



CASE STUDY—INTERPRETATION OF ENGLISH TO CHINESE IN THE DUBAI EVENT

On 27th October, we got an urgent enquiry on a three-day consecutive interpretation job of English to Chinese for a meeting held in Dubai. The meeting was held from 30th Oct. to 2nd November. We took immediate action once got the job detail confirmed with the client.

Started from recruiting, picking up candidates, making our final decision of which interpreters to hire, to curtain-dropping of the event, step by step, to ensure the quality, we were very cautious on every procedure. It finally turned out to be a very successful event. We had also met some challenges as listed below.

CHALLENGES

First, very very limited time and event location issues were the biggest challenge to us. We got the enquiry on 27th Oct. afternoon, and we had to get everything confirmed by 28th noon, Oct. including job requirements, the price negotiation between the client and CCJK, the interpreter and CCJK, the contract signing, the qualified interpreter hiring(this point was very challenging, since the time is very urgent, and most of the China located interpreters of CCJK are not allowed to fly to Dubai due to the passport issue), the time arrangement of the flight, when and where the client should meet the interpreter. All in all, we have only total 10 hours to get everything settled.

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Second, qualification of the interpreter was very important to this job, because this event is related to Patrol and Drilling industry in Mid-east, thus professional experience and knowledge is very essential.

Third, the time difference between the client and CCJK was also a great challenge. Dubai time is 4 hours later than Beijing time. Among the communication of the client, CCJK and interpreters, we played a very essential role as the bridge over the river.

Whether the event would be successful or not, it depends on whether the communication was carried out clearly, precisely and accurately or not. Since the client had changed several times on their requirements and instructions, we must and have to check every change with the client carefully.

CCJK'S APPROACHES

Make a list for client's detail requirements and event arrangements. We contacted and communicated with the client on time when we met any query on the event procedures.

Because of the limited time, we contacted our qualified interpreters in the first place once we got the enquiry from the client. We finally decided to hire our interpreter who is Malaysia located, since the time was very urgent, and most of the China located interpreters of CCJK were not allowed to fly to Dubai due to the passport issue. We make confirmation with the interpreter on the job type, the event detail, the time arrangement of the flight, when and where the client should meet the interpreter. Every procedure was carried out clearly and timely.

Last but not the least; listen to the feedback from the client. Feedback is

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always the most powerful energy for us to make improvement and progresses.

BENEFITS

We got more familiar with the procedures on how to deal with an interpretation event, we have more qualified interpreting talents supporting us, and we gained more confidence on handling future interpretation events successfully.

We promised that we are the partner that will try best to meet your requirements, that will carry out your instructions accurately and that will gain us a win-win.

ABOUT CCJK

Founded in 2000 and born for Internet, CCJK is a highly trusted professional e-services company supported by more than 2,000 talented linguists, engineers, designers and programmers who work as a super organized team. From language translation to desktop publishing and graphic design, to software localization and website development, to SEO and user guide, to corporate eLearning, we strive to provide one-stop solution to help the client gain competitive edges. We rely on streamlined and sophisticated process to ensure fast and quality delivery. By trusting CCJK's one stop solution, you need only focus on your core business, win market share and maximize your profit in the simplest and soonest way. For more details about CCJK, please visit <http://www.ccjk.com>.

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