

thebigwerd

How to conduct face-to-face interpreting

Be prepared

Provide somewhere for the language professional to wait away from the person they will be interpreting for and brief them on what will be expected.

Keep control

Let the language professional and limited English speaker know where they should sit and manage the proceedings.

Speak clearly

Help the language professional to understand you easily and avoid using jargon. Speak directly to the limited English speaker, making the conversation as natural as possible.

Respect culture

The language professional or limited English speaker may behave differently or have different expectations because of cultural differences.

Asking questions

You can ask the language professional to recap or clarify anything in the session.

Manage timings

Keep within your booking time as the language professional may need to be elsewhere.

If you have any questions please visit

thebigword.com/moj

Email mojinterpreting@thebigword.com or call 03333 445 701

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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.

Top tips

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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