

Bulletin

ISO 9001:2008 REGISTERED | ISO 17100:2015 REGISTERED | CAN/CGSB-131.10-2008 CERTIFIED | NSGCIS-AILIA CERTIFIED

Version Française disponible sur [abletranslations.com](#)**able translations**

President's Message



Wilson Teixeira
President

The anticipation of a New Year always brings a renewed sense of commitment and drive. At Able Translations we are very dedicated to satisfying the needs of our customers. In an age where customer loyalty is vital to the success of any business, we have positioned ourselves to engage our clients so as to continually assess whether we are consistently providing exceptional service. With this

in mind, we have developed a robust customer service team that will add value to the execution process thereby ensuring that your assignments and general queries are handled with great urgency and professionalism.

At Able Translations we are passionate about corporate social responsibility. As a result, we will be hosting our inaugural Ping Pong Tournament, "Paddle Battle", on March 3, 2016 at Spin Toronto beginning at 6p.m. All proceeds of this Tournament will go to the Centre for Addiction and Mental Health (CAMH). CAMH is Canada's largest mental health and addiction teaching hospital, as well as one of the world's

leading research centres in its field. I invite you to join us as we participate in a fun-filled evening while making a contribution to mental health. Many prizes and surprises to be won, register your team today! Visit the website www.paddlebattle.ca for details.

As 2015 comes to a close, I would like to take this opportunity to thank you for your business. It has been a pleasure helping you to reach your goals, and we look forward to serving you again next year. We would also like to thank our staff for their support and dedication and our network of suppliers who have provided our clients with exceptional service.

Happy Holidays and a prosperous and rewarding 2016!



The Benefits of OPI Revealed

Over-the-phone interpreting (OPI) provides our clients with a convenient, reliable and cost-effective solution for their daily interpreting needs. Our OPI service is offered in more than 200 languages and dialects. Access to a qualified interpreter is just a phone call away with connection time within seconds! We turn your mobile phones, landline and/or tablets into your own language companion.

Able Translations' over-the-phone interpreting solution promotes privacy and confidentiality. The information discussed with our interpreters will be kept in the strictest confidence. Our clients can rest assured that their information will not be divulged to a third party. In addition, for persons wanting to remain anonymous, OPI would be a great fit as there is no physical interaction with the interpreter.

One of the greatest benefits of OPI is the connection speed and cost savings to be realized. We offer our professional OPI interpretation service at a low per-minute cost. There are no monthly fees or set-up charges; only calls made will be billed. Our user-friendly platform allows for a seamless connection with an interpreter. We like to keep it simple so our clients have one less thing to worry about!

Easy to use

Immediate service

Saves money

Convenient

Document Translation Quality Defined

Quality has to be at the centre of all translation projects and each stage of the process has to be effectively managed to ensure that the attainable goal of quality is achieved and, by extension, the intended outcome of the assignment is realized. Here are three important points to consider:

1. Expertise of the translators:

Good translation requires native-speaking, industry specialists working on the specified project in an effort to ensure that both the context and the applicability of the information are not lost during the translation process. Therefore, translators must understand the subject matter they are translating as well as the audience the document is targeting. It is imperative that translators are just as qualified as the intended audience of the translated document.

2. Subject matter expertise:

Translators must have all the basic skills required of professional translators as well as expertise in the subject matter being translated. This includes the ability to write clear, comprehensible prose, excellent grammar, terminology and language skills.

3. Proofreading:

This is a critical part of the translation process and should not be discounted. This is fundamental to ensure that quality documents are produced and the critical components of context and language skills are correctly aligned.



DID YOU KNOW?

SIGN LANGUAGE

FUN FACTS



Sign Language is the 4th most used language in the US.



Deaf History Month is observed from March 13th to April 15th each year.

There are hundreds of sign language dialects in use around the world. Each culture has developed its own form of sign language to be compatible with the language spoken in that country.

Babies can communicate physically 6-8 months prior to communicating verbally.

Ludvig van Beethoven was a German composer and pianist. He started going deaf at the age of 28 and by age 49 he could no longer hear. He continued to get worse but went on composing music.

Canadians who identify themselves as culturally Deaf comprise more than 350,000 people.

January

Dates



- 1 New Year's Day (National Holiday)
- 2 Day After New Year's Day (QC)
- 7 Orthodox Christmas Day
- 14 Orthodox New Year

February

Dates

- 8 Family Day (BC)
- 8 Chinese New Year (Observance)
- 14 Valentine's Day (Observance)
- 15 Family Day (AB, ON, SK)

March

Dates

- 17 St. Patrick's Day (Observance)
- 25 Good Friday (National Holiday except QC)
- 28 Easter Monday (QC)

Call **Mr. Ricardo Batista, Account Manager** at **905-502-0000 ext. 7508** today to find out about our services and how Able Translations can enable your company to overcome linguistic and cultural gaps more easily and effectively. Able Translations — **Your local global partner.™**

This newsletter is published as part of our commitment to providing superior quality customer service. To update your contact information, be removed from our mailing list, submit information or articles for publication, request permission to reprint articles or provide feedback, please contact **Ms. Maria Oliveira** at mario@abletranslations.com. Able Translations Ltd. reserves the right to accept, edit or reject any material or information submitted for publication in our newsletter.



abletranslations.com

