

## Golemo, Tim

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**From:** Costello, Thomas [TCostello@languageline.com]  
**Sent:** Monday, November 16, 2009 10:14 AM  
**To:** Golemo, Tim  
**Cc:** Rogers, Angela  
**Subject:** RE: Language Line Info  
**Attachments:** QRG IL - DCEO.doc

Tim,

Here is a Quick Reference Guide that can be sent via email to the offices. I put the new number and the "new" Client ID on it. If they use the old number it will still work fine as it will forward to the new one. Please let me know when you would like me to make this effective?

Tom

Tom Costello  
*Strategic Account Executive - Government, Midwest*  
**Language Line Services**  
Direct: 877-735-9770  
Fax: 831-648-7595  
E-mail: [tcostello@languageline.com](mailto:tcostello@languageline.com)  
URL: <http://www.languageline.com>

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**From:** Golemo, Tim [mailto:Tim.Golemo@illinois.gov]  
**Sent:** Monday, November 16, 2009 9:05 AM  
**To:** Costello, Thomas  
**Cc:** Bailey, Willis  
**Subject:** RE: Language Line Info

That sounds like it will work. Thank you.

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**From:** Costello, Thomas [mailto:TCostello@languageline.com]  
**Sent:** Monday, November 16, 2009 8:29 AM  
**To:** Golemo, Tim  
**Subject:** Re: Language Line Info

Tim,

What we'd like to do is forward the old number to the new one so both will work fine. Then all we have to do is provide the quick reference guides with the correct Client ID , okay?

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NOTE: This e-mail is confidential and is intended only for the recipient(s) listed. Unauthorized use or disclosure of this e-mail or any of the information in it is strictly prohibited. If you are not a listed recipient or someone authorized to receive e-mail on behalf of a listed recipient, please reply to the sender that the e-mail was misdirected and delete the e-mail. Thank you.

-----Original Message-----

**From:** Golemo, Tim <Tim.Golemo@illinois.gov>  
**To:** Costello, Thomas <TCostello@languageline.com>  
**Cc:** Bailey, Willis <Willis.Bailey@illinois.gov>  
**Sent:** Mon Nov 16 06:18:12 2009  
**Subject:** RE: Language Line Info

## QUICK REFERENCE GUIDE



Language Line  
services

**IL - DCEO**

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

### WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-866-874-3972**
3. Enter on your telephone keypad or provide the representative:
  - 6-digit Client ID: **XXXXXXXX**
  - Tell the operator your organization: **IL - DCEO**
  - Tell the operator what language you need.  
An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. **ADD THE limited-ENGLISH SPEAKER** to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

### IMPORTANT TIPS:

**UNKNOWN LANGUAGE** – If you do not know which language to request, our representative will help you.

**LINE QUALITY PROBLEMS** – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

**WORKING WITH AN INTERPRETER** – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

**LENGTH OF CALL** – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

**INTERPRETER IDENTIFICATION** – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

**DEMONSTRATION LINE** – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at [www.LanguageLine.com](http://www.LanguageLine.com)

**DOCUMENT TRANSLATION** – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email [translation@languageline.com](mailto:translation@languageline.com).

**CUSTOMER SERVICE** – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

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[www.LanguageLine.com](http://www.LanguageLine.com)