



Telephone Interpreting Service

**Hints and Tips**

## Background Information

ARBELL provides an on demand Telephone Interpreting service. The service allows our clients to access an interpreter in more than 150 languages on a 24/7 basis, 365 days of the year. This user guide will help you get the most out of this service, showing you how to access an interpreter as well as how best to utilise the interpreter's linguistic skills to better serve yours and our clients.

The interpreters number over 5500 and are based all over the world, although a large number are based in the UK and also the US. The interpreters are professional linguists – they work as professional interpreters and, quite often, translators (of the written word). They have a minimum of 3 years of consecutive interpreting experience and interpret on behalf of hospitals, banks, solicitors, airlines and many other business sectors. The growth in the use of interpreters has been accelerating over the past few years driven by the demand for instant access to a high quality interpreter at an affordable cost.

All of ARBELL's interpreters sign up to a strict code of conduct and a robust confidentiality agreement. As such our customers may be assured of absolute confidentiality when they are speaking through an ARBELL interpreter.

### **Using ARBELL's Telephone Interpreting Service.**

If you wish to use ARBELL's Telephone Interpreting Services then you will need to activate the service with us.

Upon activation we will provide you with unique access details. Alternatively you can call ARBELL and we will transfer you to the appropriate interpreter (small transfer connection charges will apply).

We offer this service on a "Pay as you go" basis. You simply need dial the number we provide, select the language you require (or speak to the operator) from the list attached and a way you go!

## A Typical Call

- 1. You will be greeted by the interpreter, and they'll identify themselves by their name and interpreter code:**

*"Hello, this is Juanita, your Spanish Interpreter #277754, how may I help you?"*

\*In the unlikely event you reach an interpreter who does not speak the language requested, you will need to hang up and re-connect to the *Arbell* system.

- 2. Identify yourself, the name of your organisation and the name of the caller:**

*"This is James Grant with ABC, Inc., and I have Ms. Gonzalez on the line."*

- 3. Allow the interpreter to introduce him/herself to your caller.**

- 4. Briefly state the situation, and what information you need to give or receive from your caller:**

*"We are filling out an application and I need to obtain some basic information."*

- 5. Instruct the interpreter to proceed with the interpretation. Speak directly to the caller in the first person:**

*"Ms. Gonzalez, what's your address please?"*

- 6. Inform the interpreter when you are ready to end the call. The interpreter will let your caller know.**

## Tips for Successful Communication

1. Identify yourself & your purpose clearly, speaking a little more slowly than usual and breaking regularly to allow the interpreter to interpret. If possible, give the interpreter a quick picture of the situation - this is particularly helpful if your client is upset.
2. Allow the interpreter time to introduce himself to your client.
3. Remember that the interpreter is a conduit facilitating communication between languages & cultures. Information passes through them but they are not personally involved in the conversation.
4. Speak directly to the Limited English Speaker during the conversation and avoid using the 3<sup>rd</sup> person ("tell him...", "ask him...", "Does he know...").
5. Direct the interpreter as to what information will be delivered or obtained from your client. Remember, you are driving the conversation.
6. Be aware that there may be a delay before an interpreter can elicit the information you need because of cultural or linguistic differences.
7. Expect to hear what may seem to be 'chatter' occasionally between the interpreter & your client as they build the communication bridge. Please be patient and the interpreter will get back with you. Feel free, however, to interrupt & ask the interpreter what information was being shared between them. The interpreter will let you know.
8. Be aware of linguistic differences. It often requires more words in the target language to express the meaning of the originating language.
9. If you are not clear or don't understand them, feel free to ask the interpreter to repeat him/herself. Expect, though, to hear accented English from some interpreters.
10. Be patient - interpretation involves at least three people speaking two languages expressing their ideas & sharing information.

**Mailing address:**

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Customer Support

Technical Support

**Hang up and contact again if you encounter:**

- A busy signal at any time.
- A call which goes unanswered by the automated system for 30 seconds or more.
- Being placed on hold for more than five minutes without speaking with a Operator or being connected to an interpreter.
- Any unusual interference (clicks, pops, ringing, severe static, etc...)

**Procedure:**

- Step 1** Please hang up, and re-dial the unique number ARBELL has provided. If the problem persists, proceed to step 2.
- Step 2** Call your Account Director at +44 (0)1256 486510 and report the issue as soon as possible.