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Why Use Alfonso Interpreting?

There are a lot of language service providers from which to choose; some are very good. For this reason, I share with you some reasons why you might want to work with Alfonso Interpreting in South Carolina.

1. Quality
 - a. AITI ensures that every interpreter is interviewed (or is properly certified) in order to hire top quality.
 - b. Regular interpreter training is provided throughout the year.
 - c. Certified court interpreters are available upon request.
 - d. Certified healthcare and medical interpreters are available (certification is not yet a state requirement).
2. Professional
 - a. AITI is very proud of its reputation for staying completely unbiased.
 - b. Interpreters wear appropriate business attire.
 - c. Faithful interpretation is paramount; filtering, summarizing, editing and personal opinions have no place at the assignment.
3. Local
 - a. AITI is based in South Carolina (usually your attorney is locally based).
 - b. Problems and questions are addressed in a timely manner.
 - c. Access a pool of great interpreters.

Those are the top three reasons you should do business with our company. I don't want to bore you with a massive list, but I do welcome a real conversation to see if there might be a fit for us to work together. We are active in the following associations: American Translators Association, Carolina Association of Translators and Interpreters, National Association of Judiciary Interpreters and Translators, and South Carolina Workers' Compensation Educational Association. I will try to contact you within the next two weeks. Please feel free to call me with any questions you might have.

North Executive Plaza
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Why talk with Alfonso Interpreting

My name is Jeff Alfonso. I co-founded Alfonso Interpreting nine years ago. Since our company cannot compete on a national level with the large agencies, we strive for quality and service. Our focus addresses the common complaints made by adjusters and case managers. Below is a list of five familiar obstacles upon which we concentrate.

1. **Miscommunications and lawsuits.** Often, miscommunication directly leads the claimant to seek legal advice. The patient swears the doctor was informed, while the doctor claims nothing was stated. This calls into question the accuracy of the interpreter.
2. **Missed appointments.** Late and no-show interpreters can be frustrating and are costly. Appointment rescheduling delays the case. Meanwhile, you incur cancellation fees from the healthcare provider, the case manager, and the transport.
3. **Lack of trust.** Some claimants believe that the insurance company is out to get them. This kind of mistrust multiplies when there is a language barrier.
4. **Inappropriate coaching of claimants.** It's customary in the interpreting profession for agencies to use unqualified bilingual people instead of certified or qualified professional interpreters. This leads untrained individuals to coach the patient, giving medical or legal advice they are not qualified to give. This is an egregious breach of ethics.
5. **Customer service problems.** There is nothing more annoying than to call and ask a simple question about the case and wait what seems like forever for an answer.

No business can claim perfection, but we prioritize these five focus issues. We welcome a conversation to consider if our services are a fit for your company.

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