



We want to be the first choice for all your translation service needs. Your feedback is important to us, help us to improve our service by telling us about your experience.

About your booking

Your name

Name of your organisation/dept

Date job was carried out/...../..... Booking ref no

Type of job (please tick): Translation Interpreting BSL Other

Language required Name of interpreter

About us

Tell us more about your experience using our service, from your initial contact through to the completion of your request.

How to use

please the box which best describes how you feel for each question

1. How was our communication?

Excellent Good Satisfactory Poor

2. How was our response time?

Excellent Good Satisfactory Poor

3. How was our ability to understand your needs?

Excellent Good Satisfactory Poor

4. Overall, were you happy with the service?

Yes No If no, please explain

.....
.....

About your interpreter

Tell us more about your interpreter's performance.

5. Did your interpreter arrive on time?

Yes No

6. Did your interpreter show you their ID badge?

Yes No

7. Was your interpreter polite and helpful?

Always Sometimes Not at all

8. Did your interpreter understand your needs?

Always Sometimes Not at all

9. Did your interpreter respond well to your requests?

Always Sometimes Not at all

10. Did your interpreter make the most of any information you provided?

Always Sometimes Not at all

11. Did your interpreter offer you advice and/or their personal opinions?

Always Sometimes Not at all

12. Was your interpreter clear and easy to understand?

Very clear Fairly clear Not always clear Very unclear

13. Overall, how would you rate your interpreter's work?

Excellent Good Satisfactory Poor

14. Would you use this interpreter again?

Yes No If no, please explain

.....

Please return your completed form to:

Translation & Interpretation Unit
Community Services
London Borough of Hounslow
Civic Centre
Lampton Road
Hounslow TW3 4DN