

Accessing an Interpreter

Using Any Phone

Identifying Another Language

Use this chart to phonetically say "One Moment, please" when you need to place a Limited English Proficient call on hold to access an interpreter.

Arabic	you-shall in-pee-var
Cantonese	pang-da dahng
French	attond-hey, see-voov PLAY
German	bitt-uh ver-ten
Hebrew	na lei-amTEEN beva-KA-SHA
Italian	see pray-gah dee ah-ten-deh-ray
Korean	CHAHM-shee-mahhn, GHEE-dah-r'yuh-joo-seh-yo
Mandarin	cheem shaow ho
Polish	PROshea CHEkatch
Portuguese	Es-pear-ray PORE-fah-voar
Punjabi	ik min-it tur-E-eh
Romanian	vaROOGam saw ash-teh-top law telephone
Russian	Po-zha-loo-sta podo-zhdi-te
Spanish	Un mo-MEN-to PORE-fah-voar
Turkish	lute-fan beck-leen
Urdu	surf ik min-it
Vietnamese	sin doi yay lat

Working Effectively with an Interpreter

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

Submitting Feedback to Voiance

Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to Voiance?

Submit feedback online today at:

<http://www3.voiance.com/Client-Feedback-Form>