

### Prioritisation Exercise Results

While there is no one-size-fits-all approach to prioritisation and time management, and there is always a degree of personal preference in how to go about organising your tasks, the following table provides a suggested framework for how tasks can be prioritised day-to-day in order of high, standard and low priority, to ensure client commitments can be met and to keep your stress levels to a minimum.

Priority	Task	Why have you chosen to prioritise the task in this position compared to the other tasks?
<b>High</b>	Investigate a customer complaint	<p>Complaints can have a detrimental effect on relationships with your clients and therefore must be treated as the highest priority in order to demonstrate that you are taking their complaint seriously. Complaints are also time consuming for a Project Manager to investigate and the client may be working to an urgent deadline, and as a result the investigation needs to be started as soon as possible. There are also a number of steps involved in investigating a complaint to factor in, which will likely include:</p> <ul style="list-style-type: none"> <li>- Review nature of complaint</li> <li>- Share/review feedback with linguists</li> <li>- Organise an independent evaluation</li> <li>- Prepare feedback/evidence from all parties</li> <li>- Share and review evidence with Account Manager and agree solutions</li> <li>- Project/finance administration</li> </ul>
	Organise Translation and Proofreading of 4000 word document from English into 6 languages to be delivered in 4 working days	<ul style="list-style-type: none"> <li>- In terms of the word count, as linguists generally translate 1500 – 2000 words per working day, it will be necessary to start organise this as soon as possible to meet the required delivery time.</li> <li>- In terms of project management, the Project Manager would be required to line up and liaise with 12 linguists across 2 project stages, in addition to undertaking including additional QA measures according to company procedures and potential file preparation/formatting before delivery 12 times.</li> <li>- This is therefore by far the most time-consuming project to organize and manage out of the four listed.</li> </ul>

	<p>Organise Translation and Proofreading of a 10,000 word document from English into German, to be delivered within 10 working days</p>	<ul style="list-style-type: none"> <li>- In terms of the word count, it is likely that your translator will require 5-7 working days in order to complete the translation and the proofreader will require an additional 2 working days for proofreading.</li> <li>- While German is language with a wide pool of talent and while you have some wiggle room based on the 10 working day turnaround allowed, to ensure you can safely book a linguist for 5-7 full days of translation, it will be necessary to start organise this as soon as possible to meet the required delivery time.</li> <li>- As the word count is of a higher volume, it is also highly likely that the text may be more complex and time-consuming to translate, therefore prioritising this will ensure that you can choose the best linguists for the tasks, given them sufficient time to complete the work and complete any additional QA or formatting requirements in good time.</li> </ul>
<p><b>Standard</b></p>	<p>Translation and Proofreading of a 500 word document from English into Tamil, to be delivered within 2 working days</p>	<ul style="list-style-type: none"> <li>- At 500 words, this is a low volume project which can likely be translated within 3-4 hours and proofread within 1 hour. Despite this, it will still be essential to begin organising this as soon as possible after the go ahead to meet the 2 day delivery requirement.</li> <li>- In terms of project management, there will be less to organise and manage compared to other projects, due to there only being 1 target language involved.</li> <li>- It is important to note, however, that Tamil is a rarer language which has a substantially smaller pool of professional linguists compared to the languages required for the other 3 projects on the list. This would therefore be more difficult to place than the 500 word Spanish project and time zone implications will also need to be factored into the delivery times.</li> </ul>
	<p>Translation and Proofreading of a 500 word document from English into Spanish, to be delivered within 2 working days</p>	<ul style="list-style-type: none"> <li>- At 500 words, this is a low volume project which can likely be translated within 3-4 hours and proofread within 1 hour. Despite this, it will still be essential to begin organising this as soon as possible after the go ahead.</li> <li>- In terms of project management, there will be less to organise and manage based on there only being 1 target language involved.</li> </ul>

		<ul style="list-style-type: none"> <li>- Spanish is a widely spoken language and therefore has a large pool of linguists available and should therefore be easier to place than the 500 word Tamil project.</li> </ul>
	Prepare a Translation, Proofreading and Subtitling quote for an existing client	<ul style="list-style-type: none"> <li>- A quote of this nature will likely require 15-20 minutes to prepare, including analysing the file in a CAT tool to determine the word count, preparing costs and sharing these with the client.</li> <li>- While some may prefer to prepare the quote immediately, if there are urgent projects to begin organising you may wish to send a short email to the client to confirm receipt and that you will provide them with a quote later that day.</li> <li>- If the enquiry is urgent or from a potential new client, you may wish to share this with a member of the company's Account Management team to complete, as it may require an in-depth discovery call with the client to determine their requirements.</li> </ul>
	Reply to an email from a translator regarding a terminology query for a project currently in progress	<ul style="list-style-type: none"> <li>- When receiving a query from a linguist regarding a current translation they are working on for you, consider the deadline and urgency of the project to determine how quickly you need to reply. A late response may impact the final delivery time to the client.</li> <li>- If the project is not urgent, you may wish to begin contacting linguists for the above projects, prior to acknowledging this query.</li> <li>- In any case, this email will only likely to require 5 minutes of your time to prepare and send, so it can easily be actioned before the end of the working day, to ensure that the linguist is not kept waiting for a substantial amount of time.</li> </ul>
<b>Lower</b>	Contact voiceover artists to check their rates and availability for an upcoming eLearning project	<ul style="list-style-type: none"> <li>- As these linguists are not required to begin working immediately, you will likely have room to begin organising this later in your day, or potentially the following morning.</li> <li>- Despite the lower level of urgency, it is still important to ensure that this task does not slip from your to do list. This could be for a high-profile project for an existing client, or to support the Sales team win an exciting new client.</li> <li>- You may therefore wish to do some initial research and email linguists and review their responses at a later time, or seek support from a colleague.</li> </ul>

	<p>Follow up outstanding quotes you have sent to your clients</p>	<ul style="list-style-type: none"> <li>- It is always important to ensure that the company has a sufficient amount of incoming requests from clients and a healthy sales pipeline, to ensure that the company meets its commercial and financial goals. As such, it is important for Project Managers to keep in touch with clients regularly and follow up any quotes provided to understand if they wish to proceed with translation.</li> <li>- As with the voiceover artist task above, this is not a task with a fixed deadline or that requires an immediate response. This would therefore fall lower on your list of immediate priorities compared to incoming projects or quotes.</li> </ul>
	<p>Reply to an email from a translator regarding queries to their invoice</p>	<ul style="list-style-type: none"> <li>- While it is important to treat linguists with as much respect as clients, especially in matters of relationships and finance, queries from linguists will generally not demand as much of an immediate/urgent response compared to requests from clients.</li> <li>- This may therefore fall on the lower end of priority scale if your attention is needed on other tasks.</li> <li>- In any case, this email will only likely to require 5 minutes of your time to prepare and send, so it can easily be actioned before the end of the working day, to ensure that the linguist is not kept waiting for a substantial amount of time.</li> </ul>