



## LANGUAGE SERVICES INTERPRETATION

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### **Interpretation Services**

Interpreters provide our clients with the immediate ability to communicate beyond the language boundaries. La Fuente provides linguists who are fluent in their native language and English. Each interpreter has their own area of expertise and all interpreters are matched to meet the needs of the client in the medical, business or legal arenas.

Interpreter Services follow this five step process:

1. Client contact La Fuente to request an interpreter. The client is sent an Interpreter Request Form which the client will complete to outline their requirements.
2. An interpreter is assigned to the event. The interpreter is briefed on the event and if contact with the client is necessary before the event, a conference call is set-up to discuss any needs, issues or other pertinent information. The client and the interpreter are given an Interpreter Feedback Form which both will complete. This form is necessary to obtain feedback on the success of the event and serves as a quality tool for La Fuente.
3. The interpreter conducts the event in accordance with the requirement and reports back to La Fuente. Both the interpreter and the client complete, independently, the Interpreter/Customer Feedback Form and submit it to La Fuente.
4. La Fuente follows-up with the client to monitor satisfaction and service levels.
5. La Fuente follow-up with the interpreter to monitor service levels. Upon completion the client is invoiced for the event.

### **Interpreter Cost Estimates**

Service estimates are provided upon review of the event. Services are generally provided on a per hour and charged on the half hour basis plus travel/mileage

expenses. Service rates vary per hour depending on the language, technical difficulty and availability of interpreters. Interpreter is scheduled at a minimum of one week in advance, however interpreters can be made available on short notice, less than 48 hours, and however priority pricing will be applied. Same day cancelled are billed for the amount of time scheduled.

We are a member of the American Translators Association and Michigan Interpreter and Translation Network among other state and national associations. We utilize certified translators and interpreters which allow us to provide the highest quality language services.

#### Additional Services

24/7 Telephone interpretation services in over 144 languages.