



TRANSLATING. INTERPRETING. TEACHING.

Thank you for choosing Affordable Language Services for your interpreting needs.

We appreciate the opportunity to be of service to you.

We hope these instructions will be helpful in making the telephonic interpreting process not only successful but a more comfortable experience for everyone.

User Instructions for Telephonic Interpretation

Affordable Language Services & partner CLI provides over-the-phone interpretation in **over** 200 languages, 24 x 7 days a week.

Incoming calls:

1. Get an outside line.
2. Dial **1-866-978-8378**
3. Give your **Organization Access Code** = _____ (**For security reasons, keep this code from public view**)
4. Give your name and the language needed. (**Please provide correct spelling of last name**)
5. You will be connected to an interpreter.
6. Speak to the customer in the first person-DIRECTLY. This allows the conversation to flow smoothly and shorten the call.
7. When done - simply thank the interpreter and disconnect the call.

Outgoing call:

1. Begin at Step #2 above.
 2. Once interpreter is on the line, you may add on the non-English speaking person you need to communicate with. If you have 3-way calling available at your station, obtain a second dial tone and add the third party to the call.
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Contacts List:

If you experience problems, have a complaint or would like to make a commendation, please call the our office at 513-745-0888.

Tips for using Telephonic Interpretation

- Telephonic Interpretation is always consecutive. This means there are pauses while the interpreter repeats each statement in the respective language.
- Remember to speak in the first person as you would during a “normal” conversation.
- Give the interpreter specific questions to relay.
- Group your thoughts and questions to help the flow of the conversation.
- Expect interpreted comments to run a little longer than the English phrases as interpreters convey the meaning and do not interpret word-for-word.
- If you do not know which language your client speaks, ask our interpreter coordinator to help you.
- Try to speak at an even pace and make pauses for interpretation.
- Interpreters merely transform information from one language into another. Do not hold the interpreter responsible for what your client does or does not say.
- Always remember that concepts and terminology specific to your industry often require explanation or elaboration in other languages.

If you have any questions or concerns regarding this process please feel free to contact our office at 513-745-0888.

Again, thank you and we look forward to working with you.

Affordable Language Services Staff