



Customer Update Summer 2008



The cricket season is well underway, with the usual delays for rain and bad light, and Wimbledon is just around the corner, so it must be time for our summer update! Herewith news of what's been happening at ABC Translations...

Translating & Interpreting

Interpreting has continued to grow over the past year – as well as our usual family law, personal injury and criminal court work, we've also provided French interpreters to a conference for a charity dealing with the international fight against AIDS, TB and malaria. Translations have ranged from single page marriage certificates to over 120,000 words in a child custody case, nearly 70,000 words of an MA in Tourism course for a local university and 9,000 words of training material translated into 10 different Scandinavian and Eastern European languages. The language of the moment is definitely Polish, but languages from the Indian sub-continent continue to dominate our legal interpreting.



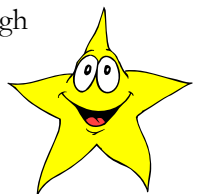
Website



Our website is now bringing in not only new commercial and private customers, but also solicitors and patent agents, who have historically come to us via our regular mailings. It's continually being updated, with new language pages being added every week or so. We'd be delighted if you'd take a look and let us have any feedback on the layout or content – you can find us at **www.abc-translations.co.uk**. If you need prices for an assignment, you can now contact us by email for a free quotation for either translating or interpreting direct from the website. And, of course, we're still on the end of the phone if you'd rather speak to us in person.

Investors in People

We were delighted to pass our recent IIP review (with flying colours!). Just as when we first went through the process, we found it very rewarding to have the opportunity to focus on our procedures and our relationships with our translators and interpreters – and it enabled us to reconsider what we do well and how we might improve further. To this end, we'd encourage you to let us have your feedback about our services. We regularly get emails thanking us for our quick deliveries, helpful and professional interpreters, and useful advice, but although we're always delighted to receive the good news, if there's ever a problem please, please get in touch with us straight away so that we can sort it out.



New Price Guide

We're attaching our new price guide, which includes more languages than ever before. New additions include Mirpuri, both the Maha and Mai Somali languages, and Sylheti. Don't forget, if you need any general information about us, or our price list isn't to hand, take a look at our website on **www.abc-translations.co.uk**.

Thanks for taking the time to read our update. And we'd urge you to let us have any feedback that you can on our website or services– it's an invaluable tool in our efforts to provide the kind of service you need and expect.

Julie, Alison, Sue, Michèle, Lizzie and Lesley



ABC Translations



INVESTOR IN PEOPLE

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