



INTERPRETATION & TRANSLATION SERVICES – HAMILTON

## FEEDBACK FORM Your Opinion about our Services and our Staff

Phone Number: 905-527-7045 Fax number: 905-527-9961 24/7 contact: 289-689-1440

*Your opinion is important for us. Please let us know how we can serve you better and improve our services by completing this form at your earliest convenience, and faxing it to us at (905) 527-9961. We appreciate your support and thank you for your time.*

Date: \_\_\_\_\_ Service Provider Agency \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Interpreter's Name: \_\_\_\_\_

**1. Please check each of the responsibilities that the interpreter fulfilled.**

- Arrived punctually for assignment
- Introduced self to you and to client and explained role clearly
- Interpreted everything that was said by either party without adding to, deleting or omitting the message.
- Consistently interpreted using first person
- Did not engage in private conversation with either the parties at the encounter.
- Interrupted for clarification effectively and appropriately
- Remained impartial throughout the assignment
- Showed sensitivity when dealing with personal issues
- Revealed and corrected any errors made in the interpreting process

**2. Overall, how well did the interpretation service provided meet your needs?**

Not at all					Very well
1	2	3	4	5	

Comments \_\_\_\_\_

**3. How satisfied do you think the non-English speaking client was with the interpretation service provided?**

Not at all				Very well
1	2	3	4	5

Comments \_\_\_\_\_

**4. Do you have any comments or suggestions about how we could improve our services?**

\_\_\_\_\_  
\_\_\_\_\_

*(This will be confidential information which will be used specifically to improve our service.)*