

Institute of Translation & Interpreting



ITI Associate membership (AITI) Reference Questionnaire for Clients

Note to referee: Referees must have worked with the applicant for at least 1 year. References cannot be supplied by spouses, partners or family members. PLEASE USE BLOCK CAPITALS.

Applicant's name: Fabienne Coupe

Applicant's Email address: fcoupe67@gmail.com

Referee's information

Referee's name Holly Chen

Referee's company name: Global Village Translation Ltd

Referee's email address: enquiries@globalvillagetranslation.co.uk Telephone number: 01220 729 049

1. How long have you worked with the applicant? 2 Years (delete as appropriate)

2. The work completed for you by the applicant was (please tick one box)

- Translation (written) only (Please answer questions in section **A** below)
- Interpreting (spoken) only (Please answer questions in section **B** below)
- Both Translation and Interpreting (Please answer questions in section **A and B** below)

Section A - Translation	Section B – Interpreting
On how many occasions have you used the applicant's translation services? <u>3</u> times	On how many occasions have you used the applicant's interpreting services? _____ times
The first occasion you used the applicant's translation services was: <u>April 2012</u>	The first occasion you used the applicant's interpreting services was: _____
The most recent occasion you used the applicant's translation services was: <u>June 2013</u>	The most recent occasion you used the applicant's interpreting services was: _____
Which language combination(s) has the work involved? From <u>English</u> Into <u>French</u> From _____ Into _____ From _____ Into _____ From _____ Into _____ From _____ Into _____	Which language pair(s) has the work involved? From _____ Into _____ From _____ Into _____ From _____ Into _____ From _____ Into _____ From _____ Into _____
In your opinion, does the applicant's level of language knowledge and skill allow them to produce work which is accurate, clear and meaningful? Comments: <u>Yes</u> _____ _____	In your opinion, does the applicant's level of language knowledge and skill allow them to produce work which is accurate, clear and meaningful? Comments: _____ _____ _____

In your opinion, does the applicant's level of subject knowledge and skill allow them to produce work which is accurate, clear and meaningful? Comments: <u>Yes</u> _____ _____	In your opinion, does the applicant's level of subject knowledge and skill allow them to produce work which is accurate, clear and meaningful? Comments: _____ _____ _____
Does the applicant contact you with queries and/or make comments on points of doubt? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Comments: _____ _____ _____	Does the applicant contact you with queries? Yes <input type="checkbox"/> No <input type="checkbox"/> Comments: _____ _____ _____
Does the applicant check translations before returning them to you? (e.g. spelling, punctuation, typing errors) Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Comments: _____ _____ _____	Does the applicant ask for feedback on interpreting work they have completed for you? Yes <input type="checkbox"/> No <input type="checkbox"/> Comments: _____ _____ _____
How does the applicant react to any queries regarding translations they have completed for you? <u>Fabienne is very responsive and cooperative</u> _____ _____	How does the applicant react to any queries / points of concern regarding interpreting work they have completed for you? _____ _____ _____
Please rate the applicant's translation service: (10=excellent, 1=poor) Accuracy of translation <u>9</u> Presentation of translation <u>10</u> Delivery of work by deadline <u>9</u>	Please rate the applicant's interpreting service: (10=excellent, 1=poor) Language skills _____ Professionalism while interpreting _____ Punctuality _____

3. Please rate the applicant on the following qualities: (10=excellent, 1=poor)

Customer service 10 Comments: _____
Reliability 9 Comments: _____
Professionalism 10 Comments: _____

4. In your opinion, is the applicant's conduct worthy of membership of this professional body? **Yes**

Please offer any other relevant information about the applicant (optional): _____

Signed: 

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Date: 17/12/2013