Dial: **0333 344 5710**



1

Enter your access code: followed by # key.



2

Enter the language code from the list below, followed by the # key:



3

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 702 | Albanian | 4 | German | 735 | Lithuanian | 1 | Spanish |
| 91 | Amharic | 993 | Greek | 97 | Mandarin | 998 | Swahili |
| 92 | Arabic | 738 | Gujarati | 533 | Mirpuri | 762 | Tagalog |
| 727 | Bahasa Indonesian | 994 | Hindi | 741 | Nepali | 739 | Tamil |
| 706 | Bengali | 724 | Hungarian | 796 | Oromo | 992 | Thai |
| 17 | Bosnian | 995 | Italian | 98 | Pashto | 773 | Tigrinya |
| 707 | Bulgarian | 96 | Japanese | 5 | Polish | 764 | Turkish |
| 93 | Cantonese | 3 | Korean | 996 | Portuguese | 709 | Twi |
| 710 | Czech | 520 | Kurdish (Kurmanji) | 749 | Punjabi | 765 | Ukrainian |
| 713 | Dutch | 730 | Kurdish (Sorani) | 750 | Romanian | 999 | Urdu |
| 712 | Farsi (Afghan) | 731 | Kurdish (Bahdini) | 997 | Russian | 2 | Vietnamese |
| 94 | Farsi (Persian) | 733 | Latvian | 755 | Slovak | 0 | More Languages |
| 95 | French | 734 | Lingala | 757 | Somali | 700 | Cannot Identify |

If you have any questions please contact the Help Desk

# 0333 344 9470

or email: [ukgovinterpreting@thebigword.com](mailto:ukgovinterpreting@thebigword.com)

## Ask the caller their language



They will normally understand this.

## Place caller on hold



While you connect to the service (see front page).

## Let the Interpreter know the reason for the call



Once connected.

## Reconnect the caller



Using the conference call facility and allow the Interpreter to introduce themselves.

Be patient

It can take a little time for the Interpreter to build rapport with the caller. You can interrupt if you feel the conversation has digressed.

* To ask a question

Refer to the Interpreter as ‘Interpreter’ to avoid confusion.

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Direct your questions to your client/caller

Make the conversation as natural as possible.

Speak clearly and distinctly

Help the Interpreter to understand you easily.

Language differences

A short sentence from you may appear longer when communicated in another language.

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Top tips

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