



## President's Message



**Wilson Teixeira**  
President

*New developments are always exciting. We use our past experiences and the comfort we feel in the present to intertwine in developing new and exciting products that fill the future with opportunity and innovation. That is how we feel about our new Simultaneous Remote Interpreting (SRI) service.*

*Able Translations has transformed the way in which simultaneous interpreting is offered by way of having our interpreters at a remote location. Using our proprietary process, we are able to offer our clients simultaneous interpreting without the costs associated with expensive booth and audio equipment rentals as well as interpreter travel and accommodation. Through a combination of video remote interpreting and a recently developed audio transfer protocol, we provide our clients with the richness and efficiency of simultaneous interpreting at a fraction of the cost. Our SRI services will improve the efficiency*

*and reduce the cost of any conference, meeting and/or seminar where interpreting services are needed.*

*Our world is connected by technology, and strengthened by good old-fashion team work. We at Able feel that our team rivals the best, most competent, multinational teams. Combine that with cutting edge technology, we are confident that we have the required core competence to provide your organization with the added value that you deserve!*



Save more than **40%** on your interpreting costs

## Why is Transcription Important to your Business?

Able Translations provides professional, high-quality transcription services. We employ a pool of skilled and knowledgeable transcriptionists who are experienced in transcribing recordings in English as well as over 100 other languages and dialects. We accept audio files in various formats such as mp3 and wav. We deliver the transcribed file according to the client's specifications thereby facilitating ease of use.

### Benefits of Transcription

- Serves for better archiving and retrieval of information when required ;
- Allows for more accurate documentation of an event ; and
- Aids in maintaining good records and facilitates informed decisions.

**Information is priceless!**

**Let Able Translations be your transcription provider.**

## Video Remote Interpreting



Have you ever had the need for an interpreter on-demand?

One which you prefer to see the interpreter rather than a less impersonal approach such as telephone interpreting? Well look no further, Able Translations has developed a fast and interactive video remote interpreting tool called **vicki™** (Video Interpreting Centralized Knowledge Interface).

Specifically tailored to meet the needs of our clients, this unique solution responds to the ever-growing need for on-demand multilingual and sign language communication. **vicki™** is a real-time video remote interpreting service that brings the user face-to-face with a qualified interpreter on demand. It reduces the cost of interpreting as travel costs and mileage are not incurred. The solution is highly adaptable to an array of working environments and industries. It provides the ultimate level of flexibility while maintaining quality interpreting. **vicki™** meets interpreting demands where on-site qualified interpreters are not available, especially in remote locations. This reliable, secure and user friendly solution is an excellent fit for organizations seeking face-to-face communication with an interpreter at a moment's notice.



## How to Overcome Common Linguistic Problems



The interpretation process has many elements and can be ineffective if not properly managed. Here are a few tips to overcome possible linguistic barriers when using an interpreter:

### Technical Terms

It is always advisable not to use technical terms when speaking to a client who may not understand them. However, if it is absolutely necessary, give the interpreter an opportunity to look up the term in a dictionary, or accompany the term with a description or an explanation of its purpose. The interpreter should also be encouraged to show the client pictures if available.

### Idioms

An idiom is a figure of speech that expresses an idea in a way that is unique to the language in question. It is usually hard to avoid using idioms, just be mindful that it may take the interpreter a little longer to apply an appropriate equivalent in the client's language.

### Inarticulate Clients

There are occasions where the client may not be the best at expressing his or herself and therefore does not appropriately answer a question or provide a complete thought. One should never assume that the interpreter is at fault. Asking the client clarification questions is a good way to ensure that the message is being delivered effectively.

### Dialectical or Regional Differences

Some languages are spoken in several different countries and as a result there may be regional variations in usage. A trained interpreter will be able to deal with dialectical differences. But if you are aware that the client and the interpreter are not from the same country, you can avoid problems by giving the interpreter a little extra time to work around regional variations and avoid misunderstandings.

## American Sign Language 101

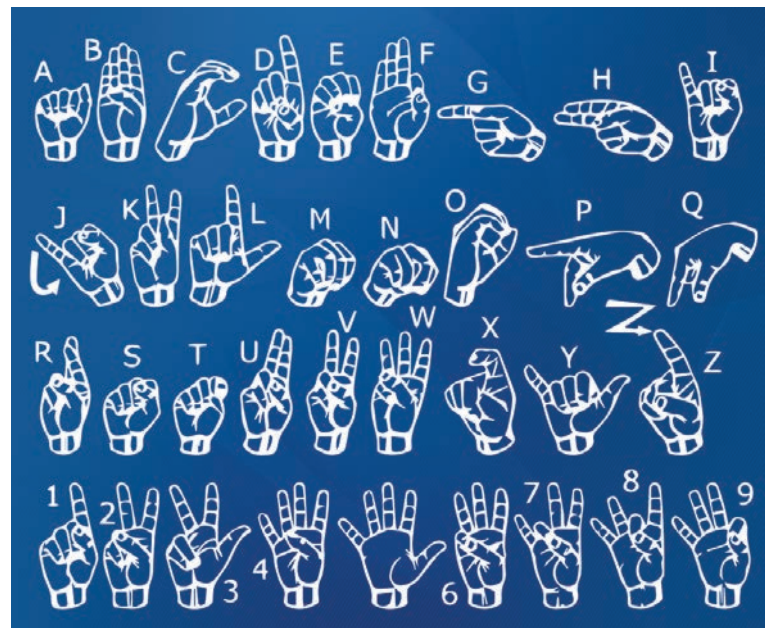


American Sign Language (ASL) is a language that is distinctly different from English. It contains all the fundamental features of a language such as rules for pronunciation, word order and complex grammar.

Every language employs different strategies to distinguish when a question versus a statement is being raised. For example, English speakers ask a question by raising the pitch of their voices whereas ASL users ask a question by raising their eyebrows, widening their eyes, and tilting their bodies forward.

In addition to individual differences in expression, ASL has regional variations in the rhythm of signing, form, and pronunciation.

The diagram below displays the letters of the alphabet in ASL.



Dates to remember

### October

Dates

- 4 Yom Kippur (Jewish Holiday)
- 13 Thanksgiving (National Holiday)
- 23 Diwali (Observance)
- 31 Halloween (Observance)

### November

Dates

- 1 All Saints' Day (Observance)
- 2 Daylight Saving Time Ends
- 11 Remembrance Day (National Holiday except for NS, ON, QC)
- 30 First Sunday of Advent (Observance)

### December

Dates

- 24 Christmas Eve (Observance)
- 25 Christmas Day (National Holiday)
- 26 Boxing Day (National Holiday for ON, MB, NL, NS, ON, PE, YT)
- 31 New Year's Eve (Observance)

Call Mr. Ricardo Batista, Account Manager at 905-502-0000 ext. 7508 today to find out about our services and how Able Translations can enable your company to overcome linguistic and cultural gaps more easily and effectively. Able Translations — Your local global partner.™

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