



Interpreters, Are You Ready To Take Off?

Turkish association of conference interpreters offers an in-booth checklist to promote team work among technicians and interpreters.

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As part of an effort to work more closely with equipment suppliers as highlighted in a , the Conference Interpreters Association of Turkey () conducted a survey in November/December 2016 to gather information that could be used for a short, practical checklist. The response was good – 76 interpreters and 56 owners/managers/technicians of companies supplying SI equipment replied.

There were two sets of questions, with those aimed at interpreters formulated by interpreters, and those for technicians written with the help of fellow technicians. Questions centered on expectations, complaints, social interaction, perception of performance, and quality of service. Respondents were asked to rate each item on a scale of 1 to 5, with 1 being 'completely irrelevant' and 5 'extremely relevant'.

The results were announced at an event called "One, Two, Sound Check", held in Istanbul on January 13, 2017 and co-organized by TKTD and AIIC Turkey. At the conference, the interpreters' association promised to inform all members about the results and take actions to improve the situation.

In the following six months, two member meetings, one in Ankara and another in Istanbul, were organized to present survey results and discuss concrete actions. As a result, TKTD drafted an "in-booth reminders list" with points on booth manners for interpreters and reminders vis-à-vis the expectations of technicians (greeting and thanking technicians, tidying up before we leave, handling the equipment carefully, etc.). The checklist was prepared in consultation with SI equipment providers both unofficially and officially, and was launched at the first General Assembly meeting of TETSED (association bringing together SI equipment providers and stage/sound technicians) where TKTD explained the rationale and use of the checklist, and invited members of TETSED to benefit from it by



placing the checklist in booths during setup. TKTD also briefed its members about the use of the list leading several of them to volunteer to act as brand ambassadors, introducing the list at assignments for demonstration purposes.

The checklist is a 14x21 cm (small enough to fit into the headphone case SI equipment providers use and big enough to be read easily by interpreters) two-sided PVC card with a short chain that can be hung onto a suction cup (there is a hook on the suction cup, but the chain can also be directly attached to the hole on the cup itself, which makes the whole card a single piece, preventing it from getting lost) attached to the inside of the front window in a booth. There is a QR code on it which, when scanned, directs the interpreter to TKTD's web page that shows the Turkish and English versions of the checklist. The creative concept used for the visual is a flight announcement (inspired by the Turkish word "kabin" which means both booth and cabin; the fact that all Turkish Airlines flight codes start with TK, and that reminders are hopefully read before "takeoff").

The checklist serves several purposes:

- raising the awareness of TKTD members and non-members on booth manners and relations with technicians
- building the image of TKTD as a professional organization in the eyes of non-members (since the booths are used by non-members as well)
- assuring the technical team that they are listened to and taken seriously

More than 350 of the initially printed 400 checklists have been distributed to 19 SI equipment providers. TKTD asked members to have a picture taken with technician(s) and the booth if they see the checklist hanging in the booth when they arrive at work. The pictures are then posted on the association's Facebook page with special thanks to the technicians and the owners/managers of the SI equipment provider for contributing to the joint effort.

When asked about the impact of the checklist, technicians replied saying that it was funny and a good way to initiate a conversation with interpreters, and that it improved overall communication with them. Some said that they are now doing a lot less tidying at the end of the day.

Below are visuals of the checklist in English.



LADIES AND GENTLEMEN, AND DEAR CHILDREN THIS IS YOUR ASSOCIATION
SPEAKING

WELCOME TO OUR FLIGHT NUMBER **TKTD1969**

FOR A SUCCESSFUL AND COMFORTABLE JOURNEY

THESE REMINDERS ARE INTENDED TO HELP YOU BEFORE, DURING AND AFTER THE FLIGHT

WE KINDLY ASK YOU TO READ THE LIST OF REMINDERS LOCATED ON THE BACK OF THIS CARD

“ WE REMIND YOU THAT SMOKING INCLUDING ELECTRONIC CIGARETTES IS NOT ALLOWED ON ANY OF OUR FLIGHTS, AND ASK YOU TO KINDLY REFRAIN FROM USING YOUR MOBILE PHONES DURING THE ENTIRE FLIGHT. ”

P.S. LOSS OF PRESSURE IS NOT AN ISSUE FOR THIS CABIN, DO NOT WORRY.

WE WISH YOU A PLEASANT FLIGHT

   / tktd1969

 Türkiye Konferans Tercümanları Derneği

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TKTD In-Booth Reminders List



Before the meeting starts, I make sure that I

- Greet the chief interpreter or contact person and interpreters in other booths if applicable.
- Greet the technicians (if the technicians are far from the booths, I agree on a method to communicate with them).
- Check the equipment with the technicians (interpreter/listener headphones, all microphones, relay and output channels).
- Inform the contact person about applicable copyright charges in case the interpretation will be recorded.
- Check that the sound of the videos that need to be interpreted comes through the interpretation equipment clearly.
- Check the plug and the desk lamp in the booth.
- Place all liquids at a safe distance from the equipment.
- Locate the toilets and emergency exits.
- Obtain the latest version of the program and presentations.
- Agree with my boothmate about the duration of our turns and preferred method of cooperating in the booth.
- Share my preparatory work and terminology with my boothmate.
- Agree on the technical terms with my boothmate and the organizer.

During the meeting, I make sure that I

- Ask for help from the technicians first in case of a problem with the sound system, and if the problem cannot be solved, I inform the organizer with due care.
- Turn down the volume on my headphones if I leave the booth during an interpretation session.
- Act with due care when it is not my turn, and refrain from making noises that may distract my boothmate or disturb the listeners.
- Continue to actively listen also when it is not my turn.

After the meeting, I make sure that I

- Return the documents to the contact person.
- Thank all my colleagues especially those from whom I took relay.
- Thank the technicians.
- Give feedback to the technicians if necessary.
- Remember to remove my own headphones and other personal belongings from the booth.
- Leave the booth in a tidy state (e.g. I remove the coffee cups, water bottles and trash).
- Say good-bye to my colleague(s) and the contact person.

This list of reminders is drafted by the TKTD in collaboration with the technical equipment providers.

We thank our stakeholders for their valuable contribution.



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