

# Information on working with interpreters

The information below is intended to ensure optimal cooperation between you and our interpreters. Observing this information will help you and us ensure that your event is a success.

## 1. Preparatory documents

Our interpreters prepare thoroughly for their work. The more details they have in advance, the better the service you receive. Therefore, they need as much information as possible about your event and your company, and of course in sufficient time. Our interpreters should receive all of the necessary documents at least two weeks before the interpreting date:

- event programme, agenda
- lectures and speeches
- presentations
- proposals
- reports
- diagrams
- handouts
- background information (e.g. your annual report, company profile, etc.)

If these documents are available in **multiple languages**, please remember to provide all of them.

We recommend you schedule in a 'buffer' between the deadline you set for the speakers to submit their presentations and the date by which you will need to submit the interpreting documents to us. To encourage your speaker(s) to submit their presentations in time, you can explain to them that their talk will be better interpreted and thus better understood by the listeners if they give the interpreters enough time to prepare. However, speeches and presentations submitted close to the start of the conference can still be helpful.

## 2. Programme

Any changes to the running of the event should be communicated to ProLinguo, or to the advisory interpreter if they occur while the conference is underway, as soon as possible. This will ensure that all interpreters have the correct information.

## 3. Working hours

The work of an interpreter requires immense concentration and they need regular breaks. This is your responsibility.

For simultaneous interpreting, two interpreters work together for each language, swapping every 30 minutes. During this time the second interpreter provides help or prepares for the next presentation. For very long periods of work, a team of three interpreters is required.

#### **4. Conference breaks / fringe programme**

As already mentioned, it is important to respect the breaks required by the interpreters. If you require interpreters for any fringe events or for the meal, you must discuss this with us first. Depending on the circumstances, we will provide you with additional interpreters for this service.

#### **5. Interpreters' workspace**

During the event, interpreters need a good view of the speakers and all the presentations, screens, etc. And, of course, the interpreters need to be able to hear clearly, without ambient noise. The interpreting booths must be positioned and designed to ensure this. They shouldn't be too far from the podium.

#### **6. Conference equipment**

Please let us know what conference equipment is available. You can also book all the technical equipment you need through us. This should be done well in advance.

#### **7. Speakers**

Speakers should speak as clearly as possible and at a moderate speed. Boilerplate language, reading a speech or speaking too quickly is both challenging for the interpreters and unpleasant for the listeners.

Make sure that all speakers use the microphones and that questions from the audience are also asked using the microphone so that the interpreters can hear everything clearly.

#### **8. Video conferences**

If you require interpreting for a video conference, you must discuss this with us beforehand. Good sound and high quality monitors with a high resolution are important for success. As this type of interpreting requires extra concentration, working hours are limited to 2 hours per day.

#### **9. Films and videos**

Film extracts are difficult to interpret due to the quick speaking tempo, the complexity of the wording and any soundtracks and ambient noise.

If you require film extracts to be interpreted, please let us know in good time. You must also provide the interpreters with a copy/script of the film at least two weeks before the event.

#### **10. Recordings**

For reasons of copyright, any filming or recording of the interpreting must be discussed beforehand and the interpreters must consent. Recordings are usually subject to a separate charge.