

IMPORTANCE OF TRUST



Importance of Trust

- At Day Translations, Inc. we take great pride in our services and employees.
- We trust you to provide a service that meets the qualities that we emphasize and in turn you can trust us to provide you with ongoing projects and a stable income.

Importance of Trust

- In order to prevent future problems, the following slides will provide you with some ideas of what you can and cannot do as an employee of Day Translations, Inc.
- Should any policies be broken, this will be due for immediate dismissal.
- Please understand that this is to protect both you and the company.

For Translators

- You are not to contact any clients directly.
- If you have any questions about a translation please forward these to the Project Manager and she/he will get back to you on this.
- If due to any special circumstances you are given, or come across the contact information of a client of Day Translations, Inc. you are not to contact this client to provide them with your personal services. You are not to provide them with your personal contact information.

For Interpreters

- Prior to an interpretation, an e-mail might be provided with the company information.
 - Phone numbers, e-mails, website links to certain pages on our website, etc.
 - Print this out and take it with you to the interpretation. If a client asks you for information on how to contact us for further requests, provide them with this printed sheet.
 - Do NOT at any time provide them with your personal information. Always ask them to contact us directly.
- If this e-mail is not sent to you, please request it from one of the Project Managers.

For Interpreters

- You are not to provide the client with any of your personal information. You are representing the company and should always introduce yourself as an interpreter of Day Translations, Inc. or World Interpreting, Inc.
- If a client asks for you to come back to do another interpretation, inform the client that he/she needs to visit the website and submit another request there or call/e-mail us to schedule it.
- If a client asks you for your phone number or any personal information provide them with the contact information of the company.
- At no time should you provide a client of Day Translations, Inc. with your personal business card.

General Staff

- Under no circumstances should any employees or freelancers of Day Translations, Inc. attempt to contact any clients.
- No employees or freelancers are to provide their personal information to any clients.
- Always refer to yourself as an interpreter of Day Translations, Inc. and any or all of its subdivisions.

Our Employees

- Always be professional.
- Make sure to read through the guidelines thoroughly.
- Make sure you understand the guidelines.
- Make sure you understand our expectations.
- Always maintain confidentiality.
- Do not reply to anyone who doesn't have a work e-mail address with information about a job.
 - Work e-mail addresses end in @daytranslations.com, @yourspanishtranslation.com, @daycommerce.com, @worldinterpreting.com or @daydigital.com
- Do not write to any of our client's unless you are instructed to do so, and it should ALWAYS be from a work e-mail address that will be provided to you.

What should you know?

- If you are dismissed from the company you are not allowed to use any of the ideas of Day Translations, Inc. for your own benefit.
- If dismissed you are not to contact any clients of the company.
- If you are a translator/interpreter you can continue to provide your services as long as you do not contact any clients of Day Translations, Inc.
- Legal action can and will be taken if necessary.

What should you know?

Fill out the **ONLINE FORM**

1. Importance of Trust PowerPoint: **Code**
Code = PPT_File Trust 02



Thank you very much for reading these guidelines.

TAKE THE INITIATIVE!

Day  **Commerce**

Day 
Translations

Your **SPANISH**
TRANSLATION

