

How to make the most of your Telephone Interpreting call

TELEPHONE
INTERPRETING
80% CHEAPER
THAN A
FACE-TO-FACE
BOOKING

Telephone Interpreting is the fastest way to be connected with an Interpreter. Make sure your call goes smoothly with our call handling advice.

1. Identify yourself and your purpose clearly and distinctly

Due to regional accents and dialects it is helpful to speak slightly slower than usual to allow the Interpreter to become accustomed to your voice.

2. Give the Interpreter a brief outline of the situation

Let them know the information that you wish to deliver or obtain from your client.

3. Direct your questions to your client/limited English speaker

Do not direct your questions to the Interpreter. This keeps the conversation as natural as possible.

4. Allow the Interpreter time to introduce him/herself

Explain to your client/limited English speaker that the Interpreter will interpret the questions.

5. Be prepared to hear accented English from some Interpreters

Feel free to ask the Interpreter to repeat a response if you do not understand.

6. Be aware of linguistic differences

Different languages often require a different amount of words, so a short sentence from you may appear much longer when the Interpreter is communicating that same sentence.

7. Be patient when the Interpreter is conversing with your client/limited English speaker

There will be an occasional period of conversation between the Interpreter and your client/limited English speaker. Please allow this to happen. The Interpreter will come back to you but this is necessary for building rapport. Feel free to interrupt if you believe the conversation is digressing so you bring it back into your control.

8. To ask the Interpreter a question, refer to him/her as 'Interpreter'

This will avoid any confusion so your question will not be interpreted to your client/limited English speaker.

With thebigword Telephone Interpreting service you are only 30 seconds from 24/7/365 interpreting support for over 250 languages, dialects and accents.

