

# 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 Michelle Edwards

Referee's company name: Translation Services

Referee's email address: Michelle@linguassist.co.uk Telephone number: 01978 862 855

1. How long have you worked with the applicant? 4 years Months/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>12</u> times	On how many occasions have you used the applicant's interpreting services? <u>0</u> times
The first occasion you used the applicant's translation services was: <u>23rd March 2013</u>	The first occasion you used the applicant's interpreting services was: <u>N/A</u>
The most recent occasion you used the applicant's translation services was: <u>30th Sept 2013</u>	The most recent occasion you used the applicant's interpreting services was: <u>N/A</u>
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 <b>language</b> 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 <b>language</b> knowledge and skill allow them to produce work which is accurate, clear and meaningful?  Comments: _____ _____ _____

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

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

Customer service 10 Comments: \_\_\_\_\_  
 Reliability 10 Comments: \_\_\_\_\_  
 Professionalism 10 Comments: \_\_\_\_\_

4. In your opinion, is the applicant's conduct worthy of membership of this professional body? **Yes / No**

Please offer any other relevant information about the applicant (optional): Yes she is, Fabienne is a good member of our team, she has dealt with very highly confidential and complex documents, she is hard working and dedicated.

Signed: Michelle Edwards Date: 21/11/13