

Guide for Interpreters

Tips to Prepare

The City of Phoenix understands that providing interpretation services can be a great challenge. Sometimes the topic of a meeting or event will be obvious, but it is important that you gather as many details as possible to guarantee an effective interpretation experience for everyone. Request agendas, event descriptions, rundowns, flyers, or any other collateral material, to help you communicate seamlessly.

Make Sure

- Arrive at the location with plenty of time.
- Check-in with City staff to let them know you have arrived.
- Ask about any last-minute changes that you should know about.
- Ask for updated agendas, rundowns and list of speakers that will require interpretation.
- Check that the interpretation equipment is working and ready.
- Take care of any physical needs prior to the start time.
- Make sure that your mobile phone is turned off or in silence.
- Be on active standby and ready to interpret even if you are told there are no Spanish speakers.

Teamwork

We believe that good communication does not only mean a better interpretation quality, but also a more productive professional relationship between you and the City. This is particularly useful in terms of receiving and providing feedback. Feedback from non-interpreters could give you new insight regarding expectations. You should also communicate to our staff any issues or concerns affecting your performance.