



telephone interpreting

a starter guide

start using the service in four easy steps

step one understand telephone interpreting

how does telephone interpreting work?

Telephone Interpreting uses a simple process designed to get you connected to an interpreter as soon as possible. The system has been specifically developed to be both secure and easy to use:



sign up

Call our Helpdesk to get a quick and easy quote!

You will be given:

A unique four digit access code.
The freephone Telephone Interpreting services number.



dial the number

Call your freephone Telephone Interpreting services number.

You will be asked for:

Your name and initials.
The language you require.
Your company name and department.
Your four digit access code.



get connected

In under 30 seconds, you will be connected to an interpreter.

At the end of the month you will be invoiced.

You will be invoiced by the minute.
To change the way your bill is itemised, contact our helpdesk.

step two call us for a quote

Call K International on **+44 (0) 1908 572600** to talk to someone on our Telephone Interpreting Accounts Team, who will ask you your situation and calculate a quote for you.

the initial conversation...

Before you call please be ready to have the following information to hand:

- Expected volume of calls in a month
- Predicted average duration of a call (although we can work out this information with you if you are not sure)
- Most frequent languages that will be requested
- Any specialist knowledge that will be required, e.g. medical terminology for a doctor
- Any other common topics that will be featured in the conversations

This initial conversation not only provides you with a quote but it also provides us with information that will make connecting you to the right Interpreter easier, faster, and more cost effective for you.

we'll quickly provide you with a quote...

Once an estimated quote is worked out and you are happy with the results, ring our Telephone Interpreting number: **+44 (0) 1908 572600** and one of Telephone Account Managers will put your details onto our system.

You will be provided with a Telephone Interpreting Welcome pack consisting of:

- An access code (please make a note of this, you will need this in order to be connected to an Interpreter)
- The freephone Telephone Interpreting access number
- An Information guide

If you have ever have any problems accessing an Interpreter, please call **+44 (0) 1908 572600** and our Telephone Interpreting Accounts team will be happy to assist you.

step three access a telephone interpreter

when you want to access an interpreter...

Before you dial please make sure you have your access code and department number to hand. If you have lost either of these details please ring **+44 (0) 1908 572600** for assistance.

Dial your freephone Telephone Interpreting number (given to you by one of the K International Telephone Interpreting Accounts Team).

Once the contact operator answers with "Thank you for calling, what is your access code?":

1. Give the operator your 4 digit access number (given to you by one of the K International Telephone Interpreting Accounts Team).
2. Tell them your name and department number.

(If you forget to give the department number you will be prompted to do so by the Contact Operator.)

When the Contact Operator has received the required information, s/he will ask the end-user for the language needed. You will then be placed on hold until the Interpreter is connected on our line - once these details are established connecting to an Interpreter will not take more than 30 seconds.

It's as simple as that!



step four tips for working with an interpreter

use your time more effectively and reduce interpreting costs by following these simple guidelines:

- tip one** When you are first connected with the Interpreter, briefly let them know who you are and why you need them. For example, "Hi, I'm a nurse at the Children's Hospital and I need to ask my non-English speaking patient a few questions to determine how s/he is today."
- tip two** Let the Interpreter know if you are using a speakerphone and that both of you can hear the Interpreter at the same time (this will alert the Interpreter that there is no time delay needed as if you were handing a single handset phone back and forth between you).
- tip three** If there are other people (such as family or colleagues) in the room ask them not to speak unless they are directly addressed (as random voice will make the Interpreter's job more difficult and will elongate the call which will thus make it more expensive). You may have to have the Interpreter repeat this request in the family's language.
- tip four** Always talk to the person who is to be translated in the first person, i.e. "Bruce, how are you feeling today" and never ask an Interpreter to ask the person a question, "Interpreter, please ask Bruce how he is feeling today." This will make for a smoother conversation that flows more easily and also shortens the call - which helps save money.
- tip five** The Interpreter will never add or delete anything and will not express opinions or advice - they are simply an extension of your voice. If the person says they don't understand - that's what the Interpreter will tell you.
- tip six** If there are other procedures you need to go through during the course of a conversation with an Interpreter e.g. papers to find and analyse before the conversation can go any further. Please hang up and ring when you are ready to converse with that person again.

extra resources problems and solutions

I want to understand a non-English speaker but I don't know what language they speak and I don't recognise it. What can I do?

K International can provide you with a 'Language Identification' PDF, which is essentially a list of 21 common languages that are used in Telephone Interpreting.

The person can look at it on screen or in printed form and point to the written form of their language, you just need to read the english translation beside it. If their language is not this list please call **+44 (0) 1908 572600** for extra assistance.

I am using a separate phone to the person I need to be interpreted and they don't understand when they should start speaking because I can't tell them to hold on until I can get an Interpreter on the line What can I do?

K International can provide you with a 'One Moment Please' PDF, which is a list of 22 common languages in English used in Telephone Interpreting beside Phonetic translations of 'One Moment Please', which you can say to inform the person to stay on the line, but you are not ready for them to speak yet. Once the Interpreter is on the line they can then ask that person to resume talking.

If their language is not this list please call **+44 (0) 1908 572600** for extra assistance.

Both of these resources can be downloaded free of charge from the 'useful resources' section of our website, along with a lot of other helpful material relating to the service: **www.telephone-interpreting.com/resources.html**.

Alternatively, you can request copies of these materials - or any other resources which you would find useful - from our Helpdesk, by simply calling **+44 (0) 1908 572600**.