



# How to conduct face-to-face interpreting



If you have any questions please visit

**[thebigword.com/moj](https://thebigword.com/moj)**

Email [mojinterpreting@thebigword.com](mailto:mojinterpreting@thebigword.com) or call 03333 445 701

# 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.**

If you have any questions please visit

**thebigword.com/moj**

Email [mojinterpreting@thebigword.com](mailto:mojinterpreting@thebigword.com) or call 03333 445 701