

### Service Provider Feedback Form

Assignment #: \_\_\_\_\_ Interpreter: \_\_\_\_\_ Language: \_\_\_\_\_

The Centre for Education & Training, Translation & Interpretation Services department, would like your opinion of the services you received from our office and from the interpreter. Please complete this questionnaire and either e-mail to [mstepaniuk@tcet.com](mailto:mstepaniuk@tcet.com) fax to **905-804-9712** or mail to the address below. This form is also available online at [www.tcet.com/translation-interpretation-services/request-a-community-interpreter](http://www.tcet.com/translation-interpretation-services/request-a-community-interpreter) section. Thank you, your opinion is valued!

Your Name: _____	Date of Assignment: _____
Organization/Department: _____	Translation Project Name: _____

<b>Which of the following services of the Centre for Education &amp; Training have you used:</b>	<input type="checkbox"/> translation <input type="checkbox"/> Interpretation <input type="checkbox"/> conference call						
<b>Nature of assignment:</b> <i>(Please indicate)</i>	Face-to-Face <input type="checkbox"/>	Telephone <input type="checkbox"/>	Message Relay <input type="checkbox"/>	Group <input type="checkbox"/>	Sight Translation <input type="checkbox"/>	Written Translation <input type="checkbox"/>	
<b>Please rate your level of experience working with interpreters.</b>	<input type="checkbox"/> - First time <input type="checkbox"/> - modest experienced <input type="checkbox"/> - very experienced						
<b>Please provide evaluation of the interpreter's performance:</b>	1. Introduce him/herself to the client and S/P (Service Provider) and advises all parties that everything said in the counter will be interpreted 2. Interpret everything that was said by either both parties, without adding, deletion or changing the message 3. Does not filter communication, mediate or speak on behalf of any party 4. Does interpret in first person 5. Maintains professional conduct at all times 6. Does not conduct personal or other business and engage in private conversation with either party 7. Remains impartial and professional through the assignment 8. Maintains transparency and interrupts for clarification when necessary to ensure accuracy 9. Demonstrates respect for all parties 10. Call or arrive on time to the assignment 11. Advises all parties that she/he will respect the confidentiality of the counter 12. Updates on translation process 13. Project Time delivery 14. Accuracy & professionalism of translators team					Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>How satisfied were you with the quality of provided service.</b> <i>Please specify if possible:</i>	Not at all - <input type="checkbox"/> Fairly - <input type="checkbox"/> Well - <input type="checkbox"/> Very well - <input type="checkbox"/>						
<b>If there is a need of improvement, which areas:</b>	<input type="checkbox"/> available language(s) <input type="checkbox"/> customer service <input type="checkbox"/> delivery of quote <input type="checkbox"/> accuracy of translation <input type="checkbox"/> availability of interpreter <input type="checkbox"/> responsiveness <input type="checkbox"/> quality of work <input type="checkbox"/> problem solving						
<b>Overall, how satisfied are you with the service you received from our office.</b>	Very satisfied - <input type="checkbox"/> Well - <input type="checkbox"/> Fairly - <input type="checkbox"/> Not satisfied - <input type="checkbox"/>						
<b>Additional Comments/Instructions:</b>							