



*Closing the Gap*

## Lanza Spanish HR Hotline

Are all of your employees being heard and represented? Give your Spanish-speaking employees a voice. Lanza will manage a Human Resources Hotline in Spanish so that your organization can hear and address the questions, opinions, suggestions, and frustrations of your Spanish-speaking employees. Your Spanish-speaking employees will know that their opinion counts and management will know that every employee is represented and accounted for.



### **Types of issues handled by the HR phone:**

- ✓ Payroll and benefits questions
- ✓ Employee and manager disputes
- ✓ Questions about vacation or time off
  - ✓ Scheduling issues
  - ✓ Issues regarding tardiness
  - ✓ Compliance issues
  - ✓ Workers compensation
- ✓ Find out what's going on with your "other workforce"  
**before** it becomes an issue.



*Closing the Gap*

## Lanza Spanish HR Hotline

### How it works, simple as 1, 2, 3:

1. Your company will receive a packet in the mail (or by email if you prefer) with everything you need to get started. Your Spanish HR hotline will be up and running as soon as you get your packet in the mail.
  2. You will receive:
    - a. posters in Spanish (if by email, pdf's to print out) to hang at your place of work informing your Spanish speaking employees of their new benefit
    - b. a message in Spanish to include with your employees' pay stub informing your employees of the Spanish HR phone
    - c. your HR hotline phone number
  3. Lanza will transcribe, translate and report messages to your company's Human Resource department within 24 hours of receiving the message.
- Lanza will then follow your HRD's instructions to address the issue at hand by way of a call back to the source of the call if applicable (calls may be anonymous)
  - If an interpreter is needed, Lanza will set up a 3-way conference call with an interpreter to help your company address the situation (additional charges apply for interpreter).

### Tracking

Lanza will send a record log to your HR department, with the information that you need. For example:

1. Date and time of calls
2. From which location the call came (for multi store operations)
3. Caller's name (or can be anonymous)
4. Reason for call, anecdotal explanation
5. Best time for follow up
6. Outcome after initial (Lanza) follow up

Use this information to detect trends in your workforce and areas that need improvement.

“ *The Spanish HR Phone has enabled communication between our Spanish speaking workforce and our English speaking management. We now have the means to understand and address the issues that effect our team members everyday.* -VP of HR, Noodles and Company ”

Please call or [email](#) for program prices.