

Handy Tips When Using Interpreters

- When you are planning a meeting/interview with an interpreter present, please remember that your **interview times will be lengthened** by approximately 50%.
- Please **try and brief interpreters on the subject matter and the history of the case** if possible. This is very helpful for a smooth start as it eliminates unnecessary stoppage for enquiries to clarify what is being asked.
- **Allow time for introductions** and for the interpreter to clarify their own role.
- Explain to the service user that all information shared will be **confidential** to everyone in the room.
- Please **use plain English** and try using **short and uncomplicated sentences**.
- **Explain any technical terms** you expect to use during the session.
- Speak to the service user **directly**, for example “What is your name?” rather than “can you ask her what her name is?” The interpreter will adopt the same technique as you.
- Remember to **pause for the interpreter to interpret** what you have said, before moving on to the next sentence.
- **Do not stop half way through a sentence**, as in some languages the interpreter needs to know the end of the sentence to use the correct grammar at the beginning.
- Please **give sufficient time for the interpreter to note dates, numbers and names** to ensure they are interpreted correctly.
- Please try and **refrain from using phrases specific to English**, as it may be very difficult for the interpreter to find the equivalent phrase in the target language on the spot. Using a phrase like “how to teach a granny to suck eggs” may fit in nicely with the topic of your conversation but it will probably end up losing its meaning.

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Handy Tips When Preparing Text for Written Translations

- Please consider your target readership and always use **plain English**.
- **Avoid** using long and complicated sentences.
- Please refrain from using jargon or phrases specific to English, as these may not always translate well and there may not be an equivalent phrase in the target language. Using a phrase like “**how to teach a granny to suck eggs**” may fit in nicely with your topic but it will probably end up being “**lost in translation**”.
- Please make sure to **finalise** your document before sending it to us for translation. Changes made to a document after the translation processes have started will affect consistency and accuracy.
- Please tell us in what **format** you need the delivery. Unless otherwise instructed, we will always try and deliver our translations in the same format as they were received from our clients.
- **Please give us as much notice as possible for delivery**. Although we are extremely capable of a quick turnaround, please remember that the longer time we give to our translators to work on a project, the more creative they will be with their work.