

Language Line Services

Quick Reference Guide

- **WHEN RECEIVING A CALL:**

1. **Use Conference Hold** to place the non-English speaker on hold.
2. **Dial** 1-800-874-9426
3. **Give Information**
 - a. Language needed
 - b. Client I.D number
 - c. Organization Name
 - d. Personal Code
4. **Add non-English speaker** to the line.
5. Wait for the Answer Point to conference in the Interpreter.
6. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
7. Thank the interpreter and say, "**End of call**" to the Interpreter when the call is completed.

Client ID: 504058 Organization: City of Richardson, TX Personal Code: your 4 digit dept. #

- **WHEN PLACING A CALL TO A NON-ENGLISH SPEAKER, BEGIN AT STEP 2.**

- **FOR IN-PERSON (IN OFFICE) COMMUNICATION UTILIZE THE CONFERENCE CALL OPTION AND SPEAKEPHONE:**

1. **Dial** 1-800-874-9426
2. **Give Information**
 - a. Language needed
 - b. Client I.D number
 - c. Organization name
 - d. Personal Code
3. Wait for the Answer Point to conference in the Interpreter.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. Place the call (to the interpreter) on a speakerphone. Arrange the set so that both you and the non-English speaking customer can speak to and be heard by the interpreter.
6. Proceed with discussion, speaking to the customer. Wait for the interpreter to translate. Visually acknowledge the customer as he/she speaks. Wait for the interpreter to translate for you. Continue until the matter is concluded.
7. Thank the Interpreter and say, "**End of Call**".

- *If no speakerphone is available:*

- When the interpreter is on the line, tell him/her you will be handing the telephone back and forth to the customer during the call.
- Proceed as shown above for "in person" communication

Important Reminders:

- **Language Line** offers translations in a myriad of languages other than Spanish.
- **Language Identification Cards** are available to help you identify the language of the person with whom you are speaking. Call Human Resources to request a card.
- **Helpful tips** on using **Language Line** are available by visiting Human Resources on the Intranet. Click on Human Resources, click on Phone Numbers, scroll to Language Line and click on the link.

Important Tips

- ✓ You must provide the Client I.D., Organization Name, and Personal Code to be connected to an Interpreter. The Answer Point will assist with language identification if necessary.
- ✓ Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.
- ✓ Our Interpreters identify themselves by name and number only for confidentiality reasons.
- ✓ Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word.
- ✓ If you experience problems with the sound quality and the Answer Point is still on the line, ask him or her to re-dial the Interpreter. If the Answer Point has left the line, call us back, explain the problem and ask the Answer Point to stay on the line to check for sound quality.