



THE PHOENIX GROUP



## **Important notes for interpreters**

**How we book you** – If we call you with an enquiry, and you say that you are available for an assignment, we may ask you to pencil it in your diary– we will endeavour to let you know as soon as possible if the assignment is proceeding. Do not assume that it is a definite booking unless we tell you.

If an enquiry does turn into a live booking, we will send you our written instructions, either by fax, email or post. Please confirm your acceptance of the assignment by signing and returning the second page of the letter.

If you should have any query with our written instructions, relating to rates of pay for example, then please talk to us before the assignment; we cannot negotiate after the event.

**If you need to let us down** - If for some reason you find that you cannot meet a booking – **you must tell us straight away**, in order for us to have time to find another interpreter to carry out the assignment.

**If you are delayed getting to the assignment** – please telephone us as soon as you can so that we can get a message to the client to let them know. It is very important that we have your mobile telephone number.

**Keeping us informed of what's going on** – If for some reason the assignment fails to proceed as planned, e.g. the witness/solicitor's client fails to turn up, or the next day is cancelled etc., you must let us know just as soon as you can.

**Please do not give out your business details** – Please remember you are working as a representative of ABC Translations. If a customer wishes to re-book you for another assignment you must tell us as soon as you can, and we will liaise with the customer.

**If you are asked to attend Court** – Please remember you are working for us and not the Court; you should not complete an hours & expenses form at the Court as we are responsible for paying you.

**How we pay you** - Payments for interpreting assignments are made on the 10<sup>th</sup> day of the month following that in which the job is completed: for example, an assignment carried out during January will be paid on 10<sup>th</sup> February. Please note the cut-off point is the last working day of the month.

Do not delay in advising us of your hours and expenses – you must tell us by the following working day; please complete the timesheet-part of our written instructions. If possible please fax the timesheet to us on 01273 414199.

If we are not advised in good time of your hours and expenses, we may not be able to process your claim in time for the next pay day; payment may, therefore, be delayed by a further month.

**Keep in touch** - Keep us aware of your availability – if you are tied up on a lengthy assignment then please tell us – if you are going away on holiday then please tell us. If your contact details change – please tell us as soon as you can. You might miss out on an assignment if we can't get hold of you!

Phoenix House, 15-19 Norway Street, Portslade, East Sussex BN41 1GN

Tel: 01273 414155 Fax: 01273 414199 email: [info@abc-translations.co.uk](mailto:info@abc-translations.co.uk) [www.abc-translations.co.uk](http://www.abc-translations.co.uk)

DX: 92710 PORTSLADE

LEGAL  
TRANSLATION



PATENT  
TRANSLATION



INTERPRETING



CORPORATE  
TRANSLATION



TECHNICAL  
TRANSLATION