

How to conduct face-to-face interpreting



If you have any questions please visit

thebigword.com/moj

Conducting face-to-face interpreting

Book early

Aim to give plenty of notice of your booking.
For guidance, 24-48 hours is considered short notice.

Save time, book online

Our WordSynk portal allows you to easily book a language professional 24/7/365, with access to all your bookings whenever you require.

Provide all information at time of booking

- Full contact details and venue (if different from the booking address).
- Date of assignment, start and finish time including an alternative option.
- Add extra time onto the booking if delays are anticipated.
- State the language you require (target language).
- Detail the nature of the appointment together with any special instructions or particular sensitivity.

Communicate changes quickly

If the situation changes, let us know immediately via WordSynk or email.

Provide a glossary

Detailing the nature of your appointments will make us better equipped to support your requirements.

Contact us

If you have not received your booking confirmation and/or timesheet prior to your appointment.

Alerts

If a language professional is unable to attend or delayed, we will alert you immediately. **Our Telephone Interpreting service could help at short notice.**

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