

The AIIC Private Market Sector

Survey of groups of conference interpreters

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All the information provided will be used exclusively for statistical or comparative purposes. Confidentiality is of course guaranteed. A report on the findings of the survey will be presented at the AIIC Private Market Sector meeting to be held in Amsterdam on January 13-14 2001.

1. General

What is the name of your group?

Where are you based (city and country)?

Please give us a brief description of the group and its organisation.

2. Membership

How many interpreters are members of your group?
members of AIIC?

How many of them are also

Are there any other members? (please specify)

3. Legal form of the group

Answering service/secretariat

Registered Association

European economic interest grouping

Other (please specify)

Co-operative

Informal association

Private company

4. Structure

Does the group have secretarial or other staff?

Does the group have its own office?

5. Services offered

a) what type of services does your group offer?

| | |
|--|--------------------------------|
| Availabilities management: for members | for non-members |
| Answering service: for members | for non-members |
| Recruitment of interpreter teams | Hiring SI equipment |
| Translation | Liaison interpreters/hostesses |
| Other services (please specify) | |

b) Does the group as such assume responsibilities vis-à-vis clients?

| | |
|--------------------------------------|------------------------|
| Single contract with customer | Single invoicing |
| Centralised payments to interpreters | Other (please specify) |

6. Business Management

How is the group run?

Who is in charge of day-to-day management?

Are management/supervising activities carried out by members of the group?

Do members take turns in doing so?

7. Financing

How long ago was the group set up?

How were the initial costs met?

How are running costs covered?

Are costs shared equally among members or do you follow a specific distribution key?

Do you charge non-members a contribution to cover costs?

8. Work generation and distribution

Does the group as such generate interpreting work?

How is this work shared?

Are all enquiries channelled to individual members?

In the case of Group clients, who decides on team composition?

In the case of Members' clients, who decides on team composition?

What percentage of the interpreting work generated by the group goes to group members?

9. Publicity: does your group advertise through

P.R./promotional actions

Yellow pages

A web site

Convention Bureaus

Specialised or trade publications

Other? (please specify)

10. Co-operation with other groups

Does the group have a policy of systematic referrals to other groups elsewhere?
Is your group part of an international network of recruiters?

11. Business ethics

Do you have a Code or Guidelines in the field of business ethics?
Do you have a policy of refusing work if you consider the client, or the client's request, to be unethical?

12. Success factors

Has your group achieved its market share objectives, if any?
Does it generate enough work for members?
Are members/clients satisfied with the services provided?

13. Future trends

How often are Eastern and Central European/other non-traditional languages used in your region?
How do you find and recruit colleagues working into or from those languages?
Any other specific trend?

14. Policy towards young interpreters

Does your group have a policy of helping junior colleagues start in the profession?
How do you deal with requests for information from young graduates and would-be conference interpreters?

15. AIIC's future contribution

What do you think the Association could do to facilitate the work of AIIC interpreter groups?
Do you think AIIC has a role to play in PR/marketing in the private market sector?
Would you consider useful a set of Guidelines or Best practices to help interpreters wishing to set up a group?
Do you believe that a Directory of AIIC contact points would be useful?

Thank you for your time and effort in filling this questionnaire. We will be in touch.