

# **Best Practices for Customer Experience: How to Work Effectively with Interpretation Services**

---

BY JR LANGUAGE TRANSLATION SERVICES, INC.

## Table of Contents

---

<b>Introduction .....</b>	<b>3</b>
<b>What to Expect from Professional Interpretation Services.....</b>	<b>3</b>
How to Pick the Right Interpretation Partner .....	3
Interpreter vs. Translator: What You Need .....	4
Tips for Booking Professional Interpreting Services.....	4
<b>Preparing for an Interpreting Session: Client Checklist.....</b>	<b>5</b>
<b>During the Session: Client Tips for Success .....</b>	<b>5</b>
<b>Industry-Specific Interpreting Service Needs.....</b>	<b>6</b>
Legal Interpretation.....	6
Healthcare Interpretation.....	6
Business Interpretation.....	6
<b>Professional Language Services at Our Interpretation Agency .....</b>	<b>7</b>
<b>Glossary of Key Terms .....</b>	<b>8</b>

## Introduction

Looking to improve communication in multilingual conversations? Hiring a professional interpreter! **Interpreting services** are essential in various situations, from legal meetings to the healthcare industry, business negotiations, and large-scale events.

As the event organizer, you are the key! Get the right interpretation agency and follow the best practices guidelines for the most effective communication. At JR Language, we've supported thousands of companies and businesses across industries worldwide with our interpretation and **translation services**. We provide seamless communication between parties through our high-quality interpreters, expert translators, and comprehensive language solutions. But we can't produce the best results without your critical role in the process.

This guide will explain how the right language partner facilitates excellent service. We will help you work with interpreters to ensure smooth, successful interactions.

## What to Expect from Professional Interpretation Services

When hiring interpreters, you can choose between a freelance interpreter or partnering with an interpreting company. Working with an agency offers clear advantages:

- Access to a team of experienced interpreters, not just a single bilingual person
- Industry-specific expertise to match your field
- Support with planning, scheduling, and project management
- Request for post-session follow-up

Language solution providers like ours use a structured process to ensure quality and reliability in professional interpreting services. You also benefit from exceptional customer service when working with JR Language.

## How to Pick the Right Interpretation Partner

Before you hire, understand your needs:

- **Language(s) required:** Which languages will your interpreter cover? Have a specific language request, such as **Spanish interpretation**? Or are you looking to work in multiple language pairs?
- **Communication format:** In-person interactions, **phone interpretation**, or video/**VRI services**? **On-site interpreting** or **remote interpretation**?

- **Nature of the conversation:** Seeking medical, educational, corporate, or **legal interpretation**? Consider if you have industry-specific expertise requirements to meet your specific needs.
- **Type of Interpretation:** Will you need **consecutive interpretation**, where the speaker pauses to give time to the interpreter to convey the message? Or are you opting for **simultaneous interpretation**, where the multilingual message is immediately transmitted?

The right, qualified partner will assist with planning, scheduling, and post-session support to deliver an exceptional experience. Unsure how to structure the session? JR Language project managers are here to guide you. Our expert interpreters will help you meet your goals.

## Interpreter vs. Translator: What You Need

- **Interpreters:** Work with spoken language in real time (in person, by phone, or video), interpreting the speaker's message into the target language to ensure effective communication, especially when foreign language speakers are involved.
- **Translators:** Work with written content (documents, websites, contracts). We translate foreign language documents into the target language for clear understanding.

Many projects require both. Live events need interpreters, and written materials need translators.

## Tips for Booking Professional Interpreting Services

Providing clear, detailed, and early information ensures success:

- Specify the language, setting, and goals of your session
- Book early for **conference interpretation** for large events
- Consult for **escort interpreting**, especially in uncommon languages or the American Sign Language
- Consider remote options like phone or **Zoom interpretation**
- Choose an agency with experience, native speakers, and interpreters with proven ability

Remember, the more information you provide, the better! This way, your hired interpreter can prepare and deliver. We strive for your greater customer satisfaction every step of the way!

## Preparing for an Interpreting Session: Client Checklist

### Share Information in Advance:

- Documentation or supporting materials
- Speaker bios and talking points
- Presentation slides or visuals
- Glossaries of terms for technical or niche subjects, which help interpreters ensure the intended meaning is accurately conveyed

### Clarify the Setting and Goals:

- Event type (consultation, conference, breakout session, etc.)
- Audience language needs
- Remote or on-site interpretation

### Allow Time for Briefing:

- Discuss session expectations
- Review agenda and goals (e.g., meetings, interviews, presentations)
- Clarify tone and formality
- Highlight sensitive or culturally nuanced topics

**Pro Tip:** The more your interpreter knows beforehand, the smoother your session will be.

## During the Session: Client Tips for Success

Your approach during the session influences success:

- **Speak clearly.** Use your voice at a moderate pace. This makes it easier for interpreters to convey your message accurately.
- **Use short, simple sentences.** Pause regularly. Avoid slang or idioms so nothing gets lost in translation.
- **Address the other party directly, not the interpreter.** This helps you stay connected to the audience.
- **Stay patient and culturally aware.** Interpreting requires focus, and cultural context may shape how messages are conveyed.

## Industry-Specific Interpreting Service Needs

Interpreting isn't one-size-fits-all. In specialized fields, interpreters contribute with language fluency and deep subject matter expertise. We bring accuracy, professionalism, and confidentiality every step of the way. Our fluent interpreters help both parties communicate smoothly and ensure effective information exchange.

Here are the common industry needs for interpreting services:

### Legal Interpretation

Certified legal interpreters are essential for accuracy in high-stakes legal settings. Multilingual legal experts are needed for court hearings, depositions, client consultations, and contract reviews. We bring confidentiality and impartiality to protect the integrity of the interpretation and translation process.

### Healthcare Interpretation

Clear, respectful communication is vital in the medical field. You need to communicate diagnoses, treatments, and consent effectively. As a healthcare provider, you are responsible for providing language access to patients with limited English proficiency. You ensure better understanding and compliance with healthcare regulations. Our qualified interpreters help improve patient outcomes, satisfaction, and equity in healthcare services.

### Business Interpretation

In business settings, tone, professionalism, and timing shape the success of multilingual communication. Global expansion has increased the demand for interpretation. Your organization must plan ahead to integrate interpretation into meetings, negotiations, and training sessions for great success. This will enable smoother communication across international teams and partners.

## Professional Language Services at Our Interpretation Agency

As an organization committed to delivering high-quality language solutions, we offer a full suite of tailored services:

- Simultaneous and consecutive interpretation options
- In-person and remote interpretation options: Zoom, video remote interpreting (VRI), over-the-phone interpretation (OPI), and more!
- Legal interpreting services with certified professionals
- Spanish interpretation services and 100+ additional languages
- Dedicated project managers to coordinate projects and ensure timelines are met
- Professional translation for specialized industries, meeting any specific requirements

Our team is dedicated to providing outstanding service and ensuring client satisfaction all the way.

### Need Support with Your Next Interpretation Project?

JR Language bridges language barriers across industries. We work on everything from legal depositions and patient consultations to employee onboarding and global events. Our goal is to serve clients and create solutions that address diverse communication challenges. With real-time support, cutting-edge technology, experienced interpreters, and a wide range of services, we provide consistent service quality to ensure your next multilingual interaction is in capable hands.

**Ready to get started?** Contact JR Language today to schedule professional interpretation, expert translation, or request a customized quote tailored to meet your needs.

## Glossary of Key Terms

<b>Accuracy</b>	The degree to which the interpreter conveys the exact meaning of the speaker's words without distortion or omission
<b>Business Interpretation</b>	Interpretation services used in corporate or professional settings, such as meetings, negotiations, and training sessions.
<b>Confidentiality</b>	A professional obligation requiring interpreters to keep all client information private and secure.
<b>Consecutive Interpretation</b>	An interpreting mode where the interpreter listens to a segment of speech, takes notes if necessary, and then conveys it in the target language.
<b>Cultural Awareness</b>	Sensitivity to cultural differences and nuances that may affect communication during interpretation.
<b>Healthcare Interpretation</b>	Language services that facilitate communication between patients and medical professionals to ensure accurate diagnoses, treatment, and informed consent.
<b>Interpretation</b>	The process of orally conveying spoken or signed communication from one language into another.
<b>Legal Interpretation</b>	Specialized interpretation for legal settings, requiring certified interpreters familiar with legal terminology, procedures, and ethics.
<b>Simultaneous Interpretation</b>	An interpreting mode where the interpreter translates speech in real-time, often used in conferences or large events.
<b>Tone</b>	The speaker's attitude or emotional quality conveyed through voice, which interpreters must carry into the target language to preserve meaning and intent.



## About JR Language Translation Services

JR Language Translation Services is a trusted provider of professional language solutions, offering translation, localization, and interpretation services in over 100 languages for businesses, government agencies, and institutions across diverse industries.



Like what you read? Check out our blog!

