Accessing a Telephone Interpreter

When your client is with you

If you have a LanguageLine Dual Handset Phone please skip step 1.

1. Phone **0845 310 9900 and select option 1**

2. The operator will ask you for:
   - Your ID Code
     (_____)
     (Please note: this code is **confidential** to your organisation or dept.)
   - Your organisation name (and department where appropriate)
   - Your initial and surname
   - The language you require (say if you need a specific interpreter*)
   - Your client's location, i.e. **with you**

3. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).

4. Note the interpreter's ID code, introduce yourself and brief the interpreter saying what phone you are using, e.g. single/ dual handset, speaker phone or mobile.

5. Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.
   Give the interpreter time to interpret between you and your client.
   Continue the conversation.

6. Let your client and the interpreter know when you have finished.

*whenever possible we meet specific requests, e.g. for a female interpreter

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Making outgoing client calls

The operator will connect you to an interpreter, then conference your client into the call.

1. Have your client's name and telephone number ready.

2. Follow steps 1 and 2 for **'When your client is with you'**, but advise the operator your client is **NOT with you**.

3. Give the operator your client's name and telephone number.

4. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).

5. Note the interpreter's ID code.
   Introduce yourself and brief the interpreter: explain the operator is phoning your client. Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.

6. The operator introduces your client into the call. The interpreter proceeds as you directed above.

7. Give the interpreter time to interpret between you and your client.

   Continue the conversation.

8. Let your client and the interpreter know when you have finished.

Handling incoming client calls

If you have conferencing facilities

1. Put your client on hold using your organisation's conference call facilities (try to obtain your client's telephone number in case they hang up while on hold).

2. Follow steps 1 and 2 for **'When your client is with you'**, but advise the operator your client is **ON HOLD**.

3. Brief the interpreter, then conference your client into the call.

If you do not have conferencing facilities

1. Note your client's telephone number, language and, ideally, name.

2. Assure your client that you will call back shortly with an interpreter.

3. Follow the procedures for **'making outgoing client calls'**.

Useful Numbers

1. **General enquiries, feedback and materials**
   Tel: 0800 169 2879
   Fax: 0800 783 2443
   Email: enquiries@languageline.co.uk
   Website: www.languageline.co.uk
   Post: 25th Floor
   40 Bank Street, Canary Wharf,
   London, E14 5NR

2. **Document Translations**
   Tel: 0800 917 6564
   Fax: 0800 783 2443
   Email: translations@languageline.co.uk