



Interpretation and Translation Services

Services Evaluation December 2006



To our Customers

In order to be able to get more insight into the performance of our staff and our interpreters, and assess your needs, it is very important that we get regular and accurate feedback from you.

Here are the results from our last survey, December 2006.



Occupation of Survey Respondents:

Case Worker (3)

Director

Health Clinic

Investigator (2)

Lawyer (2)

Other (3)

Paralegal

Patient Care (3)

Physical Therapist

Private home Studies

Psychologist

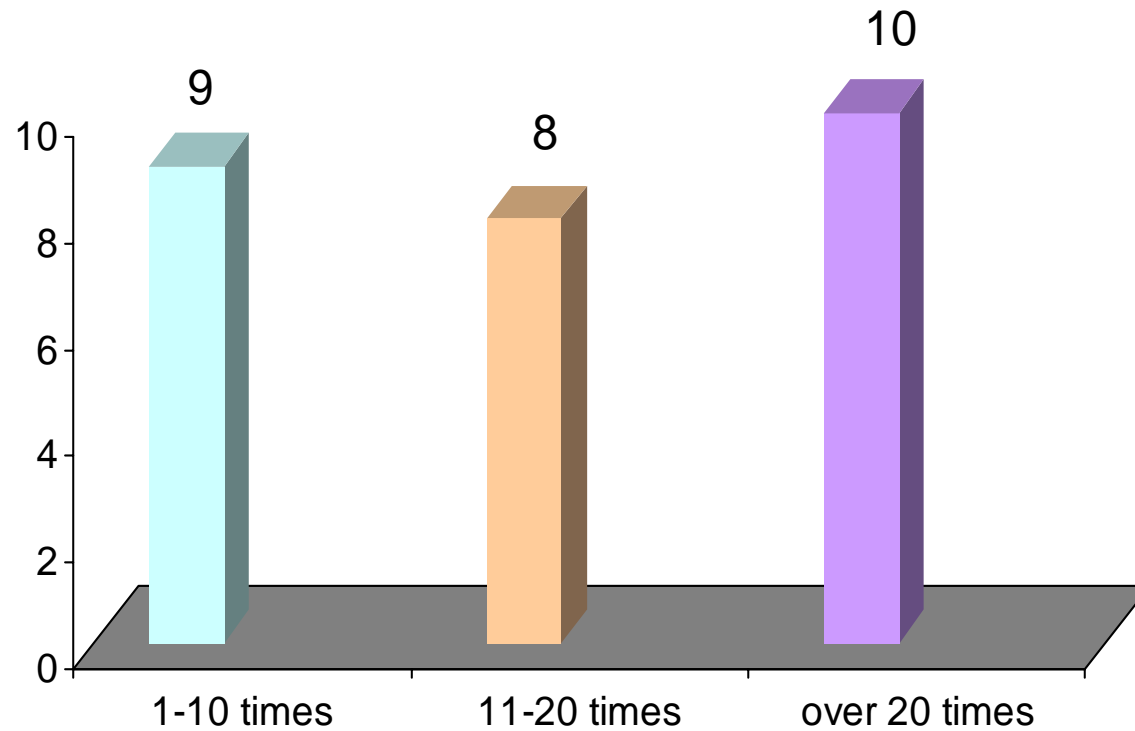
Receptionist /
Administrative (2)

Social Worker

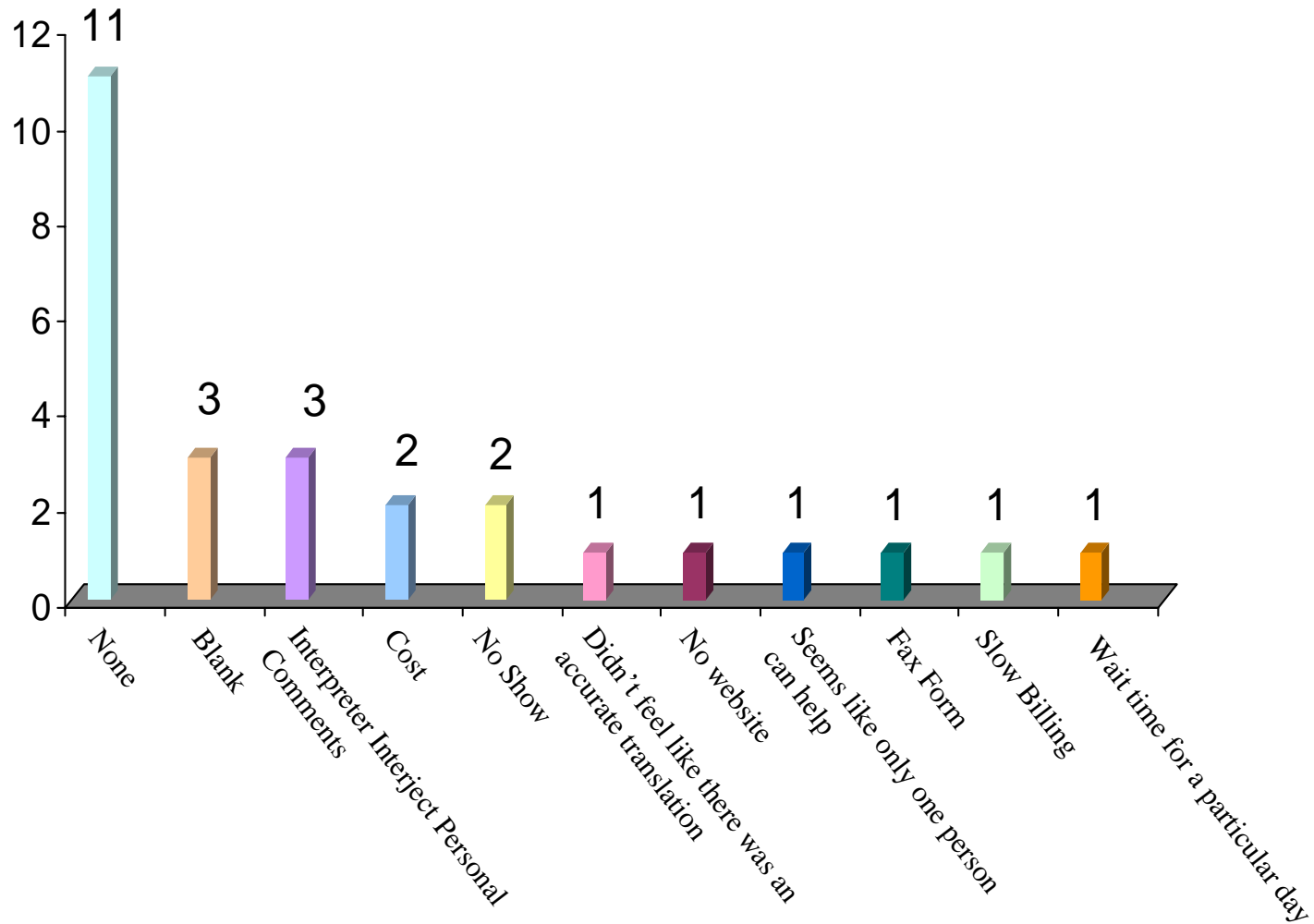
Therapist (5)



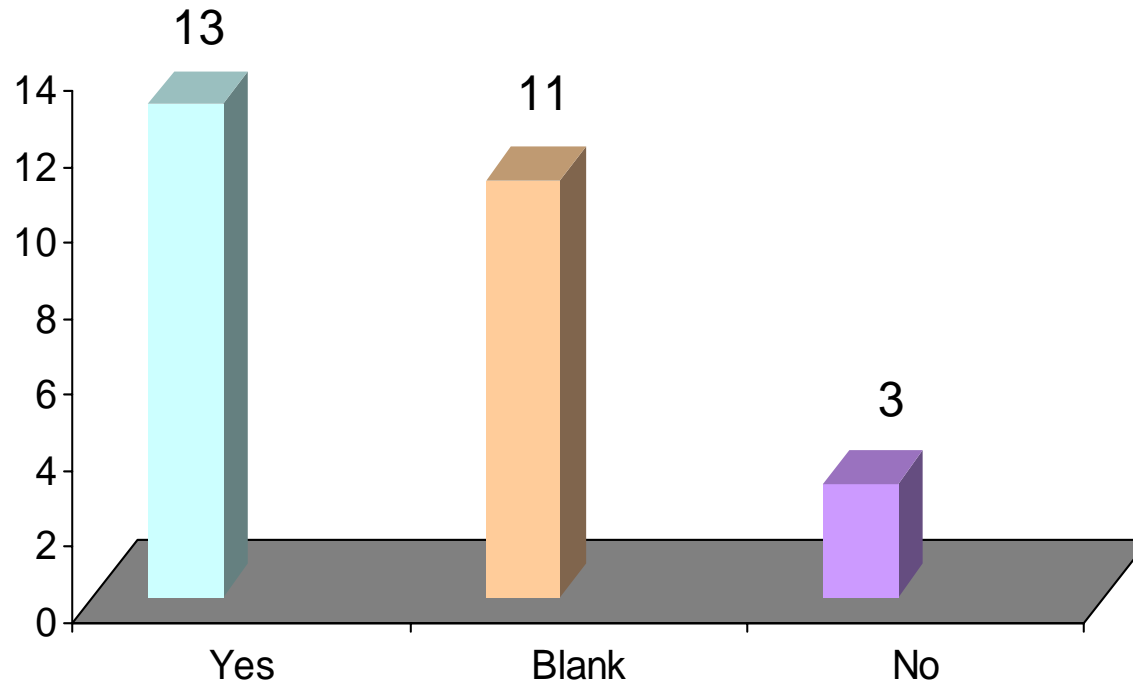
How often have you worked with our interpreters?



Please indicate any weaknesses that you have experienced while receiving services:



If you contacted our office with a concern, was the issue handled in a professional and timely manner?



Remarks:

No Show – immediate response (2)

Billing Issues

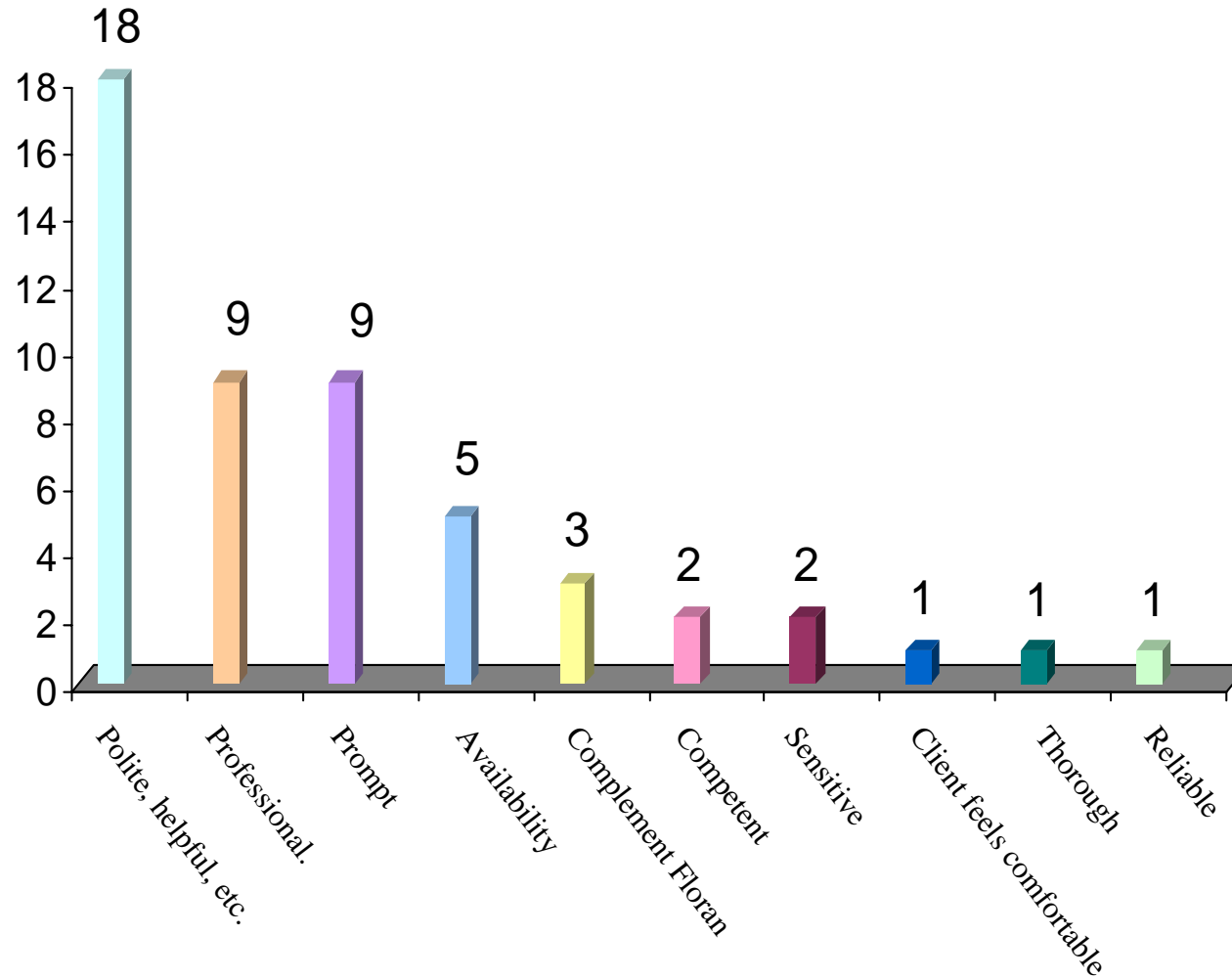
Two day response time

Cell phone rang – interpreter wouldn't silence

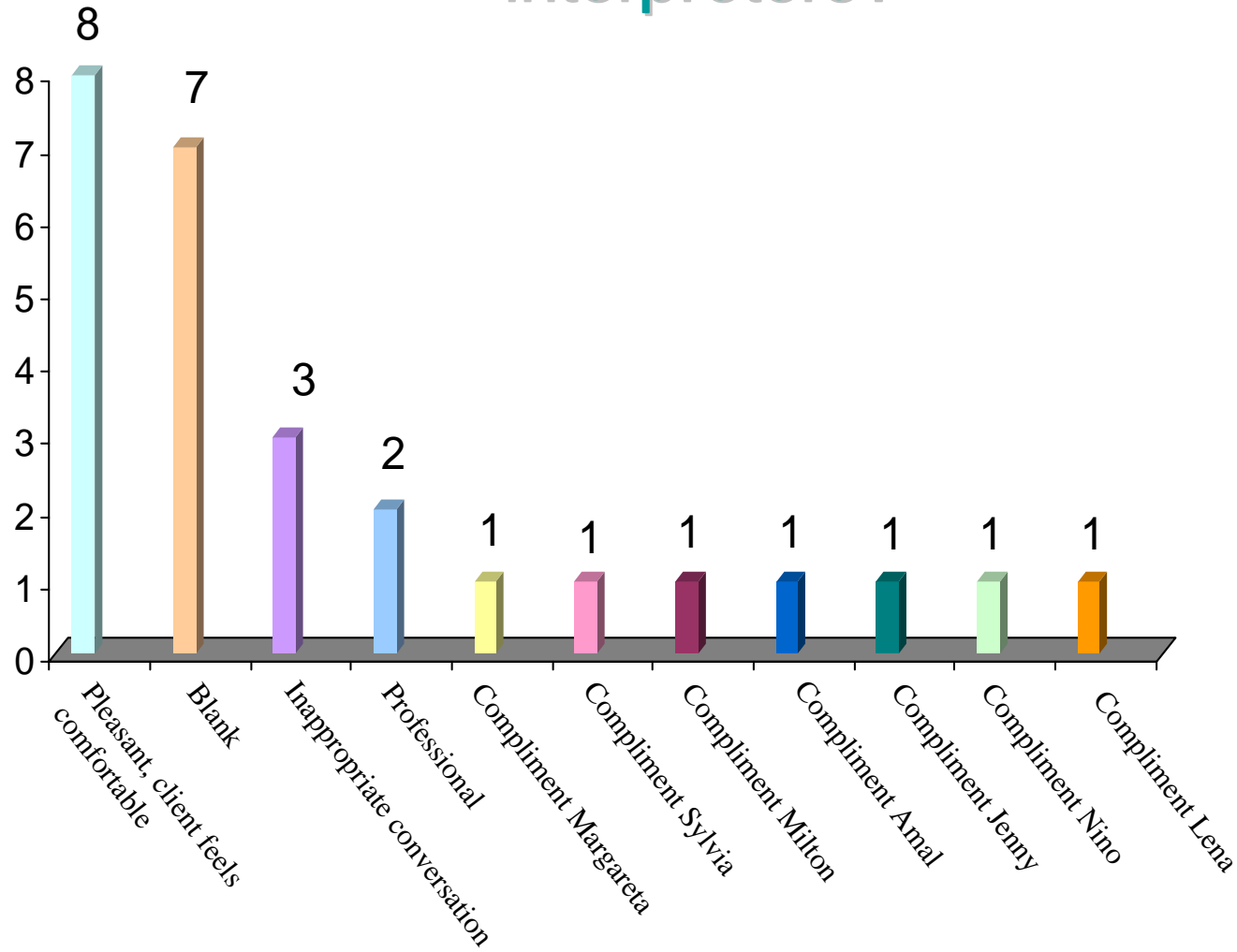
OK



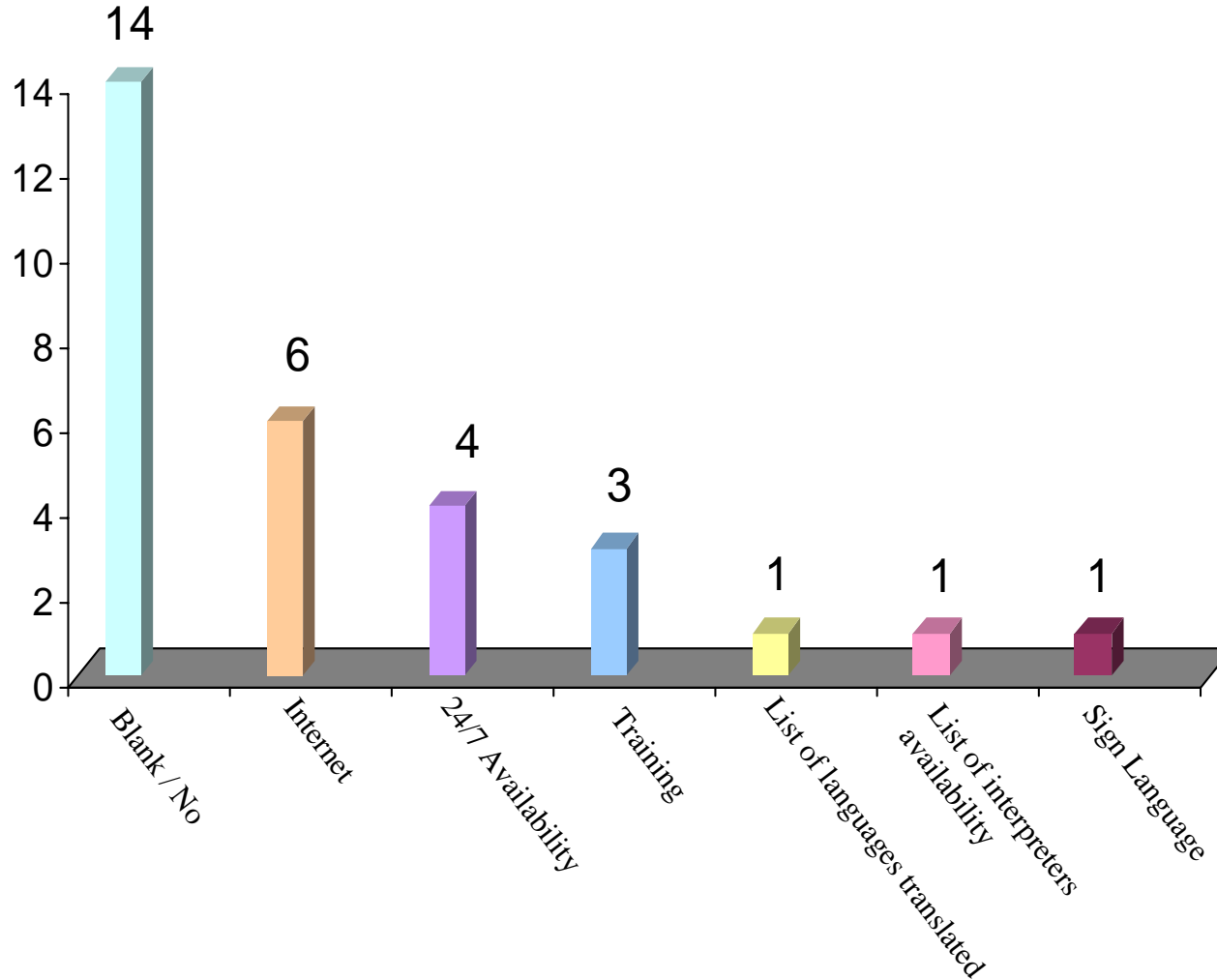
Please indicate any strengths that you have experienced while receiving services:



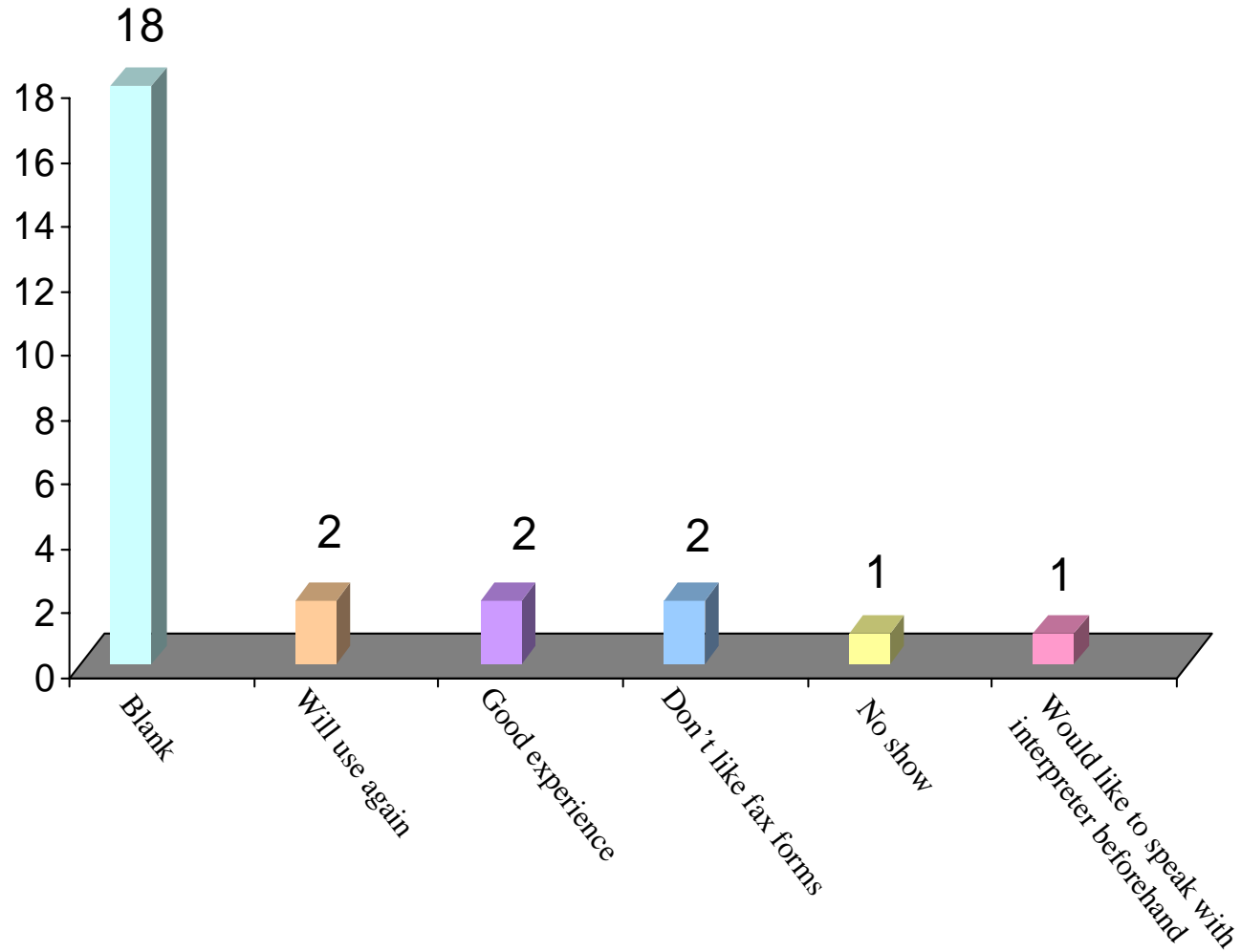
Do you have comments about any of our interpreters?



Are there any additional service you would like us to provide?



Any additional comments?



Thank You

We look forward to continuing business with you. Your feedback is the most accurate way for a quality control on the work of our interpreters. Please do let us know if you would ever have any concerns.

Thank you very much for taking time and completing our survey.

Aida Juric, Coordinator
Interpreter and Translation Services

