

## How do we prepare for your job?

**Good preparation is critical to interpreting success. We have a comprehensive Staff Manual which covers preparation for an interpreting assignment. It consists of the following -**

- Job assessment
- Knowledge Acquisition
- Travel Plan
- Pre-job Testing

The first step is to immerse ourselves in the event programme. Our interpreters need to know exactly where to be, what time they need to be there, and who they are working for/ or who their contact is.

Events vary greatly. It can be a short meeting in one room. It can be a mixture of plenary and break-out sessions in different parts of a building for a week. It can also be one day per city for ten days. Event programmes are seldom designed to inform interpreters. There is much we need to find out from our customers.

Speakers vary greatly. For some events, they are from the same organisation. For others, they're from other organisations and possibly from other parts of the world. Getting used to an unfamiliar accent is part of our preparation. It cannot start, however, until we know who the named or likely speakers are.

The second step is Knowledge Acquisition. Depending on what our team already know, we'll study documents - provided or found on-line - build a glossary and rehearse until fluent.

In interpreting, speed is of essence. It's no use knowing something unless that something can be recalled within a split second of whenever it is heard.

We have an excellent track record in providing an interpreting service in highly specialist subject areas. From galvanisation to osseointegration, from potato farming to shipbuilding. If you need it, we'll be good at it.

Whilst acquiring essential knowledge for a job, our interpreters also do their travel plan. If an event is in central London, we'll aim at arriving half an hour before the event starts. If our journey plan A fails, we always have a plan B. Within our company, being late is being negligent.

There is then pre-job testing. Interpreters will be tested on the event programme, the subject matter and the specialist vocabulary required. They'll be asked random questions for 15 minutes. Further practice will follow the test.

All our interpreters will have gone through the above process before they greet you on the day.

This is guaranteed. No other service providers match this guarantee.