
1 HORA	·Revisa y repite el vocabulario en voz alta
2 HORAS	·Pronunciation ·Typing test ·Grammar test ·Reading test
10 MINUTOS	·Lectura de desarrollo personal



CALL CENTER INTRODUCTION



Call Center

Industry Introduction

The outsourcing of the call center industry from English speaking countries to Latin American countries has been a growing trend in recent years. The shift has been driven by several factors, including cost savings, access to a large pool of talented bilingual professionals, and a growing demand for nearshore customer service. Many companies, especially in the US and UK, have outsourced their call center operations to countries such as El Salvador, Guatemala, Nicaragua, Mexico, and other Latin American countries, where they can save up to 50% on labor costs compared to their domestic markets.

The rise of digital technologies has made it easier for companies to manage remote teams, allowing them to tap into the talent and resources of other countries. Furthermore, many Latin American countries have taken steps to improve their infrastructure and business environment, making it easier for companies to establish and operate call centers there. As a result, the call center industry has become an important sector for these countries, providing employment opportunities and contributing to their economic growth.

THE OUTSOURCING HISTORY

The first Latin American country where call center services were outsourced is widely considered to be Mexico. Mexico has a long history of outsourcing and has been a popular destination for call center services for several decades. This is due to a combination of factors such as its proximity to the US, its large pool of talented bilingual professionals, and its relatively low labor costs. Over the years, Mexico has established itself as a major hub for the call center industry, attracting numerous companies from the US and other English speaking countries. Mexico's favorable business environment and growing infrastructure have also made it easier for companies to establish and operate call centers there, further boosting the country's reputation as a destination for outsourcing.

Mexico, Brazil, Colombia, Costa Rica, Argentina, Honduras, Nicaragua, Peru, Chile, Guatemala, and El Salvador are the top destinations for outsourced call center jobs in Latin American.



Registered Name:
Teleperformance SE
Founded in: 1978

About Teleperformance

Teleperformance SE (TP) is an omnichannel company headquartered in France. The company provides customer acquisition management, customer care, technical support, debt collection, social media services, and other services. It operates in 88 countries and serves 170 markets

It is one of the world's largest call centers and its clients include Apple Inc, Amazon.com, and Uber.

Offices in Mexico, Guatemala, El Salvador, Honduras, Nicaragua, Chile, Costa Rica, Argentina, Brazil, Perú, among others.

Mission

At Teleperformance, we deliver an outstanding customer experience, at every single opportunity, as a result of our commitment, passion, and dedication to excellence. We create opportunities and value for employees, clients, customers, communities, and shareholders.

Vision

To bring a strategic vision to increase the loyalty and value of the customer base, from solutions to implementation.

Step 1: Apply

You can apply onsite or online.
Scan the QR codes below.



ONSITE



ONLINE



Step 2: Screening interview

This is your very first interview in which your English level will be measured. Candidates must have at least 80% of English level. If you don't have the level required you will be given 2 to 3 months to keep practicing.

Step 3: Tests

After the interview, you will be going through different tests to verify your skills. This includes a grammar test, listening test, logical test, and any other test required by the account.

Step 4: Manager Interview

The results are handed over to the account manager, team leader, or account trainer for a final interview.

Step 5: Manager Interview

After successfully passing the interview with the account manager, payment details, schedules, account name, and benefits are given along with the welcome letter and some paperwork requests, and you are HIRED!



ACCESS OUR EXCLUSIVE PLATFORM TO PRACTICE FOR THE INTERVIEW PROCESS WHERE YOU WILL FIND JOB INTERVIEW QUESTIONS, GRAMMAR TESTS, ANALYTICAL PRACTICE TESTS, AND MORE.



Sitel Group®
is now Foundever™



Registered Name: Foundever
Founded in: 1994



About Foundever

With 170,000 people working across the globe, Foundever™ securely connects brands with their customers 9 million times daily in +60 languages. Our global footprint makes us one of the few true global players in the industry.

Presence in Colombia, Costa Rica, Mexico, El Salvador, Nicaragua, and Panama.

Mission

Our mission is to be the solutions and the team behind the best experiences for the world's leading brands. Wherever and whenever needed.

Vision

Connect your brand to a flexible delivery model built for the future of work.

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REIMAGINE
YOUR *Career!*



Registered Name: Concentrix
Corporation
Founded in: 1983

About Concentrix

Concentrix Corporation is a leading provider of consumer experience (CX) and technology solutions to improve business performance for some of the world's best brands, including more than 100 Fortune Global 500 clients and more of 100 disruptive global clients.

Every day, in more than 40 countries and on six continents, our people deliver next-generation customer service experiences and help companies better connect with their customers. We create better business results and make a difference for our clients through technology, design, data, processes, and people.

Concentrix provides services in our main industry verticals: technology and consumer electronics; retail, travel, and e-commerce; banking, financial services, and insurance; health care; communications and media; automotive; and energy and the public sector with presence in Argentina, Brazil, Colombia, Costa Rica, Dominican Republic, El Salvador, Honduras, Nicaragua, and others.

Mission and vision

We will be the greatest customer engagement services company in the world, rich in diversity and talent. We will get there by embracing our culture.

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ONSITE



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Registered Name: Skycom
Outsourcing
Founded in: 1997

About Skycom

For more than 15 years, SkyCom has been helping businesses of all sizes become more efficient and lower operational costs. SkyCom's founder saw a need to create a quality outsourcing company that could help businesses lower costs while maintaining customer satisfaction. With talented, hardworking agents, SkyCom is now the best value in the market!

SkyCom offers a wide variety of options: onshore, nearshore, and offshore business process outsourcing (BPO).

SkyCom's command center is in Miami, Fl., where we monitor the productivity of all of our agents. Our proprietary software allows us to hire, manage and track every aspect of our onsite and work-from-home staff. Some of our locations outside of the U.S.:

- **El Salvador**
- **Costa Rica**
- **Mexico**
- **Colombia**

Mission and vision

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PENDING ONLINE QR

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ONSITE



ONLINE



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Registered Name: TELUS
INTERNATIONAL PHILIPPINES, INC.
Founded in: 2005

About Telus International

Fueling any stage of company growth, TELUS International delivers integrated customer experience and digital services solutions to some of the world's most disruptive brands from fast-growing tech, financial services and fintech, games, travel and hospitality, and healthcare industries. The company's solutions cover customer experience, digital transformation, IT lifecycle, advisory services and digital consulting, risk management, and back-office support.

Presence in 28 countries like United States, Canada, Guatemala, El Salvador, and others. offering support in over 50 languages

Mission and vision

Hands down, our culture is our competitive advantage. It's what fuels our innovative approach to delivering end-to-end customer experience solutions backed by next-gen technology. It's also what makes us stand out from the competition. We invite you to learn more, or better yet, come visit one of our global centers of excellence to see for yourself!

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CUSTOMER SERVICE



CUSTOMER SERVICE

INTRODUCTION

Customer service refers to the support and assistance that a company provides to its customers before, during, and after a purchase. This can include a range of activities, such as answering customer inquiries, resolving problems, providing product information, and facilitating the buying process. The goal of customer service is to ensure that customers have a positive experience with a company and to build customer loyalty and satisfaction. Customer service can be provided in various forms, including in-person, over the phone, through email or chat, and on social media.

Effective communication is also key to great customer service. Customers appreciate being kept informed about their orders, and having clear explanations about products or services. This also includes timely and accurate responses to customer inquiries, whether they come in through email, phone, or live chat.

GREAT CUSTOMER SERVICE

Great customer service is the cornerstone of any successful business. It is the difference between a satisfied customer who will return and a dissatisfied customer who will spread negative word of mouth. Companies that focus on providing excellent customer service understand that their customers are the lifeblood of their business and therefore, treat them with the utmost respect and care.

Employees who are friendly, empathetic and knowledgeable can make all the difference in the customer experience. They listen to the customer's concerns and work to find solutions that meet their needs.



5 STEPS TO SOLVE

AN ISSUE

DE-ESCALATE A CUSTOMER

Customer de-escalation is a process of resolving customer conflicts and reducing customer frustration and anger in a calm and professional manner. It involves using effective communication and active listening skills, empathy, and problem-solving strategies to address the customer's concerns and find a mutually acceptable solution. The goal of customer de-escalation is to maintain the customer's trust and respect, defuse the situation, and prevent the conflict from escalating further.

A successful outcome of customer de-escalation can result in increased customer satisfaction and loyalty, and a positive reputation for the company.

1. **Listen actively:** Listen to the customer's concerns and try to understand their point of view. Ask clarifying questions and repeat their concerns **to ensure you understand the issue.**
2. **Empathize:** Show empathy for the customer's situation and acknowledge their feelings. Let them know that you understand their frustration and that you're there to help.
3. **Identify the root cause:** Determine the underlying cause of the problem and gather information to support your understanding.
4. **Offer solutions:** Present possible solutions to the customer and involve them in the decision-making process. Ensure that the solution you propose is acceptable to the customer and meets their needs.
5. **Follow up:** After resolving the issue, follow up with the customer to ensure that they are satisfied with the outcome. Document the resolution and use the feedback to improve your customer service process.



USEFUL TIPS FOR

CUSTOMER SERVICE

REMEMBER:

1. Be professional and friendly: Greet customers with a positive attitude, use a professional tone, and treat them with respect and courtesy.
2. Be professional and friendly: Greet customers with a positive attitude, use a professional tone, and treat them with respect and courtesy.

ALSO:

1. **Offer multiple solutions:**
Provide several options to resolve the customer's issue and involve them in the decision-making process.
2. **Show empathy:**
Acknowledge the customer's feelings and let them know that you understand their frustration.

- **Always ask using *could, may, or would*.**

Incorrect: Your name?

Correct: What is your name?

Incorrect: Give me your address.

Correct: Could you give me your address, please?

- **Always thank the customer.**

Customer: My address is 123 blue street.

Agent: Thank you / I appreciate it / Thanks

- **Be empathetic**

Put yourself in the customer's shoes and offer the best solution possible.

Agent: I understand how difficult this situation is. I am here to change this and help you in the best possible way.

- **Be accurate:** Always tell the truth to the customer, don't lie, and don't invent.
- **Address the customer** by last name or first name.

Agent: Mr. Smith, would you provide me with a good telephone number, please?



USEFUL PHRASES

FOR CUSTOMER SERVICE

PHONE COURTESY

Greet the customer politely: Start the call with a friendly and professional greeting, such as "Hello, thank you for calling [company name]. How may I assist you today?"

LISTEN

Listen actively. Pay attention to the customer's concerns and ask clarifying questions to ensure that you understand the issue. Repeat back their concerns to confirm your understanding.

- ★ I am sorry to hear that.
- ★ Please, let me help you with that.
- ★ I will be happy to help you.
- ★ Can you tell me what the problem is, please?
- ★ I will take care of this.
- ★ I will take care of this.
- ★ I see what you are saying.
- ★ Let me make it up for you.
- ★ I understand.
- ★ Give me a change to make this right for you.
- ★ I am on your side.
- ★ Let's find a solution together.
- ★ Bear with me for a moment.
- ★ Would you mind if I place you on hold?
- ★ Is there anything else I can do for you today?

HOW TO PLACE A

CUSTOMER ON HOLD?

- **CORRECT:**

Would you mind if I place you on hold for 2 minutes so I can complete your order?

Is it okay if I place you on hold while I find a solution for you? I won't take more than 3 minutes.

- **INCORRECT:**

I will place you on hold. One moment.

Please hold, I will be right back.

One moment sir, I will be back soon.

WHAT IF YOU NEED MORE TIME?

Refresh the call. Return to the call and apologize to the customer. Explain why you need more time and ask for permission again. Remember to mention the reason, for how long they should expect to be placed on hold, and thank the caller. When you return to the call, always apologize and thank the caller.

Example: *Thank you for holding. I am sorry for taking so long. I am still working on your case. Would it be okay if I take two more minutes of your time on hold?*

Thank you!



PHONE ETIQUETTE

Ask for permission: Before placing the customer on hold, ask for their permission and let them know that you need to place them on hold. Explain the reason for the hold, such as checking for information or transferring them to another representative. Also, let the customer know how long they can expect to be on hold.

APOLOGIZE

Apologize: Express your apology for the inconvenience of being on hold and offer to help in any way you can while they are waiting.

Return promptly: Return to the call as soon as possible and apologize for the wait time. Re-engage with the customer and address their concerns.

THE PHONETIC

ALPHABET



P H O N E T I C

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU

THE PHONETIC

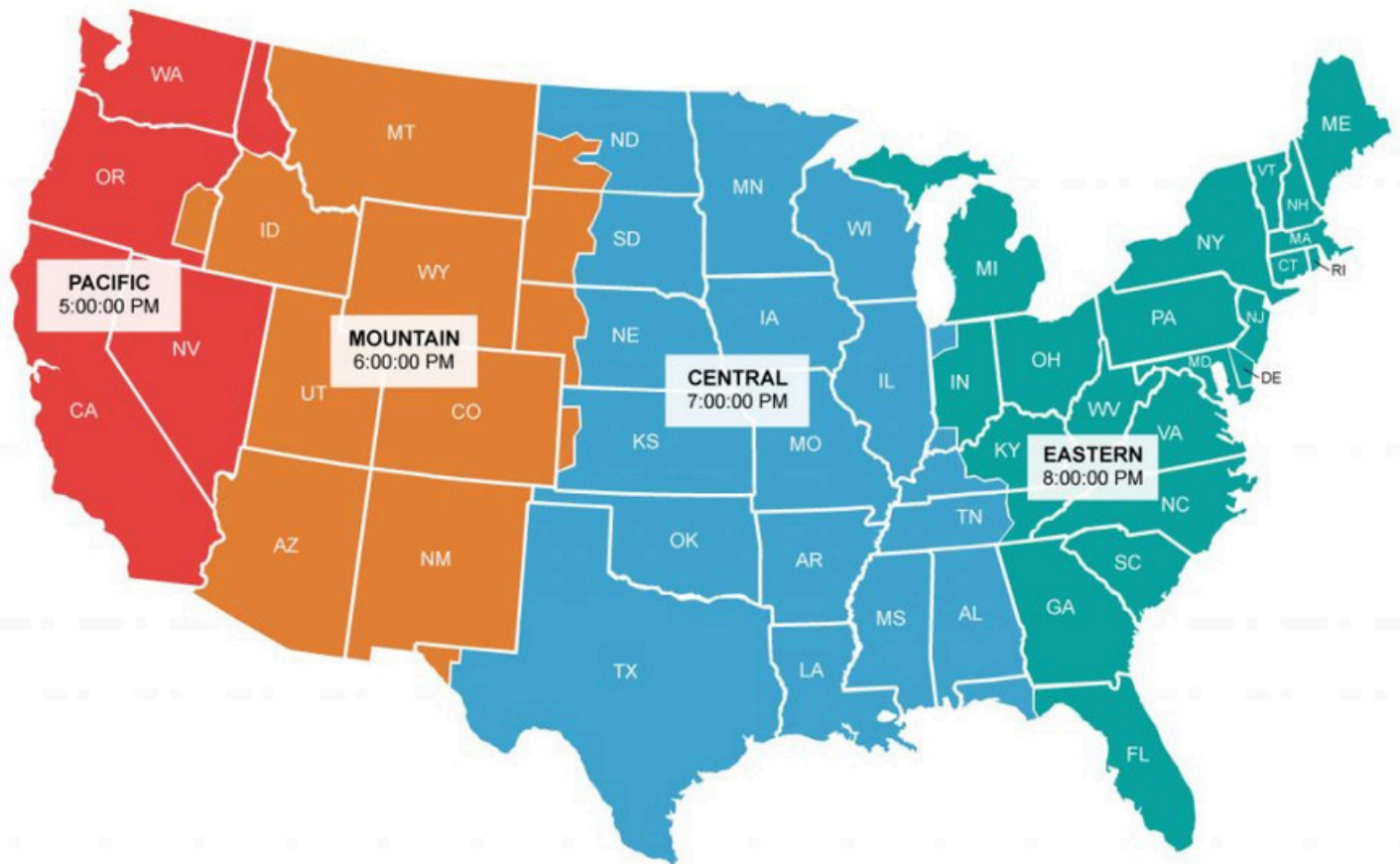
alphabet is a system of standardized words used to represent each letter of the alphabet during communication. It is used by military, aviation, and other organizations that need clear, concise communication to avoid misunderstandings, particularly in noisy or adverse conditions.

WHY?

The phonetic alphabet assigns a unique word to each letter of the alphabet, such as "Alpha" for A, "Bravo" for B, "Charlie" for C, and so on. By using the phonetic alphabet, individuals can clearly spell out words, names, or other important information, reducing the chance of misunderstandings and errors.

TIME ZONES

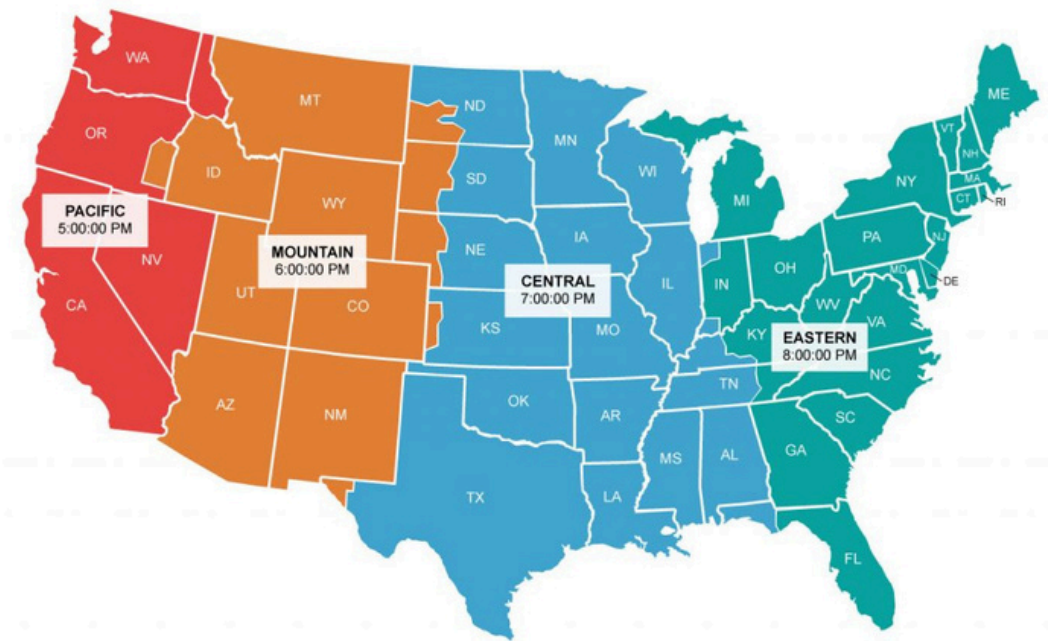
IN THE USA



By Law, the United States of America and its territories use nine time zones, with most of the country observing DST (daylight saving time) for much of spring, fall, and summer months. From west to east, the nine US time zones are Chamorro Standard Time (UTC+10), Samoa Standard Time, Hawaii-Aleutian Standard Time (HST), Alaskan Standard Time (AKST), Pacific Standard Time (PST), Mountain Standard Time, Central Standard Time, Eastern Standard Time (EST), and Atlantic Standard Time (AST). The contiguous US observes four time zones, while Hawaii, Alaska, and each of the five territories has its time zone. The Department of Transportation regulates the DST and time zone boundaries in the US.

TIME ZONES

IN THE USA BY CITY



Pacific Standard Time Zone

Nevada (NV)	California (CA)	Idaho (ID)
Oregon (OR)	Washington (WA)	

Mountain Standard Time Zone

Idaho (ID)	Montana (MT)	Wyoming (WY)
Arizona (AZ)	New Mexico (NM)	
Colorado (CO)	Utah (UT)	

Central Standard Time Zone

Alabama (AL)	Mississippi (MS)	Nebraska (NE)
Arkansas (AR)	Missouri (MO)	North Dakota (ND)
Illinois (IL)	Oklahoma (OK)	Tennessee (TN)
Iowa (IA)	Wisconsin (WI)	Kentucky (KY)
Louisiana (LA)	South Dakota (SD)	Texas (TX)
Minnesota (MN)	Kansas (KS)	

Eastern Standard Time Zone

Connecticut (CT)	New Jersey (NJ)	Vermont (VT)
Delaware (DE)	New York (NY)	Virginia (VA)
Georgia (GA)	North Carolina (NC)	West Virginia (WV)
Maine (ME)	Ohio (OH)	Florida (FL)
Maryland (MD)	Pennsylvania (PA)	Indiana (IN)
Massachusetts (MA)	Rhode Island (RI)	Michigan (MI)
New Hampshire (NH)	South Carolina (SC)	



CUSTOMER SERVICE

SOFT-SKILLS

REMEMBER:

Call center soft skills are personal qualities and abilities that enable call center agents to effectively interact with customers, solve their problems, and provide excellent customer service. Some of the key call center soft skills include:

INTERVIEW:

During an interview you must use skills to describe yourself and give an example of a real life scenario. Review these important skills and be ready to answer questions like "What are your skills?" during interviews.

- **Communication:** Clear and concise verbal communication, active listening, and the ability to clearly and effectively convey information to customers.
- **Empathy:** Understanding the customer's perspective, showing genuine concern for their problems, and being able to relate to their feelings.
- **Patience:** The ability to remain calm and patient in challenging or stressful situations and to handle frustrated or angry customers in a professional manner.
- **Adaptability:** The ability to quickly respond to changing customer needs and to handle multiple tasks and responsibilities at once.
- **Problem-solving:** The ability to identify and resolve customer issues quickly and effectively, using creative and innovative solutions.
- **Positive attitude:** A friendly and professional demeanor, a willingness to help, and a commitment to providing excellent customer service.
- **Teamwork:** The ability to work well with others, collaborate effectively, and support team members when necessary.

CUSTOMER SERVICE

- **Call center agent:** *A person who handles calls on behalf of a company or organization.*
- **Call center supervisor:** *A person responsible for overseeing the performance of call center agents and ensuring the delivery of high-quality customer service.*
- **Call center manager:** *A person responsible for overseeing the overall operation of a call center*
- **Acknowledgement** - acknowledging a customer's issue or request.
- **Active Listening** - giving full attention to what the customer is saying.
- **Apology** - expressing regret or remorse for a customer's negative experience.
- **Customer Satisfaction** - the measure of how well a company meets the expectations of its customers.
- **Empathy** - the ability to understand and share the feelings of another person.
- **Escalation** - the process of referring a customer issue to a higher authority.
- **First Call Resolution (FCR)** - resolving a customer's issue on the first call.
- **Hold Time** - the amount of time a customer spends on hold during a call.
- **Positive Feedback** - an expression of satisfaction with a product or service.
- **Resolution** - the successful outcome of a customer's issue.
- **Retention** - the ability to keep a customer over time.
- **Loyalty** - a customer's level of commitment to a company or brand.
- **Multichannel Support** - providing customer service through multiple channels (e.g. phone, email, chat).
- **Negative Feedback** - an expression of dissatisfaction with a product or service.
- **On-boarding** - the process of introducing a new customer to a product or service.
- **Outbound Call** - a call made by a customer service representative to a customer.
- **Service Level Agreement (SLA)** - a contract outlining the expectations of customer service.
- **Up-sell** - the process of offering a customer a more premium product or service.



SALES INTRODUCTION



SALES

INTRODUCTION

Sales refer to the activities and processes involved in promoting, offering, and exchanging products or services for money or other compensation. It is the act of convincing a prospective buyer to purchase a product or service, typically through a combination of marketing, advertising, and direct or indirect interactions with the customer. The goal of sales is to create value for the customer and generate revenue for the seller.

ales can take many forms, including in-person sales, telemarketing, e-commerce sales, and more. Effective sales strategies typically involve understanding the customer's needs, identifying potential barriers to the sale, and developing a compelling offer that meets the customer's needs and exceeds their expectations. Successful salespeople typically have strong communication, interpersonal, and problem-solving skills, and are able to build relationships, handle objections, and close deals effectively.

EFFECTIVE SALESPeOPLE

Effective salespeople typically have a variety of techniques and strategies for overcoming objections, including using active listening, demonstrating empathy, and using positive body language and tone of voice to build rapport with the customer. By overcoming objections and resolving any concerns the customer may have, salespeople can increase the likelihood of closing the sale and achieving their goals.

Persuasion: Salespeople must be able to influence and persuade customers to make a purchase, using a combination of logic, emotions, and a compelling sales pitch.



5 STEPS TO BE THE

BEST SELLER OVER THE PHONE

SALES OVER THE PHONE

Sales over the phone are a crucial aspect of many businesses, as they allow companies to reach a wider audience and build customer relationships from a distance. Here are some tips for successful sales over the phone:

By following these steps, you can effectively sell products or services over the phone, build customer relationships, and drive sales for your business. Additionally, it is important to remember to always provide excellent customer service, maintain a professional demeanor, and handle objections and challenges with patience and empathy.

1. **Build rapport:** Establish a personal connection with the customer by showing empathy and interest in their needs. Find common ground as this will help you overcome objections.
2. **Listen actively:** Pay attention to the customer's concerns and needs, and ask clarifying questions to ensure that you understand their situation.
3. **Make the pitch:** Present your sales proposal clearly and persuasively, highlighting the benefits and value of your product or service. Address any objections or concerns the customer may have.
4. **Close the sale:** Ask for the customer's commitment and overcome any final objections. Provide clear instructions for next steps and follow up promptly after the call.
5. **Overcome objections:** to overcome objections during a sale, it is important to listen actively to the customer, understand the root cause of the objection, and respond with a solution that addresses their concerns.

IMPORTANT SALES

SKILLS



1. **Communication:** Strong verbal and written communication skills are essential for sales, as salespeople must be able to articulate the benefits and value of their product or service in a clear and convincing manner.
2. **Active listening:** A good salesperson must be an active listener, paying attention to the customer's needs and concerns, and asking clarifying questions to better understand their situation.
3. **Problem-solving:** Effective salespeople are able to identify customer needs and develop creative solutions to address their challenges.
4. **Persuasion:** Salespeople must be able to influence and persuade customers to make a purchase, using a combination of logic, emotions, and a compelling sales pitch.
5. **Product knowledge:** A strong understanding of the product or service being sold is crucial, as it enables salespeople to address customer questions and objections effectively.
6. **Customer relationship building:** Salespeople must be able to build relationships with customers.
7. **Adaptability:** Effective salespeople must be able to adapt their approach to changing market conditions, customer needs, and other variables, and continuously refine their sales process.
8. **Self-motivation:** Salespeople must be self-motivated, with a strong desire to succeed, and must be able to continuously improve their skills and knowledge to stay ahead of the competition.

SALES SKILLS

A successful salesperson must have a combination of technical and personal skills to effectively sell products or services.

BEST SELLER

A successful seller is motivated, hardworking, and continuously strives to improve their skills and knowledge. They are able to build relationships with customers, establish trust, and close deals by overcoming objections and delivering value. A successful seller is results-oriented and driven to succeed, and has the ability to consistently generate revenue and grow their business.



OBJECTIONS IN SALES

AND HOW TO OVERCOME THEM

ACKNOWLEDGE THE OBJECTION

Validate the customer's concerns and show that you understand their point of view. After a NO, offer solutions or alternatives to help overcome the objection. Then ask a confirmation question like "HOW DOES IT SOUND TO YOU?".

BENEFITS

Emphasize the benefits: Highlight the key benefits and value of your product or service, and how it can help the customer achieve their goals.

- **I don't have money:** I understand you need to save money. For this, I will give you a special deal of 20% off for the first 3 months of service. How does it sound to you? Do we have a deal?
- **I will call you back:** The offer I have provided is about to expire. I can give you a 30-day trial period for you to experience the service. If you don't like it, you can cancel at anytime. What do you think about it? Do we have a deal?
- **It is too expensive:** The service you deserve should be high quality. As you mentioned, you work from home and you need reliable internet service. We provide the best internet service in the country. Would you like to get a cheaper option that will give you trouble? Because you are a value customer, I can give you the first month for free. How does it sound?
- **I will discuss this with my wif:** Would you like me to create a three-way call with your wife so we can talk about this promotion. I know your wife will love it.

SALES

- *Closing* - the final stage of a sales process when the sale is completed.
- *Conversion* - the successful transformation of a prospect into a customer.
- *Customer Segmentation* - the process of dividing customers into groups based on common characteristics.
- *Lead* - a potential customer who has expressed interest in a product or service.
- *Marketing Funnel* - the journey a prospect takes from awareness to purchase.
- *Objection* - a concern or obstacle that prevents a sale from occurring.
- *Pain Point* - a problem or challenge that a customer is facing.
- *Prospect* - a potential customer who has been identified as a potential buyer.
- *Qualification* - the process of determining if a lead is ready to buy.
- *Referral* - a customer who recommends a product or service to others.
- *Sales Cycle* - the sequence of steps involved in making a sale.
- *Sales Pitch* - the presentation or pitch used to persuade a customer to buy.
- *Sales Script* - a pre-written or memorized sequence of words used during a sales call.
- *Upsell* - the process of selling a more expensive or additional product to a customer.
- *Value Proposition* - the unique benefit or solution a product or service offers to a customer.
- *Cross-sell* - the process of selling related products or services to a customer.
- *Customer Retention* - the effort to keep customers coming back for more.
- *Product Knowledge* - the understanding of a product or service and its benefits.
- *Prospecting* - the process of searching for and identifying potential customers.
- *Win-back* - the effort to regain a lost customer.



TECHNICAL SUPPORT



Technical Support

INTRODUCTION

technical support refers to the service provided by a BPO company or Call Center to clients or customers to help them resolve any technical issues they may face while using a product or service. This may include software, hardware, or any other technical equipment.

technical support representatives are trained to diagnose and solve technical problems, answer questions, and provide guidance on how to use the product or service effectively. They may communicate with clients or customers through various channels such as phone, email, chat, or remote desktop access.

Technical support may be categorized as Level 1, Level 2, or Level 3, depending on the complexity of the technical issues and the level of expertise required to resolve them. Level 1 technical support typically involves basic troubleshooting, while Level 2 and 3 support may require more specialized knowledge and skills.

TECH-REPRESENTATIVES

Some of the most important skills in technical support include patience, attention to detail, and the ability to work under pressure. Technical support representatives must be able to remain calm and patient while dealing with frustrated or upset customers, while also paying close attention to detail to ensure that the issue is fully resolved.

Troubleshooting is the process of identifying, diagnosing, and resolving problems or issues that may arise with technology products or services. This may include software, hardware, or any other technical equipment.

IMPORTANT SKILLS

IN TECHNICAL SUPPORT



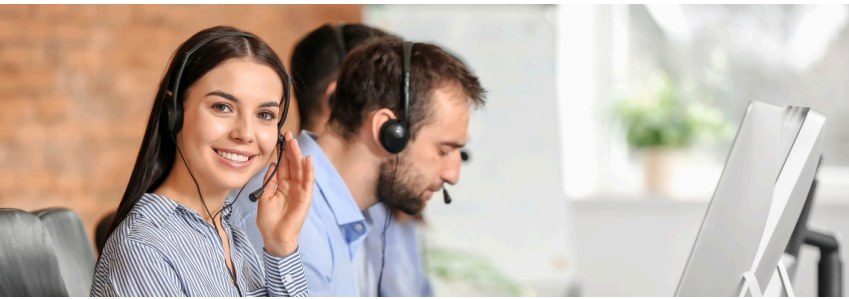
ARE YOU TECH-SAVVY?

The term "tech-savvy" typically refers to an individual who has a strong understanding of technology and is comfortable using a wide range of technology products and tools. A tech-savvy person is someone who is able to adapt to new technology quickly, troubleshoot technical issues, and use technology to its fullest potential.

TEAMWORK

Teamwork and collaboration: Technical support agents must be able to work effectively with other members of the technical support team, as well as with other departments within the organization, to resolve complex technical issues.

- 1. Effective communication:** A technical support agent must be able to communicate clearly, concisely, and effectively with customers over the phone. This includes active listening, asking probing questions, and explaining technical concepts in non-technical terms.
- 2. Technical knowledge:** Technical support agents must have a strong understanding of the products or services they support, as well as the technical skills to diagnose and solve technical issues. This includes familiarity with operating systems, software applications, and hardware components.
- 3. Problem-solving:** Technical support agents must have strong problem-solving skills to diagnose and resolve technical issues. This includes the ability to identify the root cause of a problem, develop and implement a solution, and test the solution to ensure that the problem is fully resolved.
- 4. Patience and empathy:** Technical support agents must be able to remain calm and patient while dealing with frustrated or upset customers. They must also be able to show empathy and understand the customer's perspective in order to provide effective support.



5 STEPS TO TROUBLESHOOT

AN ISSUE OVER THE PHONE

PROBING QUESTIONS

Probing questions are often used in technical support and customer service to help identify and diagnose problems. For example, a technical support representative may ask a customer open-ended questions about a problem with their software, such as "Can you tell me more about the error message you're seeing?" or "Can you walk me through the steps you took before the problem occurred?" These questions help the representative gather more information and pinpoint the root cause of the issue.

Overall, probing questions are an important tool for gathering information, clarifying details, and gaining a deeper understanding of a topic or issue.

1. **Build rapport:** Establish a personal connection with the customer by showing empathy. Show willingness to help by mentioning statements like "I am the right person to solve this issue for you".
2. **Ask probing questions:** Narrow the cause by asking enough questions to find the issue.
3. **Isolate the issue:** Use a systematic approach to isolate the root cause of the problem. Start by ruling out the most obvious causes, such as incorrect settings or user error, and then move on to more complex causes, such as software or hardware malfunctions.
4. **Provide a solution:** After asking all the questions, understanding the issue, provide easy-to-follow steps to repair the issue.
5. **Educate the customer:** If the issue can be solved by the customer in the future, provide the steps to the customer. Customers will feel empowered when you teach them out to fix something.

Glossary

- Debugging - the process of identifying and fixing errors or bugs in software or hardware.
- Downtime - the time during which a system or device is unavailable or non-functional.
- Error - a mistake or malfunction in software or hardware.
- Firewall - a security system designed to protect a network from unauthorized access.
- Hardware - physical components of a computer or network.
- IP Address - a unique identifier for devices on a network.
- Latency - the time delay in data transmission over a network.
- Log - a record of events or activities within a system or network.
- Malware - harmful software such as viruses, worms, or Trojans.
- Operating System - software that controls the basic functions of a computer or device.
- Patch - a software update that fixes security vulnerabilities or bugs.
- Remote Access - the ability to control or access a device from a remote location.
- Router - a device that directs traffic between different networks.
- Server - a device that provides shared resources or services to a network.
- Software - computer programs or applications.
- Spam - unsolicited electronic messages, often for commercial purposes.
- System Restore - a feature that allows a user to revert a computer to a previous state.
- Tech Support - assistance for technical issues related to a product or service.
- Troubleshooting - the process of identifying and fixing problems with software or hardware.
- User Account - a unique identifier for an individual using a computer or device.
- Virus - a type of malware that replicates and spreads to other devices.
- Backup - a copy of data or software stored for disaster recovery purposes.
- Boot - the process of starting up a computer or device.
- Cache - a temporary storage area for frequently accessed data.
- Driver - software that controls a specific hardware device.
-



CALL CENTER VOCABULARY

Applying at a Call Center



1 **Resume**
Currículum



2 **Personal information**
Información Personal



3 **Education Background**
Antecedentes Educativos



4 **Job Experience**
Experiencia laboral



5 **Personal reference**
Referencia personal



6 **Job reference**
Referencia laboral



7 **Recommendation letter**
Carta de recomendación



8 **Application letter**
Carta de aplicación



9 **Applicant**
Aplicante



10 **Apply to a position**
Aplicar a una posición



11 **Recruiter**
Reclutador



12 **Interview**
Entrevista



13 **Job fair**
Feria de empleo



14 **Opening**
Inauguración de empleos



15 **Candidate**
Candidato



16 **Oral interview**
Entrevista oral



17 **Test**
Prueba



18 **Listening test**
Prueba de escucha



19 **Reading test**
Prueba de escritura



20 **Grammar test**
Prueba de gramática



21 **Typing test**
Prueba de dígitar

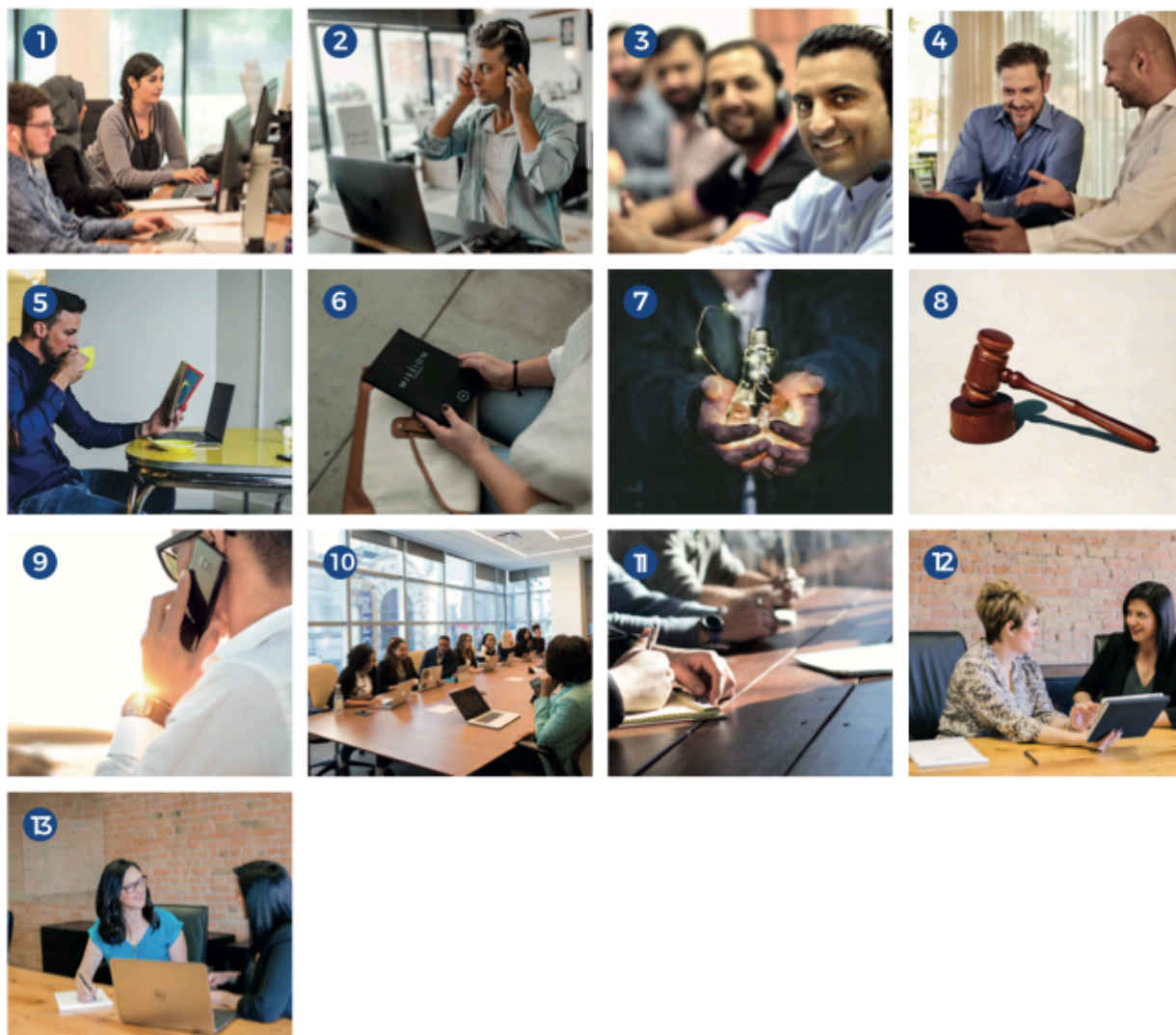


22 **Pass an exam**
Pasar un examen



23 **Fail an exam**
Fallar un examen

During Training



1. Training
Entrenamiento

2. Trainer
Entrenador

3. Trainees
Aprendices

4. Binder
Portafolio / folleto

5. Learn product
Aprender el producto

6. Mission
Misión

7. Vision
Visión

8. Policies
Políticas

9. Llamada de prueba
Llamada de prueba

10. Feedback
Retroalimentación

11. Coaching
Entrenamiento

12. Reinforcement
Refuerzo

13. Huddle
Reunión de grupo

During Nesting



1. Attendance
Asistencia

2. Log in
Iniciar sesión

3. Log out
Cerrar sesión

4. Punch in
Registrar entrada

5. Punch out
Registrar salida

6. Metrics
Métricas

7. AHT Average Handle Time
Manejo de tiempo promedio

8. Adherence
Adherencia

9. Script
Guión

10. Flow
Flujo de guión

11. CSAT Customer Satisfaction
Satisfacción al cliente

12. KPI Key Indicator Performance
Indicador clave de desempeño

13. ORS Overall Representative
Representante general

14. QA quality
Control de calidad

15. Resolution
Soluciones

16. Knowledge and Expertise
Conocimiento y habilidad

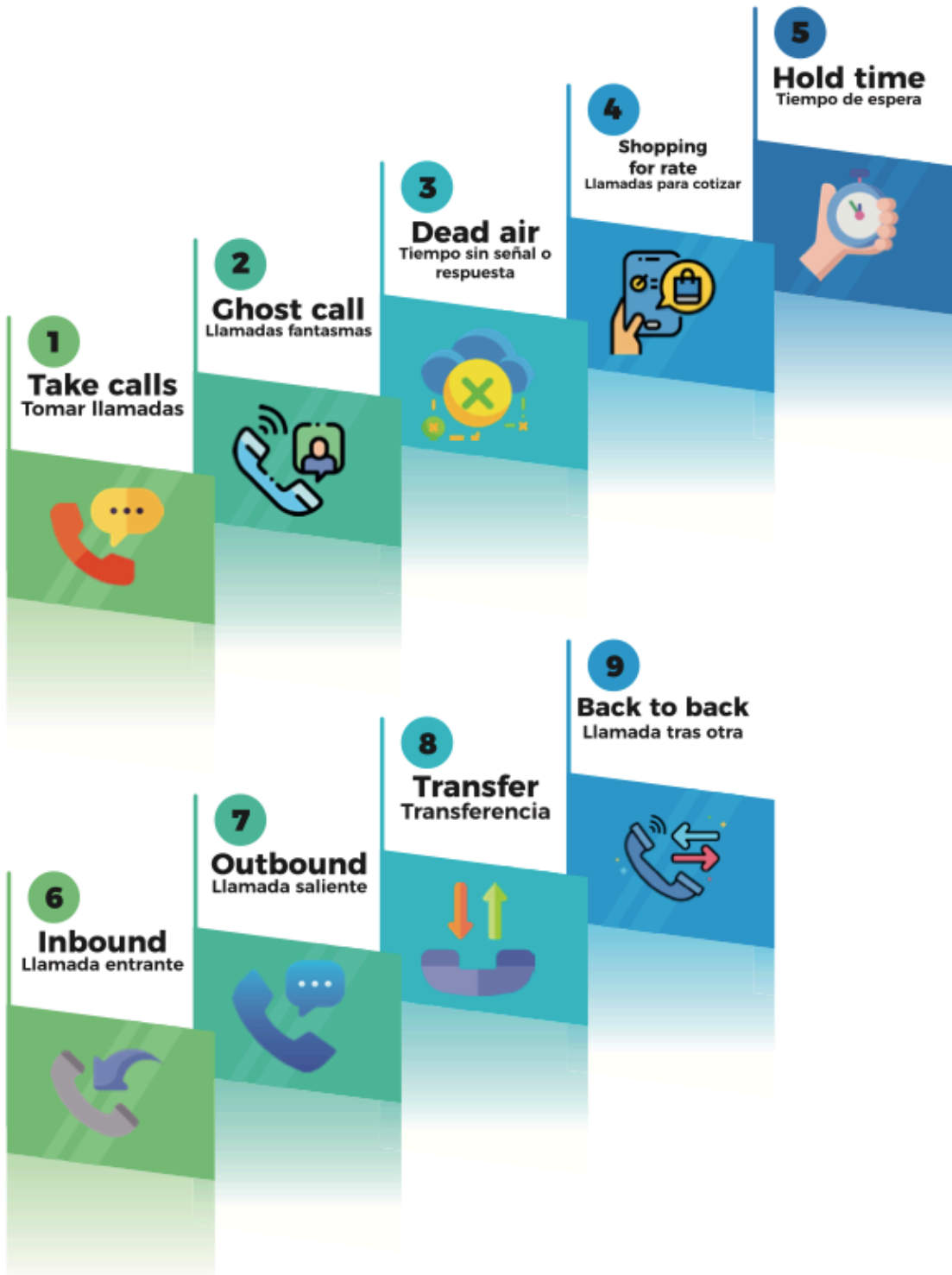
17. Transfer
Transferir

18. Ranking
Rango/posiciones

19. Top
Primer lugar

20. Bottom
Último lugar

During Calls



Hardware and Software



1. Computer
Ordenador

2. Monitor
Monitor

3. CPU
CPU

4. Headsets
Auriculares

5. Automated system
Contestadora/
Sistema automático

6. Keyboard
Teclado

7. Mouse
Ratón

8. Desk
Escritorio

9. Chair
Silla

10. Partition
Mampara

Accounts



1. LOB (Line of business)
Línea de negocios

4. Sales
Ventas

7. Cancellations
Cancelaciones

10. Billing
Recibos y facturas

2. Customer service
Servicio al cliente

5. Hotels
Hoteles

8. Car rental
Renta de auto

3. Tech support
Soporte Técnico

6. Reservation
Reservaciones

9. Loyalty
Lealtad

Call Center



1. Behavior
Comportamiento

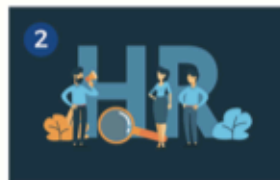
2. Compliance
Cumplimiento

3. Goal
Meta

4. Target
Objetivo



Recruiter
Reclutador



HR manager
Gerente de Recursos Humanos



Supervisor
Supervisor



Floor manager
Jefe de piso



Team leader
Lider de equipo



Trainer
Entrenador



Subject matter expert
Experto en la materia



Floor walker
Apoyo de piso

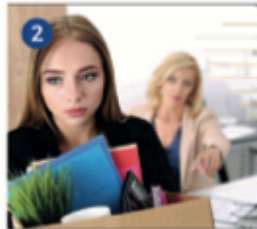


QA agent
Agente de control de calidad

Call Center



1
Apply to a job position
Aplicar a una posición



2
Fire
Despedir de un empleo



3
Hire
Contratar



4
Quit/Resign
Renunciar



5
Get a bonus
Obtener un bono



6
Get a promotion
Obtener un ascenso



7
Get a verbal warning
Obtener un llamado de atención oral



8
Get a written warning
Obtener un llamado de atención escrito



9
Release a call
Colgar una llamada



10
Drop a call
Perder conexión de la llamada



11
Take a call
Tomar una llamada



12
Assist a customer
Ayudar a un cliente



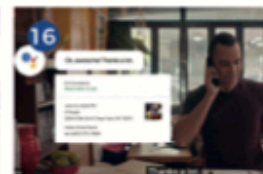
13
Deliver bad news
Entregar malas noticias



14
Cancel a service
Cancelar un servicio



15
Book a service
Registrar un servicio



16
Make a reservation
Hacer una reservación



17
Place an order
Hacer un pedido

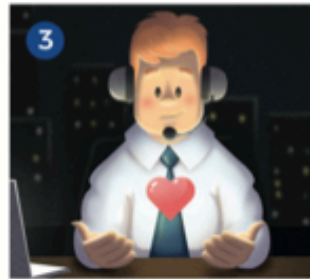
Call Center



1 Greet a customer
Saludar a un cliente



2 Apologize
Disculparse



3 Empathize
Empatizar



4 Build Rapport
Construir una buena relación



5 Solve an issue
Resolver un problema



6 Make a recap
Recapitular



7 Map a call
Mapear una llamada



8 Give follow up
Dar seguimiento



9 Make a call back
Regresar una llamada



10 Ask probing questions
Hacer preguntas de sondeo



11 Wrap up
Repaso y verificación



12 Block a customer
Bloquear a un cliente

CALL CENTER GLOSSARY

- **Call volume:** *The number of calls received by a call center in a given time period.*
- **Call routing:** *The process of directing incoming calls to the most appropriate agent or department based on specific criteria.*
- **Average handle time (AHT):** *The average amount of time it takes for an agent to handle a call from start to finish.*
- **First call resolution (FCR):** *The ability of a call center to resolve a customer issue during the first call, without the need for additional follow-up.*
- **Abandoned call rate:** *The percentage of incoming calls that are disconnected by the customer before being answered by an agent.*
- **Call abandonment:** *The process by which a customer hangs up before their call is answered by an agent.*
- **IVR (Interactive Voice Response):** *An automated system that allows customers to interact with a call center through voice commands.*
- **Queue time:** *The amount of time a customer spends waiting in line for their call to be answered.*
- **Call scripting:** *A pre-written script that agents use to guide the conversation and ensure consistency in customer interactions.*
- **Callback:** *A feature that allows customers to request a call back from an agent instead of waiting in line.*
- **Call center metrics:** *Performance measures used to assess the efficiency and effectiveness of a call center.*
- **Call disposition:** *The outcome of a call, such as resolved, transferred or closed.*
- **Call escalation:** *The process of transferring a call to a higher-level agent or supervisor when the initial agent is unable to resolve the issue.*
- **Call monitoring:** *The practice of listening to live or recorded calls for quality assurance purposes.*
- **Call wrap-up:** *The process of documenting the details of a call after it has been completed.*
- **IVR self-service:** *A feature that allows customers to complete tasks, such as making a payment or checking the status of an order, through an automated system.*
- **Call recording:** *The process of recording live calls for training, quality assurance, or legal purposes.*
- **Customer experience (CX):** *The overall impression a customer has of a company, including interactions with the call center.*
- **Callback rate:** *The percentage of callbacks requested by customers.*
- **Call center software:** *A set of tools used to manage call center operations, such as call routing, reporting, and agent performance tracking.*



GRAMMAR GUIDE

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SIMPLE FUTURE

SIMPLE FUTURE: PLANES / PREDICCIONES

	FORM		
	(Will + verb)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I WILL EAT	I'LL EAT	YO COMERÉ
NEGATIVE	I WILL NOT EAT	I WON'T EAT	YO NO COMERÉ
QUESTION	WILL I EAT?	--	¿COMERÉ?
POSITIVE	HE WILL EAT	HE'LL EAT	ÉL COMERÁ
NEGATIVE	HE WILL NOT EAT	HE WON'T EAT	ÉL NO COMERÁ
QUESTION	WILL HE EAT?	--	¿COMERÁ ÉL?

SIMPLE FUTURE: MÁS QUE SEGURO QUE OCURRA / PLANES / PREDICCIONES

	FORM		
	(Am / is / are + going to + verb)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I AM GOING TO EAT	I'M GOING TO EAT	VOY A COMER
NEGATIVE	I AM NOT GOING TO EAT	I'M NOT GOING TO EAT	NO VOY A COMER
QUESTION	AM I GOING TO EAT?	--	¿VOY A COMER?
POSITIVE	HE IS GOING TO EAT	HE'S GOING TO EAT	ÉL VA A COMER
NEGATIVE	HE IS NOT GOING TO EAT	HE ISN'T GOING TO EAT	ÉL NO VA A COMER
QUESTION	IS HE GOING TO EAT	--	VA ÉL A COMER



SIMPLE PRESENT: ACCIONES QUE OCURREN CON FRECUENCIA

	FORM		AUXILIARIES
	(Verb) + s / es in third person. Do (I, you, we, they or plural objects)		Does (He, she, it or singular objects)
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I EAT	--	YO COMO
NEGATIVE	I DO NOT EAT	I DON'T EAT	YO NO COMO
QUESTION	DO I EAT?	--	¿COMO YO?
POSITIVE	HE EATS	--	ÉL COME
NEGATIVE	HE DOES NOT EAT	HE DOESN'T EAT	ÉL NO COME
QUESTION	DOES HE EAT?	--	¿COME ÉL?

PRESENT PROGRESSIVE: ACCIONES QUE ESTÁN OCURRIENDO EN EL MOMENTO

	FORM		
	Am / is / are + verb (ing)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I AM EATING	I'M EATING	ESTOY COMIENDO
NEGATIVE	I AM NOT EATING	I'M NOT EATING	NO ESTOY COMIENDO
QUESTION	AM I EATING?	--	¿ESTOY COMIENDO?
POSITIVE	HE IS EATING	HE'S EATING	ÉL ESTÁ COMIENDO
NEGATIVE	HE IS NOT EATING	HE ISN'T EATING	ÉL NO ESTÁ COMIENDO
QUESTION	IS HE EATING?	--	¿ESTÁ ÉL COMIENDO?



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PAST

SIMPLE PAST: LO QUE HICISTE

	FORM	AUXILIARY	
	(Verb + ed) or irregular verbs	Did (I, you, she, he, it, we, they or all objects)	
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I ATE	--	YO COMÍ
NEGATIVE	I DID NOT EAT	I DIDN'T EAT	YO NO COMÍ
QUESTION	DID I EAT?	--	¿COMÍ YO?
POSITIVE	HE ATE	--	ÉL COMIÓ
NEGATIVE	HE DID NOT EAT	HE DIDN'T EAT	ÉL NO COMIÓ
QUESTION	DID HE EAT?	--	¿COMIÓ ÉL?

PAST PROGRESSIVE / CONTINUOUS: LO QUE ESTABAS HACIENDO

	FORM		AUXILIARIES
	(was / were + present participle)		Was (I, He, she, it or singular objects) Were (You, we, they or plural objects)
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I WAS EATING	--	YO ESTABA COMIENDO
NEGATIVE	I WAS NOT EATING	I WASN'T EATING	YO NO ESTABA COMIENDO
QUESTION	WAS I EATING?	--	¿ESTABA YO COMIENDO?
POSITIVE	HE WAS EATING	--	ÉL ESTABA COMIENDO
NEGATIVE	HE WAS NOT EATING	HE WASN'T EATING	ÉL NO ESTABA COMIENDO
QUESTION	WAS HE EATING?	--	¿ESTABA ÉL COMIENDO?



PRESENT PERFECT

PRESENT PERFECT: LO QUE HAS HECHO

	FORM		
	(Has / have + past participle)		
	AUXILIARIES		
	Has (He, she, it or singular objects) Have (I, you, we, they or plural objects)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I HAVE EATEN	I'VE EATEN	YO HE COMIDO
NEGATIVE	I HAVE NOT EATEN	I HAVEN'T EATEN	YO NO HE COMIDO
QUESTION	HAVE I EATEN?	--	¿HE COMIDO YO?
POSITIVE	HE HAS EATEN	HE'S EATEN	ÉL HA COMIDO
NEGATIVE	HE HAS NOT EATEN	HE HASN'T EATEN	ÉL NO HA COMIDO
QUESTION	HAS HE EATEN?	--	¿HA COMIDO ÉL?

PRESENT PERFECT PROGRESSIVE: LO QUE HAS ESTADO HACIENDO

	FORM		
	(Has / have been + present participle)		
	AUXILIARY		
	Has (He, she, it or singular objects) Have (I, you, we, they or plural objects)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I HAVE BEEN EATING	I'VE BEEN EATING	YO HE ESTADO COMIENDO
NEGATIVE	I HAVE NOT BEEN EATING	I HAVEN'T BEEN EATING	YO NO HE ESTADO COMIENDO
QUESTION	HAVE I BEEN EATING?	--	¿HE ESTADO YO COMIENDO?
POSITIVE	HE HAS BEEN EATING	HE'S BEEN EATING	ÉL HA ESTADO COMIENDO
NEGATIVE	HE HAS NOT BEEN EATING	HE HASN'T BEEN EATING	ÉL NO HA ESTADO COMIENDO
QUESTION	HAS HE BEEN EATING?	--	¿HA ESTADO COMIENDO?

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PAST PERFECT

PAST PERFECT: LO QUE HABÍAS HECHO

	FORM	AUXILIARY	
	(Had + past participle)	Had (I, you, she, he, it, we, they or plural objects)	
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I HAD EATEN	I'D EATEN	YO HABÍA COMIDO
NEGATIVE	I HAD NOT EATEN	I HADN'T EATEN	YO NO HABÍA COMIDO
QUESTION	HAD I EATEN?	--	¿HABÍA COMIDO YO?
POSITIVE	HE HAD EATEN	HE'D EATEN	ÉL HABÍA COMIDO
NEGATIVE	HE HAD NOT EATEN	HE HADN'T EATEN	ÉL NO HABÍA COMIDO
QUESTION	HAD HE EATEN?	--	¿HABÍA COMIDO EL?

PAST PERFECT PROGRESSIVE: LO QUE HABÍAS ESTADO HACIENDO

	FORM		
	(Had been + present participle)		
	AUXILIARY		
	Had (I, you, she, he, it, we, they or plural objects)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I HAD BEEN EATING	I'D BEEN EATING	YO HABÍA ESTADO COMIENDO
NEGATIVE	I HAD NOT BEEN EATING	I HADN'T BEEN EATING	YO NO HABÍA ESTADO COMIENDO
QUESTION	HAD I BEEN EATING?	--	¿HABÍA ESTADO YO COMIENDO?
POSITIVE	HE HAD BEEN EATING	HE'D BEEN EATING	ÉL HABÍA ESTADO COMIENDO
NEGATIVE	HE HAD NOT BEEN EATING	HE HADN'T BEEN EATING	ÉL NO HABÍA ESTADO COMIENDO
QUESTION	HAD HE BEEN EATING?	--	¿HABÍA ÉL ESTADO COMIENDO?

CONDITIONALS

CONDITIONALS : USAMOS CONDICIONALES PARA EXPRESAR UNA CONDICIÓN O SITUACIÓN Y SU POSIBLE RESULTADO EN EL PRESENTE, FUTURO O EN UN TIEMPO IRREAL

CONDITIONAL	EXAMPLE	MEANING
ZERO CONDITIONAL	IF I STUDY, I PASS THE LEVEL	SI ESTUDIO, PASO EL NIVEL
FIRST CONDITIONAL	IF I STUDY, I WILL PASS THE LEVEL	SI ESTUDIO, PASARÉ EL NIVEL
SECOND CONDITIONAL	IF I STUDIED, I WOULD PASS THE LEVEL	SI YO ESTUDIARA, PASARÍA EL NIVEL
THIRD CONDITIONAL	IF I HAD STUDIED, I WOULD HAVE PASSED THE LEVEL	SI YO HUBIERA ESTUDIADO, HABRÍA PASADO EL NIVEL

UNREAL FUTURE: ACCIÓN O DESEO QUE NO ES REAL EN ESTE MOMENTO

	FORM		
	(Would + verb)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I WOULD EAT	I'D EAT	YO COMERÍA
NEGATIVE	I WOULD NOT EAT	I WOULDN'T EAT	YO NO COMERÍA
QUESTION	WOULD I EAT?	--	¿COMERÍA YO?
POSITIVE	HE WOULD EAT	HE'D EAT	ÉL COMERÍA
NEGATIVE	HE WOULD NOT EAT	HE WOULDN'T EAT	ÉL NO COMERÍA
QUESTION	WOULD HE EAT?	--	¿COMERÍA EL?

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CONDITIONALS

UNREAL PAST: LO QUE IBAS A HACER, PERO NO SE HIZO

	FORM		
	(Was / were + going to + verb)		
	NORMAL FORM	CONTRACTED FORM	MEANING
POSITIVE	I WAS GOING TO EAT	--	YO IBA A COMER
NEGATIVE	I WAS NOT GOING TO EAT	I WASN'T GOING TO EAT	YO NO IBA A COMER
QUESTION	WAS I GOING TO EAT?	--	¿IBA A COMER?
POSITIVE	HE WAS GOING TO EAT	--	ÉL IBA A COMER
NEGATIVE	HE WAS NOT GOING TO EAT	HE WASN'T GOING TO EAT	ÉL NO IBA A COMER
QUESTION	WAS HE GOING TO EAT?	--	¿IBA ÉL A COMER?

UNREAL SITUATIONS: LO QUE HUBIERAS, DEBISTE HABER O PUDISTE HABER

	FORM		
	(Would / should / must / could + have + past participle)		
	NORMAL FORM	CONTRACTED FORM	MEANING
WOULD	I WOULD HAVE EATEN	I WOULD'VE EATEN	YO HUBIERA COMIDO
SHOULD	I SHOULD HAVE EATEN	I SHOULD'VE EATEN	YO DEBÍ HABER COMIDO
COULD	I COULD HAVE EATEN	I COULD'VE EATEN	YO PUDE HABER COMIDO
WOULD	HE WOULD HAVE EATEN	HE WOULD'VE EATEN	ÉL HUBIERA COMIDO
SHOULD	HE SHOULD HAVE EATEN	HE SHOULD'VE EATEN	ÉL DEBÍO HABER COMIDO
COULD	HE COULD HAVE EATEN	HE COULD'VE EATEN	ÉL PUDO HABER COMIDO

COMPARATIVES / UTILIZAMOS COMPARATIVOS PARA COMPARAR UNA PERSONA, UN GRUPO, SITUACIÓN DE ALGO SIMILAR O DIFERENTE

FORM: Utilizamos **ADJECTIVE + ER** para adjetivos de una sílaba.

ADJECTIVE	EXAMPLE	MEANING
HOT	MY CITY IS HOTTER THAN YOUR CITY.	MI CIUDAD ES MÁS CALIENTE QUE TU CIUDAD.

FORM: Para adjetivos de dos sílabas utilizamos **MORE + ADJECTIVE + THAN.**

ADJECTIVE	EXAMPLE	MEANING
CLEVER	MY FRIEND IS MORE CLEVER THAN YOUR BROTHER.	MI AMIGO ES MÁS LISTO QUE TU HERMANO.

FORM: Para adjetivos de dos sílabas que terminan en "Y" utilizamos **ADJECTIVE+ IER** (Eliminamos "Y")

ADJECTIVE	EXAMPLE	MEANING
PRETTY	MY SISTER IS PRETTIER THAN MY COUSIN.	MI HERMANA ES MÁS BONITA QUE MI PRIMA.

FORM: Para adjetivos de tres o más sílabas utilizamos **MORE + ADJECTIVE + THAN.**

ADJECTIVE	EXAMPLE	MEANING
INCREDIBLE	THE BOOK IS MORE INCREDIBLE THAN THE MOVIE.	EL LIBRO ES MÁS INCREÍBLE QUE LA PELÍCULA.

SUPERLATIVES /UTILIZAMOS SUPERLATIVOS PARA COMPARAR UNO DEL RESTO. ES DECIR, EL ÚNICO EN SU RAMA

FORM: Utilizamos **+ ADJECTIVE + EST** para adjetivos de una sílaba.

ADJECTIVE	EXAMPLE	MEANING
HOT	MY CITY IS THE HOTTEST OF THE COUNTRY.	MI CIUDAD ES LA MÁS CALIENTE DEL PAÍS.

FORM: Para adjetivos de dos sílabas utilizamos **THE MOST + ADJECTIVE.**

ADJECTIVE	EXAMPLE	MEANING
CLEVER	MY FRIEND IS THE MOST CLEVER OF THE CLASS.	MI AMIGO ES EL MÁS LISTO DE LA CLASE.

FORM: Para adjetivos de dos sílabas que terminan en "Y" utilizamos **THE MOST + ADJECTIVE+ IEST** (Eliminamos "Y").

ADJECTIVE	EXAMPLE	MEANING
PRETTY	MY SISTER IS THE PRETTIEST OF THE PARTY.	MI HERMANA ES LA MÁS BONITA DE LA FIESTA.

FORM: Para adjetivos de tres o más sílabas utilizamos **THE MOST+ ADJECTIVE.**

ADJECTIVE	EXAMPLE	MEANING
INCREDIBLE	THIS BOOK IS THE MOST INCREDIBLE OF THE LIBRARY.	ESTE LIBRO ES EL MÁS INCREÍBLE DE LA BIBLIOTECA.

Recuerda visitar nuestro Portal Exclusivo de Estudiantes en donde encontrarás lo mejor en videos, tips de pronunciación y películas gratis totalmente en Inglés.

MODALS

RECOMMENDATIONS / ADVICE: LO QUE DEBERIA HACER USANDO SHOULD			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I SHOULD EAT	--	YO DEBERÍA COMER
NEGATIVE	I SHOULD NOT EAT	I SHOULDN'T EAT	NO DEBERÍA COMER
QUESTION	SHOULD I EAT?	--	¿DEBERÍA COMER?
MUST: RULES / OBLIGATIONS: LO QUE TENGO QUE HACER POR OBLIGACIÓN O LEY			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I MUST EAT	--	TENGO QUE COMER
NEGATIVE	I MUST NOT EAT	I MUSN'T EAT	NO TENGO QUE COMER
QUESTION	MUST I EAT?	--	¿TENGO QUE COMER?
POSSIBILITIES: LO QUE PODRÍA OCURRIR COMO UNA POSIBILIDAD			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I MIGHT EAT	--	YO PODRÍA COMER
NEGATIVE	I MIGHT NOT EAT	--	NO PODRÍA COMER
QUESTION	MIGHT I EAT?	--	¿PODRÍA COMER?
WARNINGS: LO QUE MÁS VALE QUE HAGA, ES UNA ADVERTENCIA			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I HAD BETTER EAT	I'D BETTER EAT	MAS ME VALE QUE COMA
NEGATIVE	I HAD BETTER NOT EAT	I'D BETTER NOT EAT	MEJOR NO COMO
QUESTION	HAD I BETTER EAT?	--	¿DEBERÍA COMER?
ABILITY / PERMISSION: LO QUE PUEDO HACER			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I CAN EAT	--	YO PUEDO COMER
NEGATIVE	I CAN NOT EAT	I CAN'T EAT	YO NO PUEDO COMER
QUESTION	CAN I EAT?	--	¿PUEDO COMER?
POLITE REQUESTS / POSSIBILITIES: LO QUE PODRÍA PASAR O PEDIR ALGO AMABLEMENTE			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I MAY EAT	--	YO PODRÍA COMER
NEGATIVE	I MAY NOT EAT	--	YO NO PODRÍA COMER
QUESTION	MAY I EAT?	--	¿PODRÍA COMER?
POSSIBILITY / ABILITY IN THE PAST / POLITE REQUESTS: POSIBILIDADES O LO QUE PUDISTE HACER			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I COULD EAT	--	YO PUDE / PODRÍA
NEGATIVE	I COULD NOT EAT	I COULDN'T EAT	YO NO PUDE / NO PODRÍA
QUESTION	COULD I EAT?	--	PUDE / PODRÍA
NECESSITIES: LO QUE TENGO QUE HACER PERO NO NECESARIAMENTE ES OBLIGACIÓN			
	NORMAL FORM	CONTRACTED	MEANING
POSITIVE	I HAVE TO EAT	--	TENGO QUE COMER
NEGATIVE		--	
QUESTION	DOES HE HAVE TO EAT?	--	¿TIENE ÉL QUE COMER?



LIST OF VERBS

DAILY ROUTINE,

REGULAR & IRREGULAR

DAILY ROUTINE VERBS

	VERB	PAST	PAST PARTICIPLE	MEANING	
1	WAKE UP	WOKE UP	WOKEN UP	DESPERTAR	
2	TAKE A SHOWER	TOOK A SHOWER	TAKEN A SHOWER	TOMAR UN BAÑO	
3	BRUSH	BRUSHED	BRUSHED	CEPILLAR	T
4	GET DRESSED	GOT DRESSED	GOT DRESSED	VESTIRSE	T
5	HAVE BREAKFAST	HAD BREAKFAST	HAD BREAKFAST	DESAYUNAR	
6	HAVE LUNCH	HAD LUNCH	HAD LUNCH	ALMORZAR	
7	HAVE DINNER	HAD DINNER	HAD DINNER	CENAR	
8	GO	WENT	GONE	IR	
9	CHECK	CHECKED	CHECKED	REVISAR	T
10	WORK	WORKED	WORKED	TRABAJAR	T
11	STUDY	STUDIED	STUDIED	ESTUDIAR	D
12	WATCH	WATCHED	WATCHED	MIRAR, OBSERVAR	T
13	DO	DID	DONE	HACER	
14	MAKE	MADE	MADE	HACER	
15	CHAT	CHATTED	CHATTED	CHATEAR	ID
16	TEXT	TEXTED	TEXTED	MENSAJEAR	ID
17	PLAY	PLAYED	PLAYED	JUGAR	D
18	COOK	COOKED	COOKED	COCINAR	T
19	CALL	CALLED	CALLED	LLAMAR	D
20	COME BACK	CAME BACK	COME BACK	REGRESAR	
21	EAT	ATE	EATEN	COMER	
22	DRIVE	DROVE	DRIVEN	CONducir	
23	READ	READ	READ	LEER	
24	DRINK	DRANK	DRUNK	BEBER	
25	LISTEN	LISTENED	LISTENED	ESCUCHAR	D
26	CLEAN	CLEANED	CLEANED	LIMPIAR	D
27	SLEEP	SLEPT	SLEPT	DORMIR	



MOST COMMON VERBS

	VERB	PAST	PAST PARTICIPLE	MEANING	
1	RIDE	RODE	RIDDEN	MONTAR, ANDAR EN	
2	GET	GOT	GOTTEN	OBTENER	
3	GIVE	GAVE	GIVEN	DAR	
4	SEE	SAW	SEEN	VER	
5	LOOK	LOOKED	LOOKED	OBSERVAR	T
6	TAKE	TOOK	TAKEN	TOMAR	
7	THINK	THOUGHT	THOUGHT	PENSAR	
8	WASH	WASHED	WASHED	LAVAR	T
9	HAVE	HAD	HAD	TENER	
10	FIND	FOUND	FOUND	ENCONTRAR	
11	LEARN	LEARNED	LEARNED	APRENDER	D
12	WRITE	WROTE	WRITTEN	ESCRIBIR	
13	WALK	WALKED	WALKED	CAMINAR	T
14	CAN	COULD	--	PODER	
5	WANT	WANTED	WANTED	QUERER	ID
16	NEED	NEEDED	NEEDED	NECESITAR	ID
17	LIKE	LIKE	LIKED	GUSTAR	T
18	TALK	TALKED	TALKED	CONVERSAR	T
19	SPEAK	SPOKE	SPOKEN	HABLAR	
20	REMEMBER	REMEMBER	REMEMBERED	RECORDAR	D
21	UNDERSTAND	UNDERSTOOD	UNDERSTOOD	ENTENDER	
22	SPEND	SPENT	SPENT	GASTAR	
23	TRY	TRIED	TRIED	INTENTAR	
24	SWIM	SWAM	SWUM	NADAR	
25	START	STARTED	STARTED	EMPEZAR	ID
26	SAY	SAID	SAID	DECIR	
27	TELL	TOLD	TOLD	DECIR, CONTAR	



IRREGULAR VERBS

VERB	PAST	PAST PARTICIPLE	MEANING
ARISE	AROSE	ARISEN	ELEVARSE, SURGIR, ORIGINARSE.
AWAKE	AWOKE	AWOKEN	DESPERTAR, MOVER, EXCITAR.
BEAR	BORE	BORN	SOPORTAR. SOSTENER, TOLERAR.
BEAT	BEAT	BEATEN	BATIR, REVOLVER, GOLPEAR.
BECOME	BECAME	BECOME	HACERSE, CONVERTIRSE EN.
BEGIN	BEGAN	BEGUN	EMPEZAR, INICIAR.
BEND	BENT	BENT	DOBLAR, INCLINAR.
BET	BET	BET	APOSTAR.
BIND	BOUND	BOUND	ATAR, UNIR, ENLAZAR.
BITE	BIT	BITTEN	MORDER.
BLOW	BLEW	BLOWN	SOPLAR.
BREAK	BROKE	BROKEN	QUEBRAR, PARTIR, ROMPER.
BRING	BROUGHT	BROUGHT	TRAER, LLEVAR, CONDUCIR.
BUILD	BUILT	BUILT	CONSTRUIR, EDIFICAR.
BURN	BURNT	BURNT	QUEMAR, INCENDIAR
BURST	BURST	BURST	ROMPER, REVENTAR.
BUY	BOUGHT	BOUGHT	COMPRAR.
CATCH	CAUGHT	CAUGHT	COGER, ATRAPAR.
CHOOSE	CHOSE	CHOSEN	ESCOGER, ELEGIR.
CLING	CLUNG	CLUNG	ASIRSE, ADHERIRSE, PEGARSE.



IRREGULAR VERBS

VERB	PAST	PAST PARTICIPLE	MEANING
COME	CAME	COME	VENIR.
COST	COST	COST	COSTAR.
CREEP	CREPT	CREPT	ARRASTRARSE, PEGARSE.
CUT	CUT	CUT	CORTAR, DIVIDIR.
DEAL	DEALT	DEALT	TRATAR, TENER QUE REFERIRSE
DIG	DUG	DUG	CAVAR, AHONDAR.
DO	DID	DONE	HACER, EJECUTAR.
DRAW	DREW	DRAWN	DIBUJAR, ATRAER.
DRINK	DRANK	DRUNK	BEBER
DRIVE	DROVE	DRIVEN	CONducir, LLEVAR.
FALL	FELL	FALLEN	CAER, DISMINUIR
FEED	FED	FED	ALIMENTAR, NUTRIR.
FEEL	FELT	FELT	SENTIR
FIGHT	FOUGHT	FOUGHT	PELEAR, COMBATIR.
FIND OUT	FOUND OUT	FOUND OUT	ENCONTRAR, DESCUBRIR
FLEE	FLED	FLED	ESCAPAR, HUIR.
FLY	FLEW	FLOWN	VOLAR
FORBID	FORBADE	FORDBIDDEN	PROHIBIR.
FORESEE	FORESAW	FORESEEN	PREVER, PREVENIR
FORGET	FORGOT	FORGOTTEN	OLVIDAR.



VERB	PAST	PAST PARTICIPLE	MEANING
FREEZE	FROZE	FROZEN	CONGELAR.
GET	GOT	GOTTEN	LOGRAR, OBTENER, CONSEGUIR
GIVE	GAVE	GIVEN	DAR, CONCEDER
GO	WENT	GONE	IR, FUNCIONAR, RESULTAR
GRIND	GROUND	GROUND	MOLER, TRITURAR
GROW	GREW	GROWN	CRECER, CULTIVAR.
HANG	HUNG	HUNG	COLGAR, SUSPENDER.
HAVE	HAD	HAD	TENER, HABER.
HEAR	HEARD	HEARD	OIR, ESCUCHAR.
HIDE	HID	HIDDEN	OCULTAR, ENCUBRIR
HIT	HIT	HIT	PEGAR, GOLPEAR, ACERTAR
HOLD	HELD	HELD	SOSTENER, MANTENER.
HURT	HURT	HURT	PEGAR, GOLPEAR.
KEEP	KEPT	KEPT	MANTENER, GUARDAR.
KNOW	KNEW	KNOWN	CONOCER, SABER
LAY	LAID	LAID	PONER, COLOCAR.
LEAD	LED	LED	GUIAR, LLEVAR, CONDUCIR
LEAN	LEANT	LEANT	INCLINAR, APOYARSE.
LEARN	LEARNT	LEARNT	APRENDER, SABER.
LEAVE	LEFT	LEFT	DEJAR, IRSE.



IRREGULAR VERBS

VERB	PAST	PAST PARTICIPLE	MEANING
LEND	LENT	LENT	PRESTAR.
LET	LET	LET	PERMITIR, CONCEDER.
LIE	LIED	LIED	MENTIR
LIGHT	LIT	LIT	ENCENDER, ALUMBRAR, ILUMINAR
LOSE	LOST	LOST	PERDER, MALGASTAR
MAKE	MADE	MADE	HACER, PRODUCIR.
MEAN	MEANT	MEANT	SIGNIFICAR, QUERER DECIR
MEET	MET	MET	ENCONTRARSE, CONOCER
MELT	MELTED	MOLTEN	DERRETIR, FUNDIR
MISTAKE	MISTOOK	MISTAKEN	EQUIVOCARSE, ERRAR.
MISUNDERSTAND	MISUNDERSTOOD	MISUNDERSTOOD	ENTENDER MAL
OVERCOME	OVERCAME	OVERCAME	VENCER, SUPERAR.
PAY	PAID	PAID	PAGAR, RECOMPENSAR
PUT	PUT	PUT	PONER, COLOCAR
READ	READ	READ	LEER, MARCAR
REBUILD	REBUILT	REBUILT	RECONSTRUIR
RID	RID	RID	LIBERARSE, ZAFARSE
RIDE	RODE	RIDDEN	RODAR, FUNCIONAR
RING	RANG	RUNG	TOCAR, SONAR
RISE	ROSE	RISEN	ASCENDER, LEVANTAR.



IRREGULAR VERBS

VERB	PAST	PAST PARTICIPLE	MEANING
LEND	LENT	LENT	PRESTAR.
LET	LET	LET	PERMITIR, CONCEDER.
LIE	LIED	LIED	MENTIR
LIGHT	LIT	LIT	ENCENDER, ALUMBRAR, ILUMINAR
LOSE	LOST	LOST	PERDER, MALGASTAR
MAKE	MADE	MADE	HACER, PRODUCIR.
MEAN	MEANT	MEANT	SIGNIFICAR, QUERER DECIR
MEET	MET	MET	ENCONTRARSE, CONOCER
MELT	MELTED	MOLTEN	DERRETIR, FUNDIR
MISTAKE	MISTOOK	MISTAKEN	EQUIVOCARSE, ERRAR.
MISUNDERSTAND	MISUNDERSTOOD	MISUNDERSTOOD	ENTENDER MAL
OVERCOME	OVERCAME	OVERCAME	VENCER, SUPERAR.
PAY	PAID	PAID	PAGAR, RECOMPENSAR
PUT	PUT	PUT	PONER, COLOCAR
READ	READ	READ	LEER, MARCAR
REBUILD	REBUILT	REBUILT	RECONSTRUIR
RID	RID	RID	LIBERARSE, ZAFARSE
RIDE	RODE	RIDDEN	RODAR, FUNCIONAR
RING	RANG	RUNG	TOCAR, SONAR
RISE	ROSE	RISEN	ASCENDER, LEVANTAR.



IRREGULAR VERBS

VERB	PAST	PAST PARTICIPLE	MEANING
RUN	RAN	RUN	CORRER, FUNCIONAR
SAW	SAWED	SAWN	ASERRAR, CORTAR CON SIERRA
SAY	SAID	SAID	DECIR, AFIRMAR
SEE	SAW	SEEN	VER, OBSERVAR
SEEK	SOUGHT	SOUGHT	BUSCAR, SOLICITAR
SELL	SOLD	SOLD	VENDER
SEND	SENT	SENT	ENVIAR
SET	SET	SET	INSTALAR, COLOCAR, FIJAR
SHAKE	SHOOK	SHAKEN	SACUDIR, LANZAR
SHED	SHED	SHED	DERRAMAR, DEJAR CAER
SHINE	SHONE	SHONE	BRILLAR, SOBRESALIR
SHOOT	SHOT	SHOT	DISPARAR, LANZAR
SHOW	SHOWED	SHOWED	MOSTRAR, PROBAR, DEMOSTRAR
SHRINK	SHRANK	SHRUNK	ENCOGERSE, DISMINUIR
SHUT	SHUT	SHUT	CERRAR, IMPEDIR
SING	SANG	SUNG	CANTAR
SINK	SANK	SUNK	HUNDIR, SUMERGIR
SIT	SAT	SAT	SENTARSE, REUNIRSE
SLEEP	SLEPT	SLEPT	DORMIR
SLIDE	SLID	SLIDDEN	RESBALAR, DESLIZAR.



IRREGULAR VERBS

VERB	PAST	PAST PARTICIPLE	MEANING
SPEAK	SPOKE	SPOKEN	HABLAR.
SPEND	SPENT	SPENT	GASTAR.
STAND	STOOD	STOOD	ESTAR DE PIE.
TREAD	TROD	TRODDEN	PISAR.
TEACH	TAUGHT	TAUGHT	ENSEÑAR.
TELL	TOLD	TOLD	DECIR, CONTAR, NARRAR.
THINK	THOUGHT	THOUGHT	PENSAR, CREER.
THROW	THREW	THREW	LANZAR, TIRAR, IMPELER, ARROJAR.
THRUST	THRUST	THRUST	INTRODUCIR CON VIOLENCIA, EMPUJAR.
UNDERGO	UNDERWENT	UNDERGONE	SUFRIR, EXPERIMENTAR, PASAR POR.
UNDERSTAND	UNDERSTOOD	UNDERSTOOD	COMPRENDER.
UNDERTAKE	UNDERTOOK	UNDERTAKEN	EMPRENDER, COMEZAR ALGO.
UNDO	UNDID	UNDONE	DESARMAR, DESHACER.
WAKE	WOKE	WOKEN	DESPERTAR, EXCITAR.
WEAR	WORE	WORN	GASTAR(SE), CONSEGUIR, USAR.
WIN	WON	WON	GANAR, CONQUISTAR.
WIND	WOUND	WOUND	ENROSCAR(SE), SERPENTEAR, GIRAR.
WITHDRAW	WITHDREW	WITHDRAWN	RETIRAR, RETRACTARSE, QUITAR.
WITHSTAND	WITHSTOOD	WITHSTOOD	RESISTIR, OPONERSE, SOPORTAR.
WRITE	WROTE	WRITTEN	ESCRIBIR.





PHRASAL VERBS

PHRASAL VERB	MEANING	EXAMPLE
Break in on	Interrupt (a conversation).	I was talking to Mom on the phone when the operator broke in on our call.
Catch up with	Keep abreast.	After our month-long trip, it was time to catch up with the neighbors and the news around town
Check up on	Examine, investigate.	The boys promised to check up on the condition of the summer house from time to time.
Come up with	To contribute (suggestion, money).	After years of giving nothing, the old parishioner was able to come up with a thousand-dollar donation.
Cut down on	Curtail (expenses).	We tried to cut down on the money we were spending on entertainment.
Drop out of	Leave school.	I hope none of my students drop out of school this semester.
Get along with	Have a good relationship with.	I found it very hard to get along with my brother when we were young.
Get away with	Escape, blame.	Janik cheated on the exam and then tried to get away with it.



PHRASAL VERBS

PHRASAL VERB	MEANING	EXAMPLE
Get rid of	Eliminate.	The citizens tried to get rid of their corrupt mayor in the recent election.
Get through with	Finish.	When will you ever get through with that program?
Keep up with	Maintain pace with.	It's hard to keep up with the Joneses when you lose your job!
Look forward to	Anticipate with Pleasure.	I always look forward to the beginning of a new semester.
Look down on	Despise.	It's typical of a jingoistic country that the citizens look down on their geographical neighbors.
Look in on	Visit (somebody).	We were going to look in on my brother-in-law, but he wasn't home.
Look out for	Be careful, anticipate.	Good instructors will look out for early signs of failure in their students.
Look up to	Respect.	First-graders really look up to their teachers.
Make sure of	Verify.	Make sure of the student's identity before you let him into the classroom.



PHRASAL VERB	MEANING	EXAMPLE
Break down	Stop functioning.	That old Jeep had a tendency to break down just when I needed it the most.
Catch on	Become popular.	Popular songs seem to catch on in California first and then spread eastward.
Come back	Return to a place.	Father promised that we would never come back to this horrible place.
Come in	Enter.	They tried to come in through the back door, but it was locked.
Come to	Regain consciousness.	He was hit on the head very hard, but after several minutes, he started to come to again.
Come over	To visit.	The children promised to come over, but they never do.
Drop by	Visit without appointment.	We used to just drop by, but they were never home, so we stopped doing that.
Eat out	Eat in a restaurant.	When we visited Paris, we loved eating out in the sidewalk cafes.



PHRASAL VERBS

PHRASAL VERB	MEANING	EXAMPLE
Get by	Survive.	Uncle Heine didn't have much money, but he always seemed to get by without borrowing money from relatives.
Get up	Arise.	Grandmother tried to get up, but the couch was too low, and she couldn't make it on her own.
Go back	Return to a place.	It's hard to imagine that we will ever go back to Lithuania.
Go on	Continue.	He would finish one Dickens novel and then just go on to the next.
Go on (2)	Happen.	The cops heard all the noise and stopped to see what was going on.
Grow up	Get older	Charles grew up to be a lot like his father.
Keep away	Remain at a distance.	The judge warned the stalker to keep away from his victim's home.
Keep on (with gerund)	Continue with the same.	He tried to keep on singing long after his voice was ruined.



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MOST IMPORTANT IDIOMS

IDIOMS

A

ABOUT TO (DO SOMETHING) - A PUNTO DE

To be on the point of doing something

Example: I was about to leave when the phone rang.

ACCORDING TO (SOMEONE OR SOMETHING)

- DE ACUERDO A

As said or told by someone, in agreement with something, in the order of something, in proportion to something

Example: According to our teacher, there will be no class next week.

ACCOUNT FOR (SOMETHING) - EXPLICAR

To provide an explanation or an answer for something

Example: The bad weather accounts for the fact that few people came to the meeting.

AFTER ALL - DESPUÉS DE TODO

Considering the fact that something happened or happens, something that is usually assumed

Example: "You don't need to phone him. After all, he never phones you."

ALL OF A SUDDEN - DE REPENTE

Suddenly, without advance warning

Example: All of a sudden, it became cloudy and began to rain.

AS A MATTER OF FACT - DE HECHO

Actually

Example: "As a matter of fact, we have been to the sports stadium many times."

AS FAR AS - I KNOW / POR LO QUE SE

To the extent or degree of something

Example: As far as I know, the movie will start in a few minutes.

AS FOR - MY SELF / EN CUANTO A MÍ

With regard to, concerning

Example: "As for myself, I think that I will return home now."

AS IF - COMO SI

In the same way that something would be, that

Example: It seemed as if the whole school came to the concert.

AS LONG AS - MIENTRAS QUE

Provided that, on condition that

Example: "As long as you promise to be careful, you can borrow my car."

AS SOON AS - TAN PRONTO COMO

Just after something, when

Example: I phoned my friend as soon as I finished dinner.

AS TO - EN CUANTO A

With regard to, according to

Example: "As to your question, I will answer it tomorrow."

AS WELL - TAMBIÉN

In addition, also, too

Example: I plan to take swimming lessons this summer. I plan to take a computer course as well.

AS WELL AS (SOMEONE OR SOMETHING) - ASI COMO

In addition to someone or something

Example: "Please bring your swimming suit as well as your towel."



B

BACK AND FORTH - DE AQUÍ PARA ALLÁ
Backwards and forwards, first one way and then the other way

Example: The argument with the lawyer went back and forth before the judge made a decision.

BETTER OFF - MEJOR

To be in a better situation than before

Example: My friend would be better off if he sold his old car and bought a new one.

BREAK DOWN (SOMETHING) OR BREAK (SOMETHING) DOWN - DESGLOSAR

To divide something into parts, to separate something into simpler substances

Example: We tried to break down the problem for further study.

BREAK UP OR BREAK UP (SOMETHING) OR BREAK (SOMETHING) UP - ROMPER

To separate, to divide into groups or pieces, to put an end to something

Example: I hope that my favorite band does not break up.

BY THE WAY - POR CIERTO

Incidentally

Example: "By the way, could you please bring your laptop computer tomorrow."

BY THE WAY - POR CIERTO

Incidentally

Example: "By the way, could you please bring your laptop computer tomorrow."

C

CARRY OUT (SOMETHING) OR CARRY (SOMETHING) OUT - LLEVAR ACABO

To put something into action, to accomplish something, to do something

Example: The scientist wanted to carry out more experiments before discussing the new medicine.

COME ON! - OH VAMOS

Please, hurry, go faster

Example: "Come on, stop doing that."

COME UP - PASA DE LA NADA

To happen unexpectedly

Example: I will not be able to go to the party if something else comes up.

COME UP WITH (SOMETHING) - PROPONER

To produce or find a thought or idea or answer

Example: I tried to come up with a name for the new magazine.

D

DEAL WITH (SOMETHING) - TRATAR CON

To be concerned with something, to take action about something

Example: We will deal with the boxes tomorrow.

E

END UP (DOING SOMETHING OR GOING SOMEWHERE) - TERMINAR

To do something that one had not planned to do, to go somewhere one had not planned to go

Example: We ended up watching a movie last night.



IDIOMS

F

FIGURE OUT (SOMEONE OR SOMETHING) OR
FIGURE(SOMEONE OR SOMETHING)
OUT - ENTENDER

To try to understand someone or something, to solve something

Example: I finally figured out how to use the new computer software.

FILL IN (SOMETHING) OR FILL (SOMETHING)
IN - RELLENAR

To write words in blank spaces.

Example: "Please fill in this form and give it to the receptionist."

I filled the form in and gave it to the receptionist.

FIND OUT (SOMETHING) - DESCUBRIR

To learn or discover something

Example: My mother is angry with me because she found out that I had quit my French class.

FIRST OF ALL - PRIMERO QUE NADA

The very first thing

Example: First of all, we prepared the garden and then we planted the seeds.

FOR GOOD - PARA SIEMPRE/PERMANENTEMENTE

Permanently

Example: The city plans to close the public swimming pool for good.

FOR SURE - SIN DUDA

Without doubt, certainly, surely

Example: "I will go to the movie with you for sure next week."

G

GET BACK TO (SOMETHING) - REGRESAR

To return to something

Example: I was happy to get back to my work after my holiday.

GET INTO (SOMETHING) - INVOLUCRARSE

To become interested or involved in something

Example: I do not want to get into an

ARGUMENT WITH MY FRIEND.

Get into (somewhere) - entrar

To enter somewhere.

Example: My friend wants to get into a good university.

GET OUT OF (SOMEWHERE) - SALIR DE

To leave somewhere, to escape from somewhere

Example: I have an appointment and I want to get out of my house quickly.

GET RID OF (SOMETHING) - DESHACERSE DE

To give or throw something away, to sell or destroy something, to make a cold or fever disappear

Example: I bought a new television so I want to get rid of my old one.

GET THROUGH (SOMETHING) - LLEGAR AL FINAL / FINALIZAR

To complete something, to finish something.

Example: I have much reading that I must get through before tomorrow.

GO AHEAD - SEGUIR ADELANTE

To begin to do something

Example: "Let's go ahead and start now. We can't wait any longer."



H

HANG OUT (SOMEWHERE OR WITH SOMEONE)

- PASAR EL RATO

To spend one's time with no great purpose, to spend leisure time with friends

Example: Recently, my friend has been hanging out with a bad group of people.

HAVE (SOMETHING) TO DO WITH (SOMETHING)

- RELACIONADO CON

To be about something, to be on the subject of something, to be related to something

Example: "The book has something to do with cooking but I am not sure if you will like it."

HOLD ON - ESPERAR

To wait a minute, to stop, to wait and not hang up the phone

Example: "Please hold on for a minute while I lock the door."

I

IN A WAY - EN CIERTA FORMA

To a certain extent, a little, somewhat

Example: In a way, I want to go to the new restaurant, but in a way I do not really care.

IN COMMON - EN COMÚN

Shared together or equally, in use or ownership by all

Example: I had nothing in common with the other members of the class.

IN DETAIL - EN DETALLE

Giving all the details, item by item

Example: The saleswoman explained the new product in detail.

IN EFFECT - EN EFECTO

For practical purposes, basically

Example: The man's silence was in effect a way of disagreeing with the other people at the meeting.

IN FACT - DE HECHO

Actually, the truth is

Example: The man has been to China before. In fact, he has been there three times.

IN FAVOR OF (SOMEONE OR SOMETHING) - EN FAVOR DE

To approve or support someone or something

Example: Everybody is in favor of the new police chief.

IN GENERAL - EN GENERAL

In most situations or circumstances

Example: In general, most of the people are happy with the new manager.

IN ORDER TO - PARA

For the purpose of

Example: They have decided to close down the school for the summer in order to do some major repairs.

IN OTHER WORDS - EN OTRAS PALABRAS

In a different (usually more direct) way

Example: "In other words, if you do not finish the assignment by Wednesday, you will not pass the course."

IN PLACE - EN ORDEN

In the proper place or location

Example: Everything in the room was in place when we arrived for the meeting.



IDIOMS

K

KEEP (SOMEONE OR SOMETHING) IN MIND

- TENER EN MENTE

To remember and think about someone or something

Example: I told my friend to keep the time that I must leave for work in mind.

KIND OF - MÁS O MENOS

A form of, more or less, moderately

Example: I was kind of tired when I arrived home last night.

L

LOOK FOR (SOMETHING) - BUSCAR (LUGAR)

To try to find something, to hunt or search for something

Examples: My friend has been looking for her **credit card all morning but she cannot find it.**

LOOK UP (SOMETHING) OR LOOK (SOMETHING) UP - BUSCAR (LECTURA)

To search for something in a dictionary or other book

Example: I will look up my friend's name in the telephone book.

M

MAKE A DIFFERENCE - HACER LA DIFERENCIA

To cause a change in a situation, to change the nature of something

Example: If I study hard this weekend, it should make a difference in my test results next week.

MAKE SENSE - TENER SENTIDO

To seem reasonable

Example: The manager's new proposal makes sense.

MAKE SURE - ASEGURARSE

To make certain, to establish something without a doubt

Example: I want to make sure that my friend will meet me tomorrow.

MORE OR LESS - MÁS O MENOS

Somewhat, to some extent

Example: I more or less have decided to study business next year.

N

NO MATTER - NO IMPORTA / SIN IMPORTAR

Regardless

Example: No matter how hard that I try, my **music teacher is never satisfied.**

NOT AT ALL - PARA NADA

Certainly not, absolutely not

Example: I am not at all happy with my new computer.

O

OF COURSE / NO DOUBT - POR SUPUESTO / SIN DUDA

Certainly, definitely, naturally

Example: "Of course you can use my car if you want to."

ON THE OTHER HAND - POR OTRO LADO

However, in contrast, looking at the opposite side of a matter

Example: He is very intelligent but on the other hand he is lazy and always gets low marks at school.



P

PICK UP (SOMETHING) OR PICK (SOMETHING) UP
- RECOGER

To get or receive something, to choose and rise something

Example: I picked up a copy of the newspaper at the station.

POINT OUT (SOMEONE OR SOMETHING) OR POINT (SOMEONE OR SOMETHING) OUT - SEÑALAR

To explain or call attention to someone or something

Example: My teacher was very kind when she pointed out the mistakes that I had made.

PUT OUT (SOMETHING) OR PUT (SOMETHING) OUT - SACAR

To produce or make something (a product or brochure or report or CD or movie or paper)

Example: The company puts out a newsletter every month for the employees.

R

REGARDLESS OF (SOMETHING)
- INDEPENDIENTEMENTE DE

Without considering or thinking about something, without regard to something, in spite of something

Example: Regardless of the weather, we are going **to go fishing tomorrow morning.**

RIGHT AWAY - INMEDIATAMENTE

Immediately

Example: "I forgot my book at home but I will go and get it right away."

RUN INTO (SOMETHING - A FACT OR TROUBLE OR PROBLEMS OR DIFFICULTY) - ENCONTRARSE CON

To experience something, to encounter something

Example: The mechanic ran into trouble when he **was fixing my car**

S

SET UP (SOMETHING) OR SET (SOMETHING) UP
- PREPARAR

To establish something, to provide the money for something

Example: The company set up a unique system to test the new product.

SHOW UP - APARECER

To appear, to arrive, to be present

Example: "What time did your friend show up for the party?"

SO FAR - HASTA AHORA

Until now

Example: So far, no one has entered the speech contest at the television station.

SO TO SPEAK - POR ASÍ DECIRLO

As one might or could say, this is one way to say something

Example: We had a good time at the restaurant, so to speak, although the service was not very good.

SORT OF (SOMETHING) - ALGO ASÍ

To be almost something, to be similar to something, to be not quite something

Example: "**Did you finish cleaning the kitchen?**"
"Sort of, but not really."

STICK WITH (SOMETHING) - SEGUIR CON

To continue doing something, to not quit something

Example: The boy has been able to stick with his music lessons since he was a child.



IDIOMS

T

TAKE ADVANTAGE OF (SOMEONE OR SOMETHING)

- TOMAR VENTAJA

To use someone or something for one's own benefit

Example: We took advantage of the beautiful weather and went to the beach.

TAKE CARE OF (SOMEONE OR SOMETHING)

- CUIDAR

To look after or give attention to someone or something

Example: It is good to take care of your health or you will become sick.

TAKE OUT (SOMETHING) OR TAKE (SOMETHING) OUT

- REMOVER

To remove something from somewhere

Example: The teacher told us to take out our books.

TAKE OVER (SOMETHING) OR TAKE (SOMETHING) OVER

- TOMAR EL CONTROL

To take control of something, to take command of something

Example: The large company wants to take over the small company in our town.

TAKE PLACE - OCURRIR

To happen, to occur

Example: The soccer game took place on the coldest day of the year.

TO THE EXTENT THAT - EN LA MEDIDA EN QUE

To the degree that, in so far as

Example: I plan to provide information about the new company policy.
to the extent that I am familiar with it.

U

UP TO - HASTA

Until, as far as a certain point, approaching a certain point

Example: There were probably up to thirty people at the meeting.

UP TO (SOMEONE) TO DECIDE (SOMETHING) OR DO (SOMETHING) - DEPENDER DE

To be responsible to choose or decide something

Example: It is up to the company president to decide when the meeting will start.

USED TO (SOMETHING) - ACOSTUMBRADO A

Accustomed to something

Example: My friend is not used to living in such a big city

W

WITH RESPECT TO (SOMETHING) - CON RESPECTO A

Referring to something, concerning something

Example: I do not know what the company will do with respect to the old computer system.

WORKED OUT - FUNCIONÓ

To end successfully

Example: In the end everything worked out well.

