



THE  
LANGUAGE  
SHOP

*Bringing languages to life*

Delivering high quality  
language services for  
over 25 years



## Language Services provided by the Language Shop

We provide a wide range of language services including but not limited to:

- > 24 hour telephone interpreting
- > face to face spoken language interpreting
- > written translations
- > British Sign Language interpreting
- > Braille.

## How to access our services

For quick and easy registration to access our full range of services please:

- E-mail [bookingsnls@newham.gov.uk](mailto:bookingsnls@newham.gov.uk) and request to be registered with the service giving the following information:
  - services required i.e. face to face interpreting and telephone interpreting
  - full name and postal address
  - your email address
  - your budget code or equivalent
  - your telephone numbers, landline and mobile if available.
- You will then receive your password and guidance on using our on-line booking service.

### Face to face spoken language interpreting and British Sign Language interpreting services

- Fully complete your online request.
- You will receive a response confirming the receipt of your request.
- Once an interpreter has been assigned you will receive your confirmation.
- At the end of the assignment please complete the interpreter's timesheet.
- To ensure we continue to provide you with the best quality service please provide feedback of the service received in the space provided on the timesheet.

### Telephone interpreting service

- You will be issued a unique access code to enable you to use the telephone interpreting service 24 hours 365 days a year.
- You can record your unique code on the reverse of this card for ease of use.

- Please dial 020 3373 1700.
- An operator will answer your call and request your access code.
- You will then be connected to an interpreter for your required language.
- You can use the reverse of this card to establish the language required.
- Once you have completed your call simply hang up.

### Translations/audio translations/Braille/large print

- Please e-mail your request and document to be translated to [translations@newham.gov.uk](mailto:translations@newham.gov.uk) giving the following information:
  - details of the translation required: i.e. specific instructions including name and number of languages
  - full name and postal address
  - your email address
  - your budget code or equivalent
  - your telephone numbers, landline and mobile if available.
- Make sure you have identified the customer's preferred language. If no written language is understood, then indicate the spoken language required and an audiotape or face to face interpreting can be arranged.

### Comments/feedback

If you wish to make any comments or give feedback about the services you have received or would like further information on what is available to you, please contact the Language Shop on **020 3373 4000** or email [bookingsnls@newham.gov.uk](mailto:bookingsnls@newham.gov.uk)



# For 24 hour telephone interpreting dial **020 3373 1700**

When calling ensure you give the correct access code

Access code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Point to your language and an interpreter will be called.

<b>Albanian</b>	Tregoni me gisht gjuhën tuaj dhe një përkthyes do të thirret	<b>Lithuanian</b>	Nurodykite savo kalbą ir vertėjas bus pakviestas.
<b>Arabic</b>	أشر إلى لغتك وسيتم استدعاء مترجم.	<b>Mandarin</b>	请指出你使用的语言，我们会联系传译员。
<b>Bengali/Sylheti</b>	আপনার ভাষা কোনটা দেখান এবং একজন ইন্টারপ্রিটার বা দোভাষীকে ডাকা হবে	<b>Malayalam</b>	നാങ്കളുടെ ഭാഷ ചൂണ്ടിക്കാണിക്കുക, ഒരു പരിഭാഷകനെ വിളിക്കുന്നതാണ്.
<b>Bosnian</b>	Pokažite koji je Vaš jezik i prevodilac će biti pozvan	<b>Pashto</b>	خپله ژبه د گوتې په اشاره راوښايست نو ژباړونکى يا مترجمان به درته راوغوښتل شي.
<b>Bulgarian</b>	Посочете Вашият език и ще Ви бъде извикан преводач	<b>Polish</b>	Proszę wskazać swój język, a zostanie nawiązane połączenie z tłumaczem.
<b>Cantonese</b>	請指出你使用的語言，我們便會聯絡傳譯員。	<b>Portuguese</b>	Indique a sua língua e será chamado um intérprete.
<b>Czech</b>	Vyberte jazyk, který potřebujete, a bude Vám zavolán tlumočnick	<b>Punjabi</b>	ਅਪਣੀ ਭਾਸ਼ਾ ਵਲ ਦਿਸ਼ਾਰਾ ਕਰੋ ਅਤੇ ਤੁਹਾਡੇ ਲਈ ਇੱਕ ਦੁਬਾਸੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ।
<b>Farsi</b>	زبان خود را با انگشت اشاره نشان دهید. تا مترجمی حضور یابد.	<b>Romanian</b>	Aratati limba pe care o vorbiti si va fi contactat un interpret
<b>French</b>	Indiquez du doigt la langue que vous parlez et on fera appel à un interprète	<b>Russian</b>	Укажите свой язык, и мы пригласим переводчика
<b>Greek</b>	Υποδείξτε τη γλώσσα που μιλάτε και θα φέρουμε διερμηνέα.	<b>Slovak</b>	Ukážte, ktorý je Vaš jazyk a zavoláme tlmočníka.
<b>Gujarati</b>	તમારી ભાષા બતાવો અને દુભાષિયાને બોલાવવાની આગ્રહ.	<b>Somali</b>	Tilmaan luuqaddaada oo turjumaan baa laguugu yeedhi doonaa
<b>Hindi</b>	अपनी भाषा की ओर संकेत करें, एक अनुवादक बुलाया जायेगा।	<b>Spanish</b>	Señale su idioma con el dedo y llamaremos a un/a intérprete.
<b>Hungarian</b>	Válassza ki a kívánt nyelvet, és a megfelelő tolmács hívása megkezdődik	<b>Tamil</b>	உங்கள் மொழியைக் சுட்டிக் காட்டவும். ஒரு மொழிபெயர்ப்பாளர் அழைக்கப்படுவார்
<b>Italian</b>	Indica la tua lingua e un interprete sarà a tua disposizione	<b>Turkish</b>	Konuştüğünüz dili parmağınızla gösterin. Türkçe bilen bir tercümanımız biraz sonra gelecektir.
<b>Kurdish</b>	ناژه بکه به زمانهکی خوت و ودرگیزیکی زاردکی (دیلمانج) بانگ دهکرت	<b>Twi</b>	<b>Mia Twi kasa no so na yɛbefɛ obi a ɔte Twi ama wo</b>
<b>Latvian</b>	Lūdzu, norādiet Jūsu valodu, un Jums tiks izsaukts tulks	<b>Urdu</b>	اپنی زبان کی طرف اشارہ کیجئے اور ایک ترجمان کو بلا یا جائے گا
<b>Lingala</b>	Pona monoko nayo mpo ete tobenga interprete.	<b>Vietnamese</b>	Chỉ vào ngôn ngữ của bạn và thông dịch viên sẽ được gọi đến

