

# CONFERENCE INTERPRETING STATEMENT

Have event attendees ever expressed confusion and questioned the accuracy of the conference interpreters?

Have you ever been concerned that the interpreting team failed to match the motivational tone of the speaker?

Have delegates ever expressed frustration at being unable to hear the conference interpreters through the receivers?

Have you ever run into technical crisis with conference interpreting equipment failure?

## Challenge

Hosting a winning multilingual event that benefits all attendees is your goal. Finding premium, dependable, professional conference interpreters can often be a great challenge. Without them, quality of service can be random and unpredictable.

Great conference interpreters must possess certain knowledge, skills, and abilities to render the interpretation successfully. Three requirements are the ability to (1) seamlessly interpret simultaneously, (2) have in-depth knowledge of a broad range of subjects, and (3) work as a team. Additionally, they must be familiar with the technology they use and work quickly with the simultaneous interpreting (SI) audio-visual (A/V) technician when difficulties arise. All this occurs behind the scenes and in the booth while making your speaker shine!

Consider a solution that can dramatically improve the value of your interpreting service.

## Opportunity

- One-stop shop for all conference interpreting solutions
- Pool of premium, talented conference interpreters
- Many languages available upon request
- Equipped for big and small conferences
- Rapid problem resolution

## What We Do Different

Our primary goal? That you have a fantastic event!

**Communication:** We ask many questions to determine what your event requires. We believe in maintaining open communication lines for each project so any adjustment can be made quickly. You don't need to be on hold when you are trying to resolve an issue.

**Qualifying:** Every interpreter working with our team is personally interviewed. Their interpreting abilities are assessed and an in-depth ethics discussion takes place. AICC conference interpreters are given priority. If a team is unavailable, professional certified interpreting teams are assigned.

**Quality Control:** We follow up with clients and request critical feedback. No company is perfect, but we constantly strive to recognize our weaknesses so improvements can be made. Issues that are identified become part of our regular training program.

**Training:** On a regular basis, Alfonso Interpreting provides training that includes continuing education in terminology, and ethics. We provide practice sessions on how to react to difficult situations as well.

**Accountability:** When mistakes are made, we make no excuses. We identify the problem, report back with a reason why and a solution so that it isn't repeated. Our priority is to assure you are satisfied with the solution.

## Crisis Averted

With our prime focus on your success, we have helped other companies overcome many of the following issues:

- **Miscommunications:** The speaker's message is communicated as it was originally intended so that all attendees receive the same information, training, and education
- **Interruptions:** You don't worry about interpreters running away from the booth, hanging you and your foreign delegates out to dry
- **Technical difficulties:** Our SI A/V technician ensures our equipment works with your sound system before show time
- **Savings:** Refunds to short-changed, foreign-speaking delegates will be minimized

## Benefits

- Consistent quality
- Reliable service
- Peace of mind
- Value

ELEGANT SOLUTIONS TO COMMON LANGUAGE PROBLEMS

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