

Communications Needs Assessment

Welcome to ABC Language Solutions!

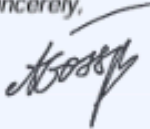
We are honoured to have you as our customer, and will do our best to help you put the power of language to work for you and your business to enable you to sell more goods and services, reduce expenses and mitigate risks.

Please review the following Communication Needs Assessment. A member of our team will be in touch shortly to discuss your specific communication needs, questions, or concerns. This needs assessment is designed to help us learn more about your existing translation needs, and your vision, goals and overall approach as it relates to communicating with clients, suppliers, partners, and stakeholders. This will help us determine whether there's a good fit between your business and our services and make our initial session as productive as possible.

You will feel assured working with us and knowing that you will be well taken care of. Our Canadian certified translators have been trusted by the United Nations, The World Bank, multinational corporations, and the everyday people immigrating to Canada. We believe in 100% customer satisfaction and for that reason we have a comprehensive 5 star guarantee that truly sets us apart in this industry. Whether your project is big or small, requires fast turnaround time, or technical expertise – we are confident that we can help you communicate effectively with those who matter most to you.

Congratulations on taking this step forward towards a more successful business. We are excited and look forward to working with you on your journey to communicate precisely in one or many foreign languages.

Sincerely,



Andrey Bondarenko, President
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BUSINESS INFORMATION:

Company Name:		Years in Business:	
Name:		Title:	
Phone Number:		Email:	
Today's Date:		Website:	



5-Star Quality Guarantee

• 5-Person Professional Project Team

Translator, editor, proofreader, typesetter and project manager, each of them has a minimum of 5 years' experience.

• 5-Point Pretranslation Check

In order to better understand your needs and requirements, we will always ask you at least 5 questions about the project before we start. (As we understand that direction in which you travel is much more important than the speed.)

• 5-Tier Quality Check

The project's requirements, progress and quality is consistently checked at least 5 times during 5 main production stages (pretranslation check/review, translation, editing, post-translation check/review, finalizing) in 5 main areas: terminology, grammar, style, spelling, formatting.

• 5-Hour Delivery Guarantee

We understand speed and deadlines. If we are late with delivery without a just cause by 5 hours or more, you will receive 5% off for each next hour we are late up to 5 more hours, after which the project is free.

• 55-Day Feedback and Follow-Up Program

We give you 55 days to review the documents during which we will fix any objective errors free of charge. We will also give you 5% off any preferential changes you may want to implement during this time. And we will touch base with you at least 5 times after the project to make sure everything is OK and to give you useful information and tips to make planning for your next project even easier.



1.	Who is your target audience? Please indicate age, education, profession, gender, location and any other details that would uniquely identify your target audience and that would help us choose a particular translation style suitable for your needs.	
2.	When is your deadline? Is your deadline extendable or is it set due to an important event such as a product launch? Is the deadline the most important aspect to you or can you extend it in order to accommodate quality assurance services that would be used to polish up and finalize your translation?	
3.	In what format you would like to receive your translation (e.g. Word, PDF, Html etc.)?	
4.	Do you require DTP (Desktop Publishing) services that could be used to typeset your translation in a desired format/layout?	
5.	Does your document contain any text that should not be translated, such as a company/event/product name? If yes, please indicate it prior to the project initiation.	
6.	Do you have a sample translation that you would like us to refer to in terms of style and terminology choices? Do you have translation glossaries or any other reference materials?	

7.	Does your translation require any special certifications? Does it require for translators to be certified or accredited by a specific organization (such as STIBC or ATIO)?	
8.	What is the purpose of your translation? Will you use this translation for information purposes only or will it be displayed publically as an advertisement?	
9.	Do you have any special requirements regarding the format of the dates, addresses, acronyms or any other specifications?	
10.	Are you planning to review this translation using different sources? If yes, please indicate which services you are planning to use, e.g. back-translation, proofreading by another translator/agency, or review by a native language speaker.	
11.	Are there any other requirements that you would like us to accommodate in your translation?	
	Other notes....	