

How to use our telephone interpreting service

1. Call our free telephone interpreting line on **0800 054 21 51**.

*[Please remember this number is only for requesting **Telephone Interpreters***

For all other bookings and enquiries dial 01482 308 777.]

2. Give us your name, organisation name and password.
3. State the language you require.
4. State if you prefer a male or female interpreter.
5. You will be put on hold for approximately 60 seconds before you are connected to your interpreter - do not hang up.
6. When you have finished your call, simply hang up your phone.

Guidelines for using telephone interpreters

- Remember that you control the conversation, not the interpreter.
- Make sure you know exactly which language your client speaks. Use our language identifier so that your client can confirm their language. (Extra Copies of Language Identifier Charts available on request)
- Please remember that your **interview times will be lengthened** by approximately 50% compared to an English only conversation.
- Please **try and brief interpreters on the subject matter and the history of the case** if possible.
- **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**.
- Please **use plain English** and try using **short and uncomplicated sentences**.
- 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.

If you have any questions, please contact us on **01482 308 777**

Or email: interpreting@aaglobal.co.uk