

## INTERPRETING QUALITY CHECKLIST

A guide for anyone who would like to receive a good interpreting service the first time round - as a good interpreting service also depends on the instructions given to the language service provider and on good communication!

### 1 BEFORE PLACEMENT OF ORDER

---

Compose a wish list for the interpreting team:

- Language(s) and interpreting direction(s) (e.g. English – German)
- Specialist area and/or subject of the event (e.g. solar thermal energy)
- Exact dates
- Scope of order and service (e.g. simultaneous interpreting with booth, consecutive interpreting at business negotiations)
- Target group and situation of assignment (e.g. audience size, confidentiality level of negotiation, nationality of conference participants)
- Need for conference documents to be translated in addition to the actual interpreting assignment
- Desired use of available company terminology, provision of preparatory material for the interpreting team

### 2 CARRYING OUT THE INTERPRETING ASSIGNMENT

---

What you can expect from a qualified interpreting team:

- Outstanding knowledge of the source language
- Mother-tongue level in the target language
- Expert knowledge: familiarity with the specialist area
- Knowledge of the cultural and language conventions of the relevant countries
- Interpreter qualification: perfect linguistic implementation
- University degree or state examination, professional experience

### 3 FEEDBACK

---

Your feedback is important!

- Informing the interpreters about alterations in the schedule before and during the event
- Addressing any problems arising in a timely manner
- Providing constructive criticism
- Clearing up any misunderstandings