

### **SATISFIED CUSTOMERS** - *Comments that say it all*

It's easy for people to complain, but it takes more effort for a client to write and thank you for a good service or piece of work. Here are some unprompted comments from our customers:

#### **TRANSLATIONS:**

*"Thank you very much. I rate Business Language Services very highly, and would highly recommend you to others."*  
Spectrum Technologies, Bridgend

*"The translation is perfect. I want to congratulate your team because the translation of 34 files in one week is impressive!"*  
Spie SA, Paris

*"I would like to pass on our French agent's comments that the job is the best technical translation he has seen, and we think you give an excellent service."*  
BW Manufacturing, Welshpool

#### **LANGUAGE TRAINING:**

*"Very professional trainers. Relaxed atmosphere. Hard but realistic pace of learning."*  
Dave Cartright, Bosch UK

*"The course was totally satisfactory for me. It forced me to speak, which helped me to build my knowledge and confidence."*  
Gillian Matthews, L'Oréal

*"A very professionally-run course. The tutor was able to adapt the pace and content to my needs, and also to provide a range of useful cultural information."*  
Ray Smith, Deutsche Bank



**BLS's clients include:** ACNielsen, Alcoa, Alfa-Laval, Arvin Meritor, Merck, Bosch, Brann Direct, Companies House, Continental Teves, Corus, Deutsche Bank, ELF Oil, Ernst & Young, Eversheds, Fiamm, Ford Motor Co., Grant Thornton, Grundig, HM Customs & Excise, Hoover, HTV, Imperial Tobacco, International Baccalaureate, Lafarge Cement, Linde, L'Oréal, Gerling NCM, Nortel, Procter & Gamble Pharmaceuticals, Pirelli, Rover Group, Senior Automotive, Shield Medicare, Spie SA, Technicolor, Valeo, Wales Tourist Board, the WDA.

**BUSINESS LANGUAGE SERVICES** - *For all your language needs*

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**THE COMPLETE LANGUAGE SERVICE** - *For all your language needs*

**In the words of a German Chancellor:**  
*"If I am selling to you then I will speak English, but if you are selling to me, dann müssen Sie Deutsch sprechen."*

International business requires effective communications. English is the most widely-used business language today, but business people who ignore the language and culture of their customers do so at their peril.

### **THE COMPANY AND STAFF** - *The complete language service*

Business Language Services (BLS) is one of the UK's leading language services companies, a full member of The Association of Translation Companies (ATC) and an Approved Centre for language NVQs. Established in 1990, BLS provides a comprehensive translation, localisation and interpreting service in all major languages; tailor-made English and foreign language training; voice-overs, recording and subtitling; foreign telemarketing and research; desktop publishing; audits and consultancy.

Based in the UK, BLS has nine full-time staff, including experienced translators, interpreters and tutors covering several European languages. The majority of staff have worked for BLS for over 10 years. With our team of over 200 specialist linguists, we can provide a quality service for all your language needs.

### **FOREIGN LANGUAGE TRAINING** - *Our training speaks for itself*

BLS provides tailor-made language training from beginner to advanced level, in all major languages. We can cater for any size of group and specialise in one-to-one and small group programmes. Courses can be 'drip-feed' or intensive, in-house or at our fully-equipped training centre. Training sessions can take place at any time of the day and courses can start throughout the year.

Prior to training, we offer to analyse the level and specific requirements of the trainees and to give our recommendations as to the most suitable group size and make-up, format, languages and levels, materials etc. We also offer to report on the progress made by trainees, with recommendations for any future training.

All our tutors are well-qualified linguists, with significant experience of teaching foreign languages to business and professional people. All tutors have access to BLS's comprehensive library of training materials and resources.

Most courses are linked to the National Language Standards. BLS is an Approved Centre for language NVQs, and training can be geared to most nationally-recognised qualifications.

### **ENGLISH LANGUAGE TRAINING** - *Our training speaks for itself*

BLS provides intensive English language training (EFL) programmes for business people based outside the UK and flexible 'drip-feed' or intensive courses for UK-based trainees. Courses are available throughout the year.

Our training centre is in Abergavenny, a beautiful market town on the edge of the Brecon Beacons National Park, yet close to Cardiff, Cheltenham and Bristol. The town has many fine shops and restaurants, a Norman castle and outdoor pursuits and arts events to suit all tastes.

BLS analyses the level and requirements of trainees and develops new training materials for each course. All BLS's tutors are experienced training professionals. We aim to achieve the maximum improvement in relevant language skills in the time available.

We offer to collect trainees from their arrival airport and to provide transport during their stay. Trainees can stay with one of BLS's host families, so that they are immersed in the language and culture of the UK; our families are professional people with large houses close to our training centre who offer a warm welcome and a caring attitude. Alternatively, there is a wide range of hotels and B&Bs in the area, to suit most tastes and budgets. All trainees are invited to the houses of BLS's partners for dinner and there is an option of a full social programme in the evenings and at weekends.

[www.businesslanguageservices.co.uk](http://www.businesslanguageservices.co.uk)

## **TRANSLATION • INTERPRETING • LANGUAGE TRAINING • VOICE-OVER • TELEMARKETING**

### **TRANSLATION** - *Accurate, Professional, Confidential, On time*

Clear, unambiguous translation is crucial to the quality of foreign communication. Poor quality translations can result in misunderstandings, delays, lost business and even lawsuits.

Staff or agents with a knowledge of languages can often understand the gist of a foreign text or deal with simple correspondence. However, because a person speaks a language fluently, it does not necessarily mean that he/she can translate documents into the language, especially ones of a complex legal or technical nature. BLS has many years experience of translating documents of all kinds, into and from all major world languages, so why not entrust our professional translators?

BLS provides a fast, high quality, confidential translation service at competitive rates. We will work with your staff to ensure we understand your company and its products. We will build up glossaries, both manually and with specialised software, thereby ensuring that key words and phrases are translated consistently in all your main languages, every time.

BLS offers to manage your multilingual projects, from conception and design through to delivery of the final translated documents. We will localise your software, product and sales literature to ensure that they are tailored to the relevant markets.

For a fixed-price quotation, simply send us the texts and we will get straight back to you.

### **INTERPRETING** - *Meeting your requirements*

For meetings, works councils, exhibitions, guided tours, court work and conferences, BLS provides the complete interpreting service.

Our team of well-qualified interpreters comprises both experienced local linguists, who can respond quickly to provide consecutive interpreting at a meeting or for a video-conference call, and international interpreters who work worldwide to provide simultaneous interpreting at major international conferences and workshops.

We can provide all the interpreting equipment you may need, including sound-proofed booths, a full sound and amplification system, cordless headsets, microphones, recording equipment and tour-guide systems.

### **VOICE-OVER/RECORDING** - *Let our experience guide you*

BLS has significant experience of translating scripts and providing foreign language recordings for guided tours of major cities such as London, Stockholm, Edinburgh and Bath. Recordings can be output with soundtracks and special effects in a variety of formats, to suit you.

We also provide voice-overs, dubbing and subtitling for promotional videos and DVDs in most languages and offer a full video and DVD production and replication service.

NVQ

Member  
**ATC**  
Association of  
Translation  
Companies

**BLS**

Business Language Services