

“SPANGLISH”

MORE THAN HIT MOVIE IN DURHAM PLANT

Since opening Angelica's Durham, NC, facility in April 2004, plant management has committed to improving communication between employees and supervisors by offering weekly English language classes.

“We quickly realized that we had a communication gap between management and our Spanish-speaking employees,” said Jeff Hoffman, Durham's General Manager. “Roughly 60 percent of our production employees are Spanish-speaking. While we had some employees who could translate, including a bilingual supervisor, this became an opportunity for improvement.”

Jeff searched for several months for the right partner with the tools to overcome this challenge. Late last

summer, plant management contracted with a company called Spanglish Unlimited, Inc.

Spanglish Unlimited, Inc. offers many language services from teaching to translating. “They created a program that would split our Spanish-speaking employees into two groups based on their English comprehension level,” Jeff said.

The class meets every Wednesday afternoon for one hour. Along with two instructors, Spanglish also provides workbooks for Angelica employees. Their main focus is teaching basic verbal and written English communication skills. Spanglish also tests employees to measure improvement.

Angelica's management team is pleased with the

progress of the program. “There is a core group of employees who has taken advantage of the opportunity and has developed over the last several months,” Jeff said. “The class has been successful. Along with improved communication in the plant, the English class has given us an opportunity to create an employee development program that benefits employees at work, as well as in their personal lives. We recognize employees who have shown

improvement.”

The success of the English language classes in Durham is a testament to the value of Angelica's Employee Development Programs within the local plants. In addition to the English language class, Durham also offers a weekly basic computer skills class. Jeff secured four desktop computers from Angelica's IT Department and began offering the class in February.



Durham's "Spanglish" English language class a hit with plant employees.