

Working Effectively with an Interpreter

- 1 Allow the interpreter to greet you and to provide an interpreter ID number.
- 2 Provide the interpreter with a brief explanation of the call.
- 3 Allow the interpreter to introduce him/herself to the customer.
- 4 If you are in person, speak directly to your customer and make eye contact.
- 5 Use short but complete phrases as interpreter needs to process two languages.
- 6 Speak in the first person.
- 7 Avoid slang, jargon or metaphors.
- 8 Allow the interpreter to clarify linguistic and cultural issues.
- 9 Be patient, the interpreter is there to help.



For 24-hour assistance call Client Services at 1-800-481-3289

Contact Us

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