

LANGUAGE LINK
A BIG LANGUAGE COMPANY

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Over-the-Phone Interpretation | Tips & Advice

YOUR ROLE

FIRST INTRODUCE YOURSELF - Immediately introduce yourself to the limited-English proficient (LEP) client and explain your reason for calling.

ALWAYS SPEAK IN THE FIRST PERSON - For example, say, "Do you have a fever?" rather than "Ask her if she has a fever please."

ALLOW TIME FOR CONSECUTIVE INTERPRETATION - After you finish a thought, pause to give the interpreter enough time to interpret what you've said.

GUIDE THE CONVERSATION - The interpreter is only there to interpret. You are responsible for facilitating the conversation as you would with an English-speaking client.

ASK QUESTIONS - Address questions to both the interpreter and the LEP client to ensure they understand what you want to communicate.

BE PREPARED TO EXPLAIN SOME THINGS IN MORE DETAIL - Some terminology and concepts may not have an equivalent in the target language and the interpreter may require additional explanation.

AVOID ASKING THE INTERPRETER FOR THEIR OPINION - The interpreter is there to be an independent facilitator, not to have an opinion about the situation being interpreted.

PROVIDE FEEDBACK ABOUT YOUR INTERPRETATION SERVICES - We want to know about your interpretation experience. Your feedback is important to us and appreciated!

YOUR INTERPRETER'S ROLE

YOUR INTERPRETER SHOULD INTRODUCE THEMSELVES - They will do so using a first name and ID number. They are not required to provide a last name.

YOUR INTERPRETER WILL PROVIDE A BRIEF INTRODUCTION - This will include explaining how to utilize their services to you and your LEP client.

ALL CONVERSATION SHOULD BE INTERPRETED - Your interpreter should not have any side conversations. They must relay everything that is said back to you or your client.

YOUR INTERPRETER SHOULD NOT DISCUSS ANY UNRELATED TOPICS - In other words, they should not discuss anything unrelated to the Over-the-Phone Interpretation assignment while on the call.

BIG LANGUAGE SOLUTIONS

SECURE. UNIFIED. EFFECTIVE.

Our family of companies includes BIG IP, ISI Language Solutions, Protranslating, Language Link, and DWL, bringing a combined 150 years of expertise with offices in 26 cities across the world. Through our portfolio, we customize and deliver language services in more than 240 languages and dialects.