



**Excerpts from**

**INVESTORS IN PEOPLE  
REVIEW REPORT**

**For**

**Phoenix Group Consulting  
t/a ABC Translations**

**(Visit Date September 2009)**

**Prepared by**

**Colin Winchester**

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This is the second review that I have been associated with for this company and as last time I was impressed with the high level of appreciation from all the people you involve as translators and interpreters for your clients.

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The business has not lost any of the excellent values on which it is based for clients, staff and those who work for ABC on individual contracts. All I spoke with were aware of these client-based values and how they can work to achieve them collectively and individually. Because the office staff are involved in client support and contact with and monitoring the work of your sub contractors they are fully aware of the service standards the Directors wish to maintain. There is a very high degree of loyalty to ABC because of this.

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I was pleased to see how there had been an improvement (from a very high base last time) to ensure that everyone felt fully included in developing themselves within the organisation. All the office staff have the same opportunity to develop themselves through one to one discussions, team meetings and the requirements of the business. Although it is not the responsibility of ABC to develop sub contractors all those I spoke with commented very favourably on the support and information they received when they were given projects to deliver.

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Because of the close knit team and the way it operates there is not the slightest problem in the way staff feel they are managed and supported.

*“They offer me the kind of work I like to do.”*

*“They are competent in checking what I do”*

*“The level of support we get is very professional.”*

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The translators and interpreters I spoke with were without exception very complimentary about the company and the way they were supported in a professional and friendly manner.

*“They are fair and we operate as a group.”*

*“They allow me to be flexible.”*

*“This is up with the 2 or 3 most professional organisations I work with.”*

*“It’s a joy to work for them.”*

*“I am so pleased with them I’ve suggested some friends work for ABC.”*

*“They give me feedback on what I’ve done which is always helpful.”*

*“They always thank me for what I’ve done.”*

*“They pay me on the nail unlike other agencies so that shows I’m appreciated.”*

*“I get thanked for what I do.”*

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## **Conclusion**

Following this visit, I am pleased to confirm that Phoenix Group Consulting t/a ABC Translations continues to meet the requirements of The Standard part of the Investors in People framework.