AVAZA Language Services Corp.

301 S PERIMETER PARK DRIVE, SUITE 100
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1.866.452.6482
615.534.3400
www.avaza.co

INTERPRETER FEEDBACK FORM

INTERPRETING SKILLS

1- Did he/she speak in first person throughout the call? o yes o no o sometimes
comments: _____

2- Was the interpretation accurate (language skills)? o yes o no o sometimes
comments: _____

3- Did he/she interpret without omitting, adding, or editing? o yes o no o sometimes
comments: _____

4- Did he/she ensure understanding between both parties? o yes o no o sometimes
comments: _____

5- Did he/she maintain a steady call flow? (short sentences) o yes o no o sometimes
comments: _____

CUSTOMER SERVICE SKILLS

1- Did he/she give a proper introduction? o yes o no

comments: _____

2- Was there any disruptive background noise? o yes o no o sometimes
comments: _____

3- Did he/she speak professionally during the session? o yes o no o sometimes
comments: _____

4- Was he/she polite with both the agency and the client? o yes o no o sometimes
comments: _____

5- Did he/she end call politely? (have a nice day, thank you, etc.) o yes o no

comments: _____

ADDITIONAL COMMENTS (please leave your contact information): _____

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