




















## Guidelines for Using Interpretation & Translation Services

(For Public Service Providers)

### 傳譯及翻譯服務使用指引 (公共服務提供者)

1 Easy-Call 一「易」通

#### Telephone Interpretation Service Hotlines 電話傳譯服務熱線:

			
Bahasa Indonesia 印尼語  3755 6811	Nepali 尼泊爾語  3755 6822	Urdu 烏爾都語  3755 6833	Punjabi 旁遮普語  3755 6844
			
Tagalog 他加祿語  3755 6855	Thai 泰語  3755 6866	Hindi 印度語  3755 6877	Vietnamese 越南語  3755 6888
Public service providers (Direct line) 公共服務提供者(直線)			 3755 6800



Enquiry about Interpretation & Translation Services 傳譯及翻譯服務查詢

☎: 3106 3104

☎: 3106 0455

@: tis-cheer@hkcs.email

General Enquiry 一般查詢

☎: 3106 3104

☎: 3106 0454

@: cheer@hkcs.email

Multi-Languages Information Website 多國語言資訊網頁 : [www.hkcscheer.net](http://www.hkcscheer.net)

## Content 內容

	Foreword 前言	P.2
1.	Telephone Interpretation Service (TELIS) 1 Easy-Call 電話傳譯服務 (TELIS)	P.3 – P.7
2.	On-Site Interpretation Service (OIS) 即場傳譯服務 (OIS)	P.8 – P.9
3.	Simultaneous Interpretation Service (SIS) 即時傳譯服務 (SIS)	P.10
4.	Translation Service (TS) and Proof-reading Service (PS) 筆譯服務 (TS) 及 校對服務 (PS)	P.11
5.	Voice-Recording Service (VRS) 錄音服務 (VRS)	P.12
6.	Sight Translation Service for Service Providers (STS) 給予公共服務提供者的視譯服務 (STS)	P.12
7.	WhatsApp & Sight Interpretation Service (WSIS) 視譯服務 (WSIS)	P.13
8.	Bridging Service (BS) 轉介服務 (BS)	P.13
9.	Handy Communication with Non-English/Chinese Speaker 學習少數族裔語言作簡易溝通	P.36-P.39

Appendix 附件 (Only English version is available if not specify 如無註明即只提供英文版本)

I	CHEER Language Identification Card CHEER 語言識別咭	P.14
II	Role of interpreter and Consent to use interpretation services 傳譯員的角色和使用傳譯服務同意書	P.15
III	Seeking consent from EM service users (少數族裔服務使用者同意書)	P.16
IV	CHEER 1 Easy Call Hotline Numbers List CHEER 1「易」通 電話熱線一覽表	P.17
V	TELIS Appointment Request Form 電話傳譯服務預約申請表	P.18
VI	OIS Request Form 即場傳譯服務申請表	P.19
VII	SIS Request Form 即時傳譯服務申請表	P.20
VIII	TS Request Form & PS Request Form 筆譯服務申請表 及 校對服務申請表	P.21
IX	VRS Request Form 錄音服務預約申請表	P.22
X	STS Request Form 給予公共服務提供者的視譯服務申請表	P.23
XI	Bridging Service Form 轉介服務申請表	P.24
XII	Feedback from Public Service Providers 公共服務提供者意見表	P.25
XIII	Feedback from EM Service Users 少數族裔服務使用者意見表 (printed in English and 8 EM languages 以英文及 8 種少數族裔語言印刷)	P.26-34
XIV	Application for Agency Code 機構代碼申請表 (printed in English 以英文語言印刷)	P.35

## I. Foreword:

This guideline is intended to enable **public service providers from Government departments** to take a quick grasp of the interpretation and translation services which are provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) of Hong Kong Christian Service. Please refer to the full version of the Guidelines (English version only) for details of the service, which has been uploaded to the Central Cyber Government Office (CCGO) by the Home Affairs Department (HAD).

## II. About CHEER:

**Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)** is one of the support service centres funded by the Home Affairs Department (HAD) of HKSAR Government to provide accessible services to ethnic minorities in Hong Kong. Through the provision of services ranging from tangible interpreting service to multi-dimensional programmes, CHEER aims at facilitating ethnic minority people to have a cheerful and harmonious life in the society.

## III. Service Targets of Interpretation and Translation Services:

- ◆ **Non-Chinese/non-English speaking ethnic minority (EM) people** who are living in Hong Kong
- ◆ **\*Public service providers**

## IV. Objectives of Interpretation and Translation Services:

- ◆ To enable non-Chinese/non-English speaking EM to **access public services and resources**
- ◆ To **ease communication** between non-Chinese/non-English speaking EM in Hong Kong and the public service providers

## V. Format of Interpretation and Translation Services:

Provide services in **English and 8 ethnic minority languages/dialects** including:

1. Bahasa Indonesia
2. Hindi
3. Nepali
4. Punjabi
5. Tagalog
6. Thai
7. Urdu
8. Vietnamese

**\*Remark:**

**Priority will be given to public service providers without other interpretation support provided by their own organizations / departments. Public service providers who can access to in-house interpretation support should make their own arrangements on provision of interpreters. In particular, the service is not intended for cases involving specialized or professional fields (e.g. involving medical or legal terms), or involving high-risk liabilities. Public service providers should separately arrange for interpreters with specialized training for these areas**

# 1. Telephone Interpretation Service (TELIS) &



## Telephone Interpretation Service Appointment (TELISA)

**TELIS/TELISA** (電話傳譯服務/ 電話傳譯服務預約) will include interpretation from **English to 8 EM languages**. Besides, service from **Cantonese to 4 EM languages (Hindi, Punjabi, Urdu, Nepali)** will mainly be operated during office hours of public service providers (*i.e. Monday to Friday 9am to 5pm, Saturday 9am to 1pm; except 1pm to 2pm on Monday to Friday and public holiday*). In the case Cantonese interpreters are not available; calls will be handled by English speaking interpreters.

<b>Service Format:</b>	<p><b>Via the telephone system which facilitates 3-way voice conference</b> enabling provision of over-the-phone interpretation among EM service user, public service provider and Interpreter/Translator. <b>Pre-booking of telephone interpretation is available</b> to facilitate better matching of interpreters to cater the needs of EM users such as gender.</p> <p>Upon requests and consents from public service providers and EM service users, online web-conference can be provided via use of IP Phone with built in camera at the 16 satellite centres and other web-conference tools such as whatsapp video call, zoom, google meet, google hangout etc.</p>	
<b>Hotline numbers:</b>	<p><b>8 hotline numbers</b> for the different languages for easy dial by users and <b>a designated hotline number for service providers</b> including government departments, NGOs and schools will be provided.</p>	
<b>Languages</b>		<b>Hotline Number</b>
Hotline for Bahasa Indonesia		3755-6811
Hotline for Nepali		3755-6822
Hotline for Urdu		3755-6833
Hotline for Punjabi		3755-6844
Hotline for Tagalog		3755-6855
Hotline for Thai		3755-6866
Hotline for Hindi		3755-6877
Hotline for Vietnamese		3755-6888
Hotline for Public Service Providers including Government departments, NGOs and Schools		3755-6800
<b>Operation Hour:</b>	<p>TELIS: <b>Monday – Sunday from 8a.m. to 10p.m.</b> (except public holidays)</p> <p>TELISA: <b>Monday – Friday from 10a.m. to 6p.m., Saturday from 10a.m. to 2p.m.</b> (except public holidays)</p>	

<b>Support during Non-operation Hour:</b>	An English and/or Cantonese speaking staff will standby to answer calls during non-operation hours to arrange interpretation support on URGENT MATTERS
<b>Applicants:</b>	<ul style="list-style-type: none"> <li>• EM users</li> <li>• Public service providers</li> </ul>
<b>Application:</b>	<p>TELIS:</p> <ul style="list-style-type: none"> <li>• Call our hotlines and get <b>immediate</b> TELIS support.</li> <li>• In the case of no interpreter is available, callers can leave voicemail in the system. All voicemails will be replied as soon as possible. The voicemail system is able to hold 9999 messages per phone.</li> </ul>
	<p>TELISA:</p> <ul style="list-style-type: none"> <li>• Make booking at least <b>3 working days</b> in advance by calling our hotlines or completing “TELIS Appointment Request Form” and return to CHEER via fax or email.</li> <li>• Reply for TELIS Appointment will be made via email or fax within <b>24 hours</b>.</li> </ul>
<b>Fee:</b>	<b>Free of charge</b>



#### **Cancellation of TELIS Appointment:**

- ◆ Call the TELIS hotline of respective language **at least 24 hours** prior to the scheduled TELIS Appointment or,
- ◆ Call the TELIS hotlines of respective language **immediately** in case your EM user failed to attend the appointment.
- ◆ **The TELIS Appointment shall be cancelled automatically if it cannot begin within 15 minutes of the scheduled time.**



## GOOD Practice of using TELIS & TELISA:

### BEFORE TELIS & TELISA:

- **Make a booking for TELIS Appointment under below circumstances**

When special arrangement is necessary, e.g. A male or female interpreter particularly requested by EM users or assessed as appropriate for sensitive cases.

When doing initial intake, helping clients to filling up forms or handling application procedures that may take longer time, and when such needs are foreseeable.

- **Arrange suitable communication devices**

- Use either (i) telephones with speaker phone functions or (ii) two fixed line telephones, instead of using mobile phone.
- (*\*The quality of the call may be adversely affected by background echo noise if mobile phone is used.*)
- Use a webcam to facilitate online face-to-face communication with our interpreter whenever necessary or requested by EM users.

- **Identify suitable language**

Use "CHEER Language Identification Card" (Appendix I) or call the direct line at (No. 3755 6800) to identify the language used by EM users.

- **Explain roles and functions of interpreters to EM users**

Use the "Role of interpreter and consent to use interpretation service" (Appendix II) to make an introduction to EM users.

- **Find a quiet place, set enough time for interpretation and you are READY TO CALL TELIS Hotlines.**

*(\*If the hotline of respective language is engaged, you may leave a message & the interpreter will call you back as soon as possible.)*

### DURING TELIS & TELISA:

1. Mark down the **NAME of the interpreter**
2. Ensure the **interpreter can speak the requested language**
3. **Tell the interpreter** the following information:
  - ◆ Your Agency Code (if any) (*\*refer to Appendix XIV*)
  - ◆ Your Name and Title
  - ◆ Agency Name and Contact Means (*\*skip if Agency Code is available*)
  - ◆ Brief information about objective of your call
  - ◆ Whether you need 3-way conference or use webcam
4. **AVOID technical terms and professional jargons**
5. **Keep sentence SHORT**
6. **Allow ENOUGH TIME for interpretation**
7. **Summarize the outcomes, ready to clarify and further explain** to the EM user if there is anything unclear.



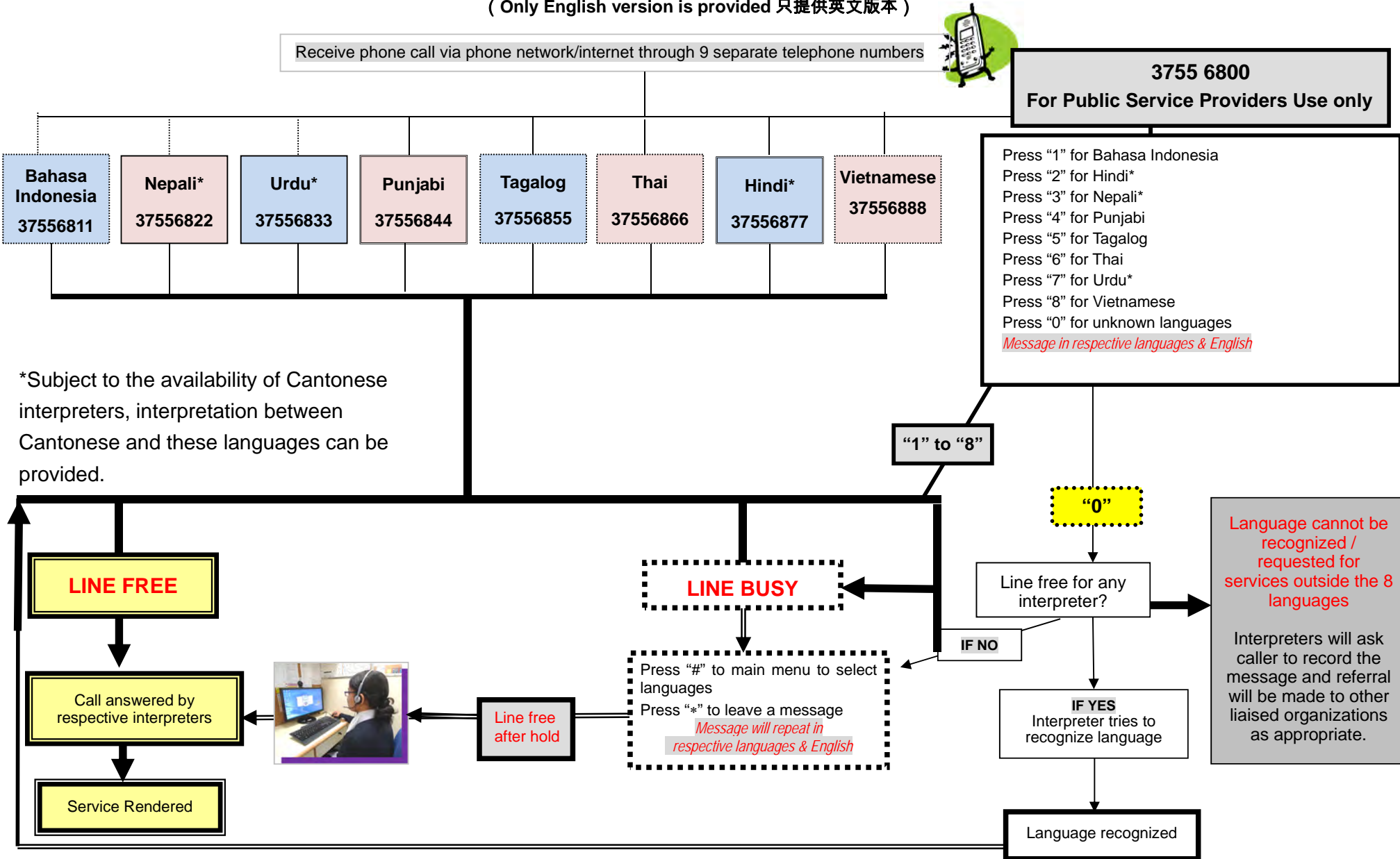
### AFTER TELIS & TELISA:

- ◆ Complete the feedback forms for you and the EM users (Appendix XII and XIII), return to us via fax (No. 3106 0455) or email (tis-cheer@hkcs.email).



# Operation Flowchart of TELIS during Operation Hours / 電話傳譯服務 (TELIS)於辦公時間的操作流程圖

( Only English version is provided 只提供英文版本 )





**Operation Flowchart During Non-operation Hours 電話傳譯服務(TELIS)於非辦公時間的操作流程圖**

( Only English version is provided 只提供英文版本 )

**1 English or/and Cantonese-speaking staff stands by**



Receive phone call via phone network/internet through 9 separate telephone numbers

- ◆ Thank you for calling HKCS telephone interpretation service.
  - ◆ Sorry! It is now outside our operation hours.
  - ◆ For emergency, you can call the following hotlines: Call 999 to contact the police, fire and ambulance services, call Social Welfare Department 24-hr Hotline at 18288, call suicidal prevention hotline at 2896 0000, call 18281 in case of sexual violence or call 1823 for enquiry to government departments.
  - ◆ **For urgent matters requiring interpretation, please press “1”. Our staff will answer the call in English.**
  - ◆ For other matters, please call back during our operation hours. Our operation hour is from Monday to Sunday, from 8am to 10pm.
- Message in 8 languages & English*

**Press “1” for Urgent Matters**

Thank you for calling the emergency hotline of HKCS telephone interpretation service.  
Please hold, our staff would answer your call shortly. *Message in English*


**LINE FREE**

**LINE BUSY**

Staff answers the call to Identify Urgent/ Non-Urgent requests

Sorry that line is busy.  
Press “\*” to leave a message;  
or you can hold.  
*Message in English*

**Non-Urgent Request**  
Advise callers to call back during the operation hours

**Urgent Request**   
Check with interpreters and confirm whether interpretation support is available AS SOON AS POSSIBLE

**Hold**  
*(for max. 90 seconds)*

**Press “\*”**

Transfer user’s call to interpreter immediately while user on hold

Call back users after finding interpreter AS SOON AS POSSIBLE

Please leave your name, name of organization and telephone number, enquiry or required service after the beep tone.  
*Message in English*

**Service Rendered**

Interpreter support not available  
(Service cannot be rendered)

## 2. On-Site Interpretation Service (OIS) 即場傳譯服務

<b>Service Format:</b>	<b>Face-to-face interpretation</b> when our interpreters are present physically in the same place as the public service provider and the EM user.
<b>Operation Hour:</b>	<b>Monday – Friday from 10a.m. to 6p.m., Saturday from 10a.m. to 2p.m.</b> (except public holidays)
<b>Applicants:</b>	Public service providers
<b>Application:</b>	<ul style="list-style-type: none"> <li>• Make booking at least <b>3 working days</b> in advance by completing “OIS Request Form” and return to CHEER via fax or email</li> <li>• Reply for OIS will be made via email or fax within <b>24 hours</b>.</li> </ul>
<b>Fee Waive:</b>	Fee will be waived for: <i>1) all for government subsidized kindergartens/nursery schools, public primary and secondary schools, public-funded tertiary institutions and NGOs.</i>
<b>Fee:</b>	During Operation Hour: <b>\$100 per hour</b> During Non-Operation Hour: <b>\$200 per hour</b>

### Settlement of Payment:

1. **PAID BY CASH** to our interpreters upon completion of OIS service on site. Please give exact amount of fee to the interpreters and official receipt will be issued upon request.
2. **REQUEST FOR AN INVOICE** from us and **SETTLE THE PAYMENT BY CHEQUE**.



### Cancellation of OIS:

- ◆ Call the TELIS hotline of respective language **at least 24 hours** prior to the scheduled OIS appointment or,
- ◆ Call the TELIS hotline of respective language **immediately** in case your EM user failed to attend the appointment. **The OIS appointment shall be cancelled automatically if it cannot begin within 15 minutes of the scheduled time.**



## GOOD Practice of using OIS:

### BEFORE OIS:

#### 1. Make a booking as early as possible

- ◆ As OIS is provided according to assessment of need and resource priorities, it is always a good practice to make appointment as early as possible to ensure availability of suitable interpreters.

#### 2. Give clear and correct information on the “OIS Request Form” (Appendix VI)

- ◆ Ensure information provided on the form are clear and correct, return to us via fax (No. 3106 0455) or email (tis-cheer@hkcs.email) at least 3 working days in advance.

#### 3. Request for male or female interpreters when appropriate

- ◆ A male or female interpreter is particularly necessary due to cultural needs of the EM users and when gender differences may affect the participation of the EM user.
- ◆ It is always a good practice to arrange a male or female interpreter when requested by EM users or assessed as appropriate for sensitive cases.

#### 4. Find a quiet place to conduct the OIS and set enough time for interpretation

### DURING OIS:

1. Allow the interpreter to **INTRODUCE** himself or herself (name, roles and functions)
2. **Ensure the EM user knows who will participate** in the interpretation process
3. **Look at, speak to and ask questions to the EM user DIRECTLY**



#### 4. AVOID technical terms and professional jargons

- ◆ Remember that interpreters are not someone from your profession; they are there to provide interpretation service only.

#### • Keep sentence **SHORT**

#### • Allow **ENOUGH TIME** for interpretation

#### • Ask open-ended questions regularly to ensure mutual understanding is achieved

- ◆ It is always a good practice to summarize the outcomes, ready to clarify and further explain to the EM user if there is anything unclear.

### AFTER OIS:

- ◆ Complete the feedback forms for you and the EM users (Appendix XII and XIII), return to us via fax (No. 3106 0455) or email (tis-cheer@hkcs.email).
- ◆ Settle the payment for OIS by Cash or Cheque



### 3. Simultaneous Interpretation Service (SIS) 即時傳譯服務

<b>Service Format:</b>	Face-to-face interpretation when our Interpreter/Translator is present physically in the same place as the public service providers and the EM users. It also gives support to service providers on transmitting essential information to respective groups of EM users in workshops and seminars.
<b>Operation Hour:</b>	<b>Monday – Friday from 10a.m. to 6p.m., Saturday from 10a.m. to 2p.m.</b> (except public holidays)
<b>Applicants:</b>	Public service providers
<b>Application:</b>	<ul style="list-style-type: none"> <li>• Make booking for the service at least <b>21 working days</b> in advance by completing “SIS Request Form” and return to us via fax or email</li> <li>• Reply for SIS will be made via fax or email within <b>7 working days</b>.</li> </ul>
<b>Fee Waive:</b>	Fees will be waived for: <ul style="list-style-type: none"> <li>• <i>all government subsidized kindergartens/nursery schools, public primary and secondary schools, public-funded tertiary institutions and NGOs.</i></li> </ul>
<b>Fee:</b>	During Operation Hour: <b>\$200 per hour</b> During Non-Operation Hour: <b>\$400 per hour</b>
<b>Remark:</b>	<ul style="list-style-type: none"> <li>• The duration of each SIS request is a maximum 2 hour, and the contents of requests would be information that promotes EM’s access or understanding of school system, service or information, such as an orientation briefing session to parents of new students, application procedures of the central allocation systems for primary/ secondary schools.</li> </ul>

#### Settlement of Payment:

1. **PAID BY CASH** to our interpreters upon completion of SIS service on site. Please give exact amount of fee to the interpreters and official receipt will be issued on request.
2. **REQUEST FOR AN INVOICE** from us and **SETTLE THE PAYMENT BY CHEQUE**.



#### Cancellation of SIS:

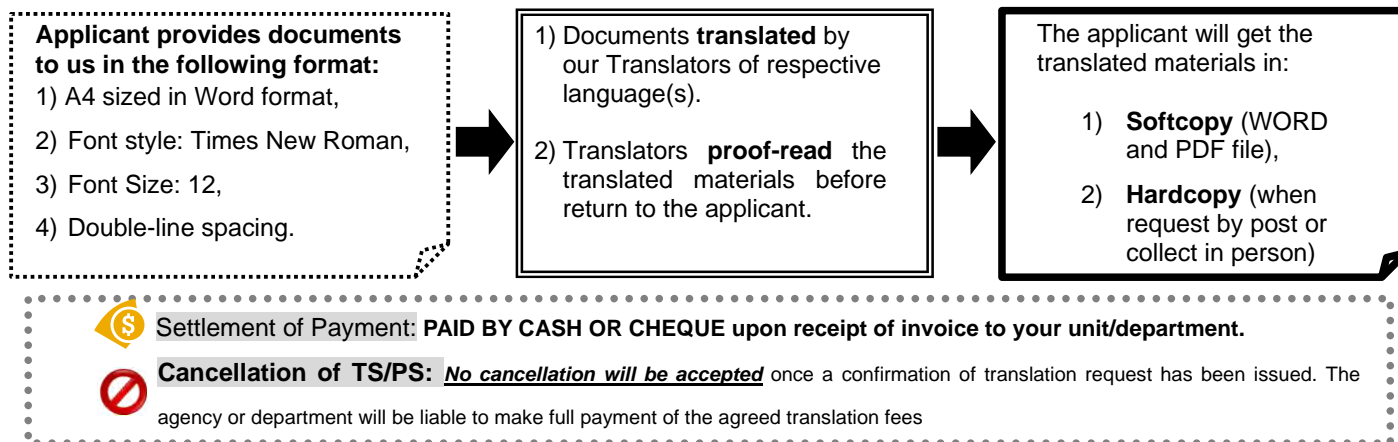
- ◆ Call the TELIS hotline of respective language **at least 24 hours** prior to the scheduled SIS appointment or, Call the TELIS hotline of respective language **immediately** in case your EM users failed to attend the appointment.
- ◆ **The SIS appointment shall be cancelled automatically if it cannot begin within 15 minutes of the scheduled time.**

## 4. Translation Service (TS) & Proof-reading Service (PS)

### 筆譯服務及校對服務

<b>Service Format:</b>	<p>TS : Translation of written communication from English into 8 respective EM languages for documents without any specialized/professional terminologies and vocabularies.</p> <p>PS : Translations done by third parties (i.e. not done by our centre) can be proof-read by CHEER. Our interpreters/translators will <b>proof-read the translated versions and mark suggestions with ink on the copies.</b> The marked copies with an appendix indicating all suggestions will be sent to the requesters.</p>
<b>Operation Hour</b>	Monday – Sunday from 8a.m. to 10p.m. (except public holidays)
<b>Applicants:</b>	Public service providers
<b>Application:</b>	<ul style="list-style-type: none"> <li>Apply at least <b>14 working days</b> in advance by completing the “TS/PS Request Form” and return to CHEER via fax or email</li> <li>Reply for TS/PS will be made via email within <b>3 working days</b></li> </ul>
<b>Fee Waive:</b>	<p>Fees will be waived for:</p> <ul style="list-style-type: none"> <li><i>all government subsidized kindergartens/nursery schools, public primary and secondary schools, public-funded tertiary institutions and NGOs</i></li> </ul>
<b>Fees:</b>	<p>TS: \$2 per 1 English word to 1 EM language (Minimum charge at \$300)</p> <p>PS: \$1 per 1 EM word to English (Minimum charge at \$100)</p>
<b>Remark:</b>	<ul style="list-style-type: none"> <li>The number of pages per request will be capped at 2 A4 pages with 2 line spacing.</li> <li>Eligible materials for translation or proof- reading services are mainly for information that promote EM’s access to public service/ service information, such as a brief introduction to services of a Centre, a programme or scheme.</li> </ul>

#### Workflow of TS:



## 5. Voice-Recording Service (VRS) 錄音服務

<b>Service Format:</b>	<b>Voice-Script recording of translated text in the 8 EM languages.</b> Materials would be related to promoting public resource information to the EM community. <b>The recording format will be in MP3 format.</b>
<b>Operation Hour</b>	<b>Monday – Sunday from 8a.m. to 10p.m.</b> (except public holidays)
<b>Applicants:</b>	Public service providers
<b>Application:</b>	<ul style="list-style-type: none"> <li>• Make booking for the service at least <b>14 working days</b> in advance by completing “VRS Request Form” and return to us via fax or email</li> <li>• Reply for VRS will be made via email within <b>7 working days</b>.</li> </ul>
<b>Fee:</b>	<b>Free of charge</b>

## 6. Sight Translation Service for Service Providers (STS)

### 給予公共服務提供者的視譯服務

<b>Service Format:</b>	<b>STS is a verbal interpretation in English.</b> The sight interpretation service of documents/ certificates does not include written translation or notarization/ certification by CHEER. Documents for this tailor-made sight translation should be no more than 2 A4 pages.
<b>Operation Hour:</b>	<b>Monday – Sunday from 8a.m. to 10p.m.</b> (except public holidays)
<b>Applicants:</b>	Public service providers
<b>Application:</b>	<ul style="list-style-type: none"> <li>• Make booking for the service at least <b>7 working days</b> in advance by completing “STS Request Form” and return to us via fax or email</li> <li>• Reply for STS will be made via email within <b>7 working days</b>.</li> </ul>
<b>Fee:</b>	<b>Free of charge</b>

## 7. WhatsApp & Sight Interpretation Service (WSIS)

### 視譯服務

<b>Service Format:</b>	<b>Verbal interpretation of brief documents or forms written in English into one of the 8 EM languages.</b> This does not include request to writing the interpreted content in the EM language, or sight translation of text in EM language to English/ Cantonese.
<b>Operation Hour:</b>	<b>Monday from 9a.m. to 5p.m</b> <b>Tuesday – Sunday from 9a.m. to 9p.m.</b> (except public holidays)
<b>Applicants:</b>	EM service users
<b>Application:</b>	<ul style="list-style-type: none"> <li>• Bring the document and visit CHEER in person during operation hours. Service will be provided <b>immediately</b>.</li> <li>• Send the documents to us by fax or email or whatsapp. Reply will be made within <b>2 working days</b>.</li> </ul>
<b>Fee:</b>	<b>Free of charge</b>

## 8. Bridging Service 轉介服務

<b>Service Format:</b>	<b>CHEER will assist EM users to pass their requests to public service providers to make arrangement for interpretation service</b> at their appointments
<b>Operation Hour:</b>	<b>Monday – Sunday from 8a.m. to 10p.m.</b> (except public holidays)
<b>Applicants:</b>	EM service users
<b>Application:</b>	<ul style="list-style-type: none"> <li>• Make request for the service by calling the TELIS hotline or WhatsApp to CHEER by providing details of the appointment and contact of the service providers.</li> <li>• CHEER will bridge the requests from EM users for interpretation to service providers. Request should be made preferably at least <b>5 working days</b> prior to the date of appointment.</li> <li>• <b>With sufficient information provided by EM users</b>, CHEER will bridge up the public service providers to make arrangement within <b>5 working days</b>.</li> </ul>
<b>Fee:</b>	<b>Free of charge</b>

## Appendix I: CHEER Language Identification Card (FRONT)

國旗 FLAG	語言 Language	熱線號碼 Hotline No.	選擇語言 Select A Language
	Bahasa Indonesia 印尼語	3755 6811	Pilih bahasa yang Anda inginkan dan penyedia layanan akan membantu Anda membuat panggilan ke Layanan Penerjemahan lewat Telepon CHEER (TELIS) hotline
	Nepali 尼泊爾語 नेपाली	3755 6822	तपाईंले बोल्ने भाषा देखाउनुहोस् अनि तपाईंको सेवा प्रदायकहरूले तपाईंलाई CHEER केन्द्रको टेलिफोन दोभाषे सेवा (TELIS) हटलाइनमा फोन गर्न मद्दत गर्न सक्छ
	Urdu 烏爾都語 اردو	3755 6833	جو زبان آپ بولتے ہیں اس کی طرف اشارہ کریں اور آپ کے لیے خدمات فراہم کرنے والے CHEER سینٹر کی ٹیلی فون پر زبانی ترجمہ کی سہولت (TELIS) کی ہاٹ لائن پر کال کرنے میں آپ کی مدد کرسکتے ہیں
	Punjabi 旁遮普語 ਪੰਜਾਬੀ	3755 6844	ਆਪਣੀ ਬੋਲਣ ਵਾਲੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ ਅਤੇ ਤੁਹਾਡੇ ਸੇਵਾ ਪ੍ਰਦਾਤਾ ਤੁਹਾਨੂੰ CHEER ਸੈਂਟਰ ਦੀ ਟੈਲੀਫੋਨ ਵਿਆਖਿਆ ਸੇਵਾ (TELIS) ਦੀ ਹਾਟਲਾਈਨ ਤੇ ਕਾਲ ਕਰਨ ਵਾੱਚ ਮਦਦ ਕਰਨਗੇ
	Tagalog 他加祿語	3755 6855	Ituro ang wikang iyong binibigkas at maaari kang tulungan ng iyong tagabigay ng serbisyo na makatawag sa Hotline ng Serbisyong Interpretasyong Pantelepono (TELIS) ng CHEER
	Thai 泰語 ภาษาไทย	3755 6866	เข้าไปที่ภาษาที่คุณพูดแล้วเจ้าหน้าที่ของหน่วยงาน จะช่วยคุณโทรศัพท์มาที่สายด่วนบริการสามทางโทรศัพท์ (TELIS) ของศูนย์ CHEER
	Hindi 印度語 हिन्दी	3755 6877	जो भाषा आप बोलते हैं उस भाषा की तरफ संकेत करें और आपके सेवा प्रदाता आपको CHEER केन्द्र के टेलीफोन ब्याख्या सेवा (TELIS) हाटलाइन पर कॉल करने में आपकी मदद करेंगे
	Vietnamese 越南語 Tiếng Việt	3755 6888	Hãy chỉ vào ngôn ngữ thích hợp bạn, để người cung cấp dịch vụ hỗ trợ bạn gọi tới CHEER trung tâm Trợ Giúp Thông Dịch Qua Đường Dây Nóng (TELIS), để bạn có thể giao tiếp được



Point to the language you speak and your service providers can help you to make a call to CHEER Centre's Telephone Interpretation Service (TELIS) Hotline so you can communicate.



請指出適合你的語言，讓服務提供者協助你致電「融匯」中心電話傳譯服務 (TELIS) 熱線，好讓你們可以溝通。





## Appendix II: **Role of interpreter and Consent to use interpretation services**

### **傳譯員的角色和使用傳譯服務同意書**

Hong Kong Christian Service  
CENTRE for HARMONY and ENHANCEMENT of ETHNIC MINORITY RESIDENTS (CHEER)

香港基督教服務處 融匯-少數族裔人士支援服務中心

#### **Knowing More about Roles of An Interpreter:**

The primary role of an interpreter is to *facilitate communication between you and your public service providers who do not speak your language*. Therefore an interpreter:

- Should never act on behalf of the service user and should never speak on behalf of either party.
- Is not employed by the beneficiary and should not act as their advocate.

#### **Knowing More about Code of Ethics of An Interpreter:**

ALL CHEER's interpreters are guarded against the code of ethics. The code of ethics serves as a guide to users as to what they may expect from our interpretation and translation services. You may expect our interpreters to:

1. Keep any information learned during the performance of interpretation confidential.
2. Respect towards all persons involved in the interpreting situation.
3. Show no bias towards either party involved in the interpretation.
4. Provide interpretation without addition, omission, or distortion of meaning.
5. Avoid and disclose any conflict of interest.
6. Accept tasks in areas for which they are competent to do so.
7. Act according to their professional conduct at all time.

#### **了解傳譯員的角色：**

傳譯員的基本角色是協助服務提供者與不諳中英文的服務使用者溝通。

因此，傳譯員—

- 不應在任何情況下代表服務提供者或服務使用者代行或代言
- 不是服務提供者或服務使用者的員工和不可以代表他們作任何倡議

#### **了解傳譯員的道德準則：**

所有「融匯」的傳譯員都要遵守傳譯員的道德準則。而這些道德準則代表服務使用者對傳譯服務的期望,當中包括：

1. 所有在傳譯過程中的資訊必須保密
2. 尊重所有使用傳譯服務的人士
3. 不會偏頗任何一方
4. 傳譯員不會在傳譯內容加、減或改變原本的意思
5. 避免和申報利益（或利害）衝突
6. 接受他們有能力做到的傳譯工作
7. 任何時間都保持專業操守

### Appendix III: Seeking consent from EM service users (少數族裔服務使用者同意書)

Language	Conversation
Chinese & English 中英語	<p>What is your mobile number? 你的電話號碼是什麼?</p> <p>Can I have your consent to give your mobile number to CHEER's Interpretation Service? (Please tick <input checked="" type="checkbox"/> your answer and sign in the space provided) 你同意提供你的電話號碼給融匯的傳譯員嗎?(請<input checked="" type="checkbox"/>)</p> <p>Yes 同意 <input type="checkbox"/> , ① _____ No 不同意 <input type="checkbox"/> Sign 簽名: _____</p>
Bahasa Indonesia 印尼語	<p>Berapa nomor telepon genggam Anda?</p> <p>Bolehkah saya meminta persetujuan Anda untuk memberikan nomor telepon genggam Anda ke Layanan Penerjemahan CHEER? (Silakan tik <input checked="" type="checkbox"/> jawaban Anda dan tanda tangan di tempat yang disediakan)</p> <p>Ya <input type="checkbox"/> , ① _____ Tidak <input type="checkbox"/> Tanda tangan: _____</p>
Hindi 印度語	<p>आपका मोबाइल नंबर क्या है?</p> <p>CHEER की व्याख्या सेवा को आपका मोबाइल नंबर देने के लिए क्या मुझे आपकी सहमति मिल सकती है ? (कृपया अपना जवाब देने के लिए <input checked="" type="checkbox"/> करें और दिए गए स्थान पर हस्ताक्षर करें)</p> <p>हाँ <input type="checkbox"/> , ① _____ नहीं <input type="checkbox"/> हस्ताक्षर: _____</p>
Nepali 尼泊爾語	<p>तपाईंको मोबाइल नम्बर कति हो?</p> <p>CHEER को दोभाषे सेवालाई तपाईंको मोबाइल नम्बर दिनलाई के म तपाईंको सहमति पाउन सक्छु? (कृपया तपाईंको उत्तरमा <input checked="" type="checkbox"/> चिन्ह लगाउनुहोस् र दिइएको खाली ठाउँमा हस्ताक्षर गर्नुहोस्)</p> <p>हुन्छ <input type="checkbox"/> , ① _____ हुँदैन <input type="checkbox"/> हस्ताक्षर: _____</p>
Punjabi 旁遮普語	<p>ਤੁਹਾਡਾ ਮੋਬਾਈਲ ਨੰਬਰ ਕੀ ਹੈ?</p> <p>ਕੀ ਮੈਨੂੰ CHEER ਦੀ ਵਿਆਖਿਆ ਸੇਵਾ ਨੂੰ ਤੁਹਾਡਾ ਮੋਬਾਈਲ ਨੰਬਰ ਦੇਣ ਲਈ ਤੁਹਾਡੀ ਆਗਿਆ ਮਿਲ ਸਕਦੀ ਹੈ ? (ਕ੍ਰਪਿਆ ਕਰਕੇ ਆਪਣੇ ਉੱਤਰ ਤੇ ਚਿੰਨ੍ਹ <input checked="" type="checkbox"/> ਲਗਾਉ ਅਤੇ ਦਿੱਤੀ ਹੋਈ ਜਗ੍ਹਾ ਵੱਚਿ ਦਸਤਖਤ ਕਰੋ।)</p> <p>ਹਾਂ <input type="checkbox"/> , ① _____ ਨਹੀਂ <input type="checkbox"/> ਦਸਤਖਤ _____</p>
Tagalog 他加祿語	<p>Ano ang numero ng iyong mobile?</p> <p>Maaari mo ba akong payagang ibigay ang numero ng iyong mobile sa Serbisyon ng Interpretasyon ng CHEER? (Mangyaring lagyan ng <input checked="" type="checkbox"/> ang iyong kasagutan at lagdaan sa ibaba)</p> <p>Oo <input type="checkbox"/> , ① _____ Hindi <input type="checkbox"/> Lagda: _____</p>
Thai 泰語	<p>เบอร์โทรศัพท์ของคุณคืออะไร?</p> <p>คุณยินยอมที่จะให้เบอร์โทรศัพท์ของคุณกับเจ้าหน้าที่สามของศูนย์ CHEER หรือไม่? (โปรด ชัด <input checked="" type="checkbox"/> สำหรับคำตอบของคุณ และลงชื่อในช่องว่างที่เตรียมให้)</p> <p>ใช่ <input type="checkbox"/> , ① _____ ไม่ <input type="checkbox"/> ลงชื่อ: _____</p>
Urdu 烏爾都語	<p>آپ کا موبائل نمبر کیا ہے؟</p> <p>کیا میں آپ کی اجازت سے آپ کا موبائل نمبر CHEER کی ترجمانی کی سہولت کو دے سکتا/سکتی ہوں؟ (برائے مہربانی اپنے جواب پر <input checked="" type="checkbox"/> لگائیں اور فراہم کردہ جگہ پر دستخط کریں)</p> <p>ہاں <input type="checkbox"/> , ① _____ نہیں <input type="checkbox"/> دستخط: _____</p>
Vietnamese 越南語	<p>Số điện thoại của bạn là gì?</p> <p>Bạn có đồng ý cho tôi đưa số di động của bạn tới Dịch Vụ Thông Dịch của CHEER không?(Xin vui lòng đánh dấu <input checked="" type="checkbox"/> vào câu trả lời của bạn và ký tên vào khoảng trống bên cạnh)</p> <p>Có <input type="checkbox"/> , ① _____ Không <input type="checkbox"/> Ký tên: _____</p>

Appendix IV: CHEER 1 Easy Call Hotline Numbers List

CHEER 1 「易」通 電話熱線一覽表

<p><b>Public service providers (Direct line)</b></p> <p><b>公共服務提供者(直線)</b></p>	 <b>3755 6800</b>
--	--

按 Press “1”	Bahasa Indonesia	印尼語	
按 Press “2”	Hindi	印度語	
按 Press “3”	Nepali	尼泊爾語	
按 Press “4”	Punjabi	旁遮普語	
按 Press “5”	Tagalog	他加祿語	
按 Press “6”	Thai	泰語	
按 Press “7”	Urdu	烏爾都語	
按 Press “8”	Vietnamese	越南語	
按 Press “0”	Unknown languages	未能確認的語言	?

# Appendix V: TELIS Appointment Request Form (電話傳譯服務預約申請表)

## Hong Kong Christian Service CHEER

### Telephone Interpretation Service Appointment (TELIS Appointment) Request Form

In the case you wish to request TELIS Appointment via means other than calling the TELIS hotlines, you can fax the completed form together with your agency's chop and your signature to fax (No.: 3106 0455) or email ([tis-cheer@hkcs.email](mailto:tis-cheer@hkcs.email)) at least **3 working days in advance**. We will reply you via email within 24 hours.

Information provided will be disclosed to our assigned interpreters and authorized staff of CHEER for the purpose to follow up your request.

Case Reference number: _____ <i>This number will be issued by CHEER.</i>	Agency code(If Any): _____ This code will be assigned by CHEER							
Type of Organization: <input type="checkbox"/> Education Bureau <input type="checkbox"/> Department of Health <input type="checkbox"/> Housing Department <input type="checkbox"/> Immigration Department <input type="checkbox"/> NGO <input type="checkbox"/> School <input type="checkbox"/> Social Welfare Department <input type="checkbox"/> Others: _____								
Organization Information: (Compulsory for organizations without Agency Code)								
Name: _____ Unit/ Section: _____								
Address: _____								
Tel: _____ Fax: _____								
Enquirer Information: Name: _____ Post: _____								
Email: _____ Tel (If different from above): _____ Fax (If different from above): _____								
Service User Information: Name: _____ Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male								
Language Spoken: <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese								
Date needing TELIS Appointment: Please state your preferred dates & time below.								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 2px;">1<sup>st</sup> Date: __ (dd) / __ (mm) / __ (yy)</td> <td style="width: 33%; padding: 2px;">2<sup>nd</sup> Date: __ (dd) / __ (mm) / __ (yy)</td> <td style="width: 33%; padding: 2px;">3<sup>rd</sup> Date: __ (dd) / __ (mm) / __ (yy)</td> </tr> <tr> <td style="padding: 2px;">Time: __ AM/PM to __ AM/PM</td> <td style="padding: 2px;">Time: __ AM/PM to __ AM/PM</td> <td style="padding: 2px;">Time: __ AM/PM to __ AM/PM</td> </tr> </table>	1 <sup>st</sup> Date: __ (dd) / __ (mm) / __ (yy)	2 <sup>nd</sup> Date: __ (dd) / __ (mm) / __ (yy)	3 <sup>rd</sup> Date: __ (dd) / __ (mm) / __ (yy)	Time: __ AM/PM to __ AM/PM	Time: __ AM/PM to __ AM/PM	Time: __ AM/PM to __ AM/PM	Indicate here: Telephone number for CHEER's interpreter to call for TELIS Appointment: _____	
1 <sup>st</sup> Date: __ (dd) / __ (mm) / __ (yy)	2 <sup>nd</sup> Date: __ (dd) / __ (mm) / __ (yy)	3 <sup>rd</sup> Date: __ (dd) / __ (mm) / __ (yy)						
Time: __ AM/PM to __ AM/PM	Time: __ AM/PM to __ AM/PM	Time: __ AM/PM to __ AM/PM						
Name of officer conducting the TELIS Appointment: _____								
Background information about the assignment <i>(Please fax/ email relevant materials such as service description, application form together with this form if appropriate)</i>								
Do you need any web conference? <input type="checkbox"/> Yes <input type="checkbox"/> No Preference of interpreter? <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Either								
<b>Office Use Only</b>	Confirmed TELIS Appointment by: _____ on ____ (DD) / ____ (MM) / ____ (YY) Name of Interpreter booked: _____							

*Interpretation will be between English and one of the EM languages.*

Signed by : \_\_\_\_\_  
 Name of Officer : \_\_\_\_\_  
 Date : \_\_\_\_\_

Agency Chop:

09/2021

## Appendix VI: OIS Request Form(即場傳譯服務申請表)

### Hong Kong Christian Service CHEER On-site Interpretation Service (OIS) Request Form

Please complete this form together with your agency's chop and your signature to fax (No.:3106 0455) or email (tis-cheer@hkcs.email) at least 3 working days in advance. We will reply you via email within 24 hours.

Information provided will be disclosed to our assigned interpreters and authorized staff of CHEER for the purpose to follow up your request.

Case Reference number: _____ <i>This number will be issued by CHEER.</i>	Agency code(If Any): _____ <i>This code will be assigned by CHEER</i>	
Type of Organization: <input type="checkbox"/> Education Bureau <input type="checkbox"/> Department of Health <input type="checkbox"/> Housing Department <input type="checkbox"/> Immigration Department <input type="checkbox"/> NGO <input type="checkbox"/> School <input type="checkbox"/> Social Welfare Department <input type="checkbox"/> Others: _____		
<b>Organization Information: (Compulsory for organizations without Agency Code)</b> Name: _____ Unit/ Section: _____ Address: _____ Tel: _____ Fax: _____		
Enquirer Information: Name: _____ Post: _____ Email: _____ Tel (If different from above): _____ Fax (If different from above): _____		
Service User Information: Name: _____ Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male *Language Spoken: <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese		
Date needing OIS: Please state your preferred dates & time below.		
1 <sup>st</sup> Date: ____(dd)/__(mm)/__(yy) Time: __ AM/PM to __ AM/PM	2 <sup>nd</sup> Date: ____(dd)/__(mm)/__(yy) Time: __ AM/PM to __ AM/PM	3 <sup>rd</sup> Date: ____(dd)/__(mm)/__(yy) Time: __ AM/PM to __ AM/PM
Meeting Place: _____ (room) _____ (floor) _____ (building) _____ (street/road) _____ (district) <input type="checkbox"/> New Territories <input type="checkbox"/> Kowloon <input type="checkbox"/> Hong Kong Preference of interpreter: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Either		
Contact Person (If different from above): _____ Contact Tel. on appointment date: _____		
Background information about the assignment  <i>(Please fax/ email relevant materials such as service description, application form together with this form if appropriate)</i>		
<input checked="" type="checkbox"/> Payment methods, please ✓	Payment method: <input type="checkbox"/> by cash/ cheque to CHEER's interpreter <input type="checkbox"/> by cheque sent to CHEER's office	
<b>*IMPORTANT NOTES:</b> OIS is to convey messages from English to the requested spoken language and vice-versa during interpretation session. <u>Sight interpretation from EM languages to English &amp; translation between English to EM languages will not be rendered.</u> Operation hour: HK\$ 100/hr for Government Departments (Fees are waived for NGOs and all non-profit-making kindergartens, primary and secondary schools, colleges as listed in the EBD); Non-operation hour: HK\$200/hr for Government Departments, non-operation hour rates apply to session starts or ends outside of our operation hours. (Fees are waived for NGOs and all non-profit-making kindergartens, primary and secondary schools, colleges as listed in the EBD) - Please consult staff about the fees for the private sector. - Minimum time for an OIS is 30 minutes; time less than 30 minutes will be counted as 30 minutes. If the OIS finishes prior to the scheduled ending time, full payment will be charged. - Please contact us to confirm availability of the interpreter if the scheduled OIS is expected to overrun. We may not be able to give interpretation support during the extended period if no prior notice is made. Services provided during the extended period will be charged accordingly. - If more than 1 OIS will be conducted by the same interpreter on the same date, you are suggested to arrange a 10-minute break between each OIS. - To ensure the best quality of interpretation, each OIS should not last more than 1.5 hour.		
If you need an invoice, please tick here <input type="checkbox"/> If you need an official receipt, please tick here <input type="checkbox"/>		
<b>Office Use Only</b> Confirmed OIS by: _____ on _____ (Date) at _____ (Time) Name of Interpreter booked: _____ Service charge: _____		

Signed by : \_\_\_\_\_  
Name of Officer : \_\_\_\_\_  
Date : \_\_\_\_\_

Agency Chop: \_\_\_\_\_

09/2021

# Appendix VII: SIS Request Form (即時傳譯服務申請表)

## Hong Kong Christian Service CHEER Simultaneous Interpretation Service (SIS) Request Form

Please complete this form together with your agency's chop and your signature to fax (No.:3106 0455) or email ([tis-cheer@hkcs.email](mailto:tis-cheer@hkcs.email)) at least **21 working days in advance**. We will reply you via email within 7 working days. Information provided will be disclosed to our assigned interpreters and authorized staff of CHEER for the purpose to follow up your request.

Case Reference number: _____ <i>This number will be issued by CHEER.</i>	Agency code(If Any): _____ This code will be assigned by CHEER	
Type of Organization: <input type="checkbox"/> Education Bureau <input type="checkbox"/> Department of Health <input type="checkbox"/> Housing Department <input type="checkbox"/> Immigration Department <input type="checkbox"/> NGO <input type="checkbox"/> School <input type="checkbox"/> Social Welfare Department <input type="checkbox"/> Others: _____		
Organization Information: (Compulsory for organizations without Agency Code) Name: _____ Unit/ Section: _____ Address: _____ Tel: _____ Fax: _____		
Enquirer Information: Name: _____ Post: _____ Email: _____ Tel (If different from above): _____ Fax (If different from above): _____		
Service User Information: Name: _____ Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male *Language Spoken: <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese (Please attach an attendance list if available)		
Date needing SIS: Please state your preferred dates & time below.		
1 <sup>st</sup> Date: ____(dd)/__(mm)/__(yy) Time: __ AM/PM to __ AM/PM	2 <sup>nd</sup> Date: ____(dd)/__(mm)/__(yy) Time: __ AM/PM to __ AM/PM	3 <sup>rd</sup> Date: ____(dd)/__(mm)/__(yy) Time: __ AM/PM to __ AM/PM
Meeting Place: _____(room)_____(floor) _____(building) _____(street/road)_____(district) <input type="checkbox"/> New Territories <input type="checkbox"/> Kowloon <input type="checkbox"/> Hong Kong Preference of interpreter: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Either		
Contact Person (If different from above): _____ Contact Tel. on appointment date: _____		
Background information about the assignment  <i>(Please fax/ email relevant materials such as service description, application form together with this form if appropriate. CHEER reserves the right to decline an assignment which requests our interpreters to sign any documents on-site)</i>		
<input checked="" type="checkbox"/> Payment methods, please ✓	Payment method: <input type="checkbox"/> by cash/ cheque to CHEER's interpreter <input type="checkbox"/> by cheque sent to CHEER's office	
*IMPORTANT NOTES: SIS is to convey messages from English to the requested spoken language and vice-versa during interpretation session. Sight interpretation from EM languages to English & translation between English to EM languages will not be rendered. Operation hour :HK\$200/ hr for Government Departments (Fees are waived for NGOs and all non- profit-making kindergartens, primary and secondary schools, colleges as listed in the EBD) Non-operation hour:HK\$400/hr for Government Departments, non-operation hour rates apply to session starts or ends outside of our operation hours. (Fees are waived for NGOs and all non- profit-making kindergartens, primary and secondary schools, colleges as listed in the EBD) - Minimum time for a SIS is 30 minutes; time less than 30 minutes will be counted as 30 minutes. Full payment will be charged if the SIS finished before the scheduled time. - SIS is not available for the private sector. - Availability and fee for any request for SIS during anytime out of the above operation hours will be considered case by case. Normally, a higher rate will be charged for service provided in non-operation hours. Please contact us to confirm availability of the interpreter if the scheduled SIS is expected to overrun. We may not be able to give interpretation support during the extended period if no prior notice is made. Services provided during the extended period will be charged accordingly.		
If you need an invoice, please tick here <input type="checkbox"/> If you need an official receipt, please tick here <input type="checkbox"/>		
<b>Office Use Only</b>	Confirmed SIS by: _____ on _____ (Date) at _____ (Time) Name of Interpreter booked: _____ Service charge: _____	

Signed by : \_\_\_\_\_  
Name of Officer : \_\_\_\_\_  
Date : \_\_\_\_\_

Agency Chop:

## Appendix VIII: TS and PS Request Form (筆譯/校對服務申請表)

### Hong Kong Christian Service CHEER

### Translation Service (TS) and Proof-reading Service (PS) Request Form

Please complete this form together with your agency's chop and your signature and return with documents to be translated by fax to (No.:3106 0455) or email ([tis-cheer@hkcs.email](mailto:tis-cheer@hkcs.email)) at least **14 working days in advance**. We will reply you via email within 3 working days.

Information provided will be disclosed to our assigned interpreters and authorized staff of CHEER for the purpose to follow up your request.

Case Reference number: _____ <i>This number will be issued by CHEER.</i>	Agency code(If Any): _____ This code will be assigned by CHEER						
Type of Organization: <input type="checkbox"/> Education Bureau <input type="checkbox"/> Department of Health <input type="checkbox"/> Housing Department <input type="checkbox"/> Immigration Department <input type="checkbox"/> NGO <input type="checkbox"/> School <input type="checkbox"/> Social Welfare Department <input type="checkbox"/> Others: _____							
Organization Information: (Compulsory for organizations without Agency Code) Name: _____ Unit/ Section: _____ Address: _____ Tel: _____ Fax: _____							
Enquirer Information: Name: _____ Post: _____ Email: _____ Tel (If different from above): _____ Fax (If different from above): _____							
Service Requested: <input type="checkbox"/> Translation from English (number of English word _____) to <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese							
<input type="checkbox"/> Proof-reading from <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese (number of EM words` _____) to English							
<i>*Fees &amp; Charges for Government Departments</i> Translation : HK\$2 per English word per language requested. (Minimum charge HK\$300) Proof-reading : HK\$1 per ethnic minority word per language requested. (Minimum charge HK\$100)							
Translations done by third parties can be proof-read by CHEER. Recommendations for amendments will be marked with ink on the copies. The marked copies with an appendix indicating all suggestions will be sent to the requesters. Subsequent requests for the provision of amendments shall be treated as an additional translation request and will be charged accordingly. - Please consult staff about the fees for the private sector.							
Expected date of completing Translation / Proof-reading Date ____ (DD)/ ____ (MM)/ ____ (YY) (Normally CHEER takes at least 14 days to finish one A4 size article, requesters are suggested to consult CHEER before making )							
<table style="width:100%; border: none;"> <tr> <td style="border: 1px solid black; padding: 2px;"><b>Office Use Only</b></td> <td style="padding: 2px;">Confirmed <input type="checkbox"/> Translation / <input type="checkbox"/> Proof-reading</td> <td style="padding: 2px;">Service by: _____</td> </tr> <tr> <td colspan="2" style="padding: 2px;">Total Number of English / EM Word: _____</td> <td style="padding: 2px;">Fee: HK\$ _____</td> </tr> </table>		<b>Office Use Only</b>	Confirmed <input type="checkbox"/> Translation / <input type="checkbox"/> Proof-reading	Service by: _____	Total Number of English / EM Word: _____		Fee: HK\$ _____
<b>Office Use Only</b>	Confirmed <input type="checkbox"/> Translation / <input type="checkbox"/> Proof-reading	Service by: _____					
Total Number of English / EM Word: _____		Fee: HK\$ _____					

I agree that once CHEER has issued a confirmation of translation request no cancellation or change to the original text will be accepted. The agency or department will also be liable to *pay for the agreed translation fees in full.*

Signed by : \_\_\_\_\_  
 Name of Officer : \_\_\_\_\_  
 Date : \_\_\_\_\_

Agency Chop:

<b>Format of materials:</b> > Typed on A4 sized paper > Font style: Times New Roman > Font size 12 > Spacing: double - line spacing	*Fees are waived- For NGOs and all non- profit-making kindergartens, primary and secondary schools, colleges as listed in the EBD. Eligible materials for translation or proof reading services are mainly information that promote EM's access to public service/ service information, such as a brief introduction to services of a Centre.
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**Appendix IX: Voice Recording Service Request Form (錄音服務預約申請表)**

**Hong Kong Christian Service CHEER  
Voice Recording Service (VRS) Request Form**

Voice-Script recording of translated text must be provided in the 8 EM languages. Materials would be related to promoting public resource information to the EM community. The recording format will be in MP3 format. This service is free of charge.

In the case you wish to request VRS via means other than calling the TELIS hotlines, you can fax the completed form together with your agency's chop and your signature to **fax (No.: 3106 0455) or email (tis-cheer@hkcs.email)** at least **14 working days in advance**. We will reply you via email within 7 working days. Information provided will be disclosed to our assigned interpreters and authorized staff of CHEER for the purpose to follow up your request.

Case Reference number: _____ <i>This number will be issued by CHEER.</i>	Agency code(If Any): _____ This code will be assigned by CHEER
Type of Organization: <input type="checkbox"/> Education <input type="checkbox"/> Health <input type="checkbox"/> Housing <input type="checkbox"/> Immigration <input type="checkbox"/> NGO <input type="checkbox"/> School <input type="checkbox"/> Social Welfare <input type="checkbox"/> Employment <input type="checkbox"/> Others: _____	
Organization Information: (Compulsory for organizations without Agency Code)	
Name: _____	Unit/ Section: _____
Address: _____	
Tel: _____	Fax: _____
Enquirer Information:	
Name: _____	Post: _____
Email: _____	Tel (If different from above): _____ Fax (If different from above): _____
Service Details:	
Name of document: _____	
Language: <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese	
Estimated duration of the recording (no more than 5 minutes per voice recording request): _____ (minutes)	
Expected date of completion Date ____ (DD)/ ____ (MM)/ ____ (YY)	
<b>Office Use Only</b>	Confirmed VRS Appointment by: _____ on ____ (DD)/ ____ (MM)/ ____ (YY) Name of Interpreter booked: _____

*Interpretation will be between English and one of the EM languages.*

Signed by : \_\_\_\_\_  
Name of Officer : \_\_\_\_\_  
Date : \_\_\_\_\_

Agency Chop:
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09/2021



## Appendix X: Sight Translation Service for Service Providers Request Form

### (給予公共服務提供者的視譯服務申請表)

#### Hong Kong Christian Service CHEER Sight Translation Service (STS) for Service Providers Request Form

Sight translation service provides verbal interpretation of documents in one of the 8 languages to English. The sight interpretation service of documents/ certificates does not include written translation or notarization/ certification by CHEER. Documents for this sight translation should be no more than 2 A4 pages. This service is free of charge.

In the case you wish to request STS via means other than calling the TELIS hotlines, you can fax the completed form together with your agency's chop and your signature to **fax (No.: 3106 0455) or email (tis-cheer@hkcs.email)** at least **7 working days in advance**. We will reply you via email within 7 working days. Information provided will be disclosed to our assigned interpreters and authorized staff of CHEER for the purpose to follow up your request.

Case Reference number: _____ <i>This number will be issued by CHEER.</i>	Agency code(if Any): _____ This code will be assigned by CHEER
Type of Organization: <input type="checkbox"/> Education <input type="checkbox"/> Health <input type="checkbox"/> Housing <input type="checkbox"/> Immigration <input type="checkbox"/> NGO <input type="checkbox"/> School <input type="checkbox"/> Social Welfare <input type="checkbox"/> Employment <input type="checkbox"/> Others: _____	
Organization Information: (Compulsory for organizations without Agency Code) Name: _____ Unit/ Section: _____ Address: _____ Tel: _____ Fax: _____	
Enquirer Information: Name: _____ Post: _____ Email: _____ Tel (if different from above): _____ Fax (if different from above): _____	
Service Details: Brief description of document: _____ Language: <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese	
Expected date of completion Date ____ (DD)/ ____ (MM)/ ____ (YY)	
<b>Office Use Only</b>	Confirmed STS Appointment by: _____ on ____ (DD)/ ____ (MM)/ ____ (YY) Name of Interpreter provided service: _____

*Interpretation will be between English and one of the EM languages.*

Signed by : \_\_\_\_\_  
 Name of Officer : \_\_\_\_\_  
 Date : \_\_\_\_\_

Agency Chop:

09/2021

## Appendix XI: Bridging Service Form 轉介服務申請表

EM service users can make request for the On-Site Interpretation (OIS) service by calling the TELIS hotline or **WhatsApp to 56344587** by providing details of the appointment and contact of the service providers. CHEER will bridge the requests from EM users for interpretation to service providers by sending the Bridging form to service providers..

**Request should be made by EM service users at least 5 working days prior to the date of appointment.**

092021 V1

**Hong Kong Christian Service  
Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)  
Bridging Service Request Form**

To:

Name of organization:			
Name of officer:			
Date of referral:			
Tel. No.:		Fax No.:	

From CHEER:

Case Ref. No (Please quote when making enquiries)		
Name of Responsible Staff:	Sign:	
Tel. No.31063104	Fax No.: 31060454	Email: tis-cheer@hkcs.email

**Part I: Details of referral- Client information (Provided by service user via CHEER)**

Name of client:		Case/ Appointment Reference:	
HKID (A123xxx(x)):		Gender:	
Appointment Date:		Language:	
Appointment Time:		Client's Tel. No.:	
Appointment Venue:			
Special Requirement (if any): Female Interpreter			

**Part II: Interpretation Service confirmation (To be completed by Service Provider)**

(Please reply within 5 calendar days from the date of referral)

<input type="checkbox"/> <b>Service can be provided by:</b> <input type="checkbox"/> CHEER (confirmation number:        ) <input type="checkbox"/> Others (please specify) _____ _____	<input type="checkbox"/> <b>Service cannot be provided:</b> <input type="checkbox"/> Unavailability of interpreter <input type="checkbox"/> No budget <input type="checkbox"/> Insufficient time period given for arranging service <input type="checkbox"/> Others (Please specify): _____
Name of Responsible Staff:	
Tel. No.:3106 3104	Fax No.: 3106 0454
Date of reply:	

**For CHEER's internal use only:**

( ) Records of calls made to SP (including calls to identify SP)

Date					
Time					
Date					
Time					

( ) Confirmed and called SP upon receipt of their reply

( ) \*Informed SP that client declined interpretation service

Name of responsible staff: \_\_\_\_\_

Client's confirmation of the result of request:

( ) Unable to provide interpretation. Client will:

use TELIS/ TELISA on the day

attend without any interpretation support

( ) Accept arrangement of interpretation

( ) \*Declined arrangement of interpretation: reasons:

Date: \_\_\_\_\_ (dd/mm/yy)

**Appendix XII: Feedback from Public Service Providers**

**Hong Kong Christian Service  
CENTRE for HARMONY and ENHANCEMENT of ETHNIC MINORITY RESIDENTS (CHEER)**

Thank you for using Hong Kong Christian Service CHEER's service. Please help us to improve the quality of our interpretation and translation service by completing this form and return to us by fax (No.: 3106 0455) or email (tis-cheer@hkcs.email).

**PART A. Questionnaire**

<i>Please circle as appropriate.</i>		Strongly Disagree	←————→			Strongly Agree
1.	The interpreting process went smoothly	1	2	3	4	5
2.	The interpreter was polite	1	2	3	4	5
3.	The interpreter was competent	1	2	3	4	5
4.	The interpreter was impartial	1	2	3	4	5
5.	The interpreter could communicate well	1	2	3	4	5
6.	The service application procedure was user friendly	1	2	3	4	5
7.	The overall quality of service was good	1	2	3	4	5
8.	I will use CHEER's interpretation and translation service again	1	2	3	4	5
<b>FOR TELEPHONE INTERPRETATION SERVICE APPOINTMENT (TELISA) ONLY</b>						
9.	The scheduled appointment started on time	1	2	3	4	5
<b>FOR ON-SITE INTERPRETATION SERVICE (OIS) OR SIMULTANEOUS INTERPRETATION SERVICE (SIS) ONLY - [Workshops and seminars]</b>						
10.	The interpreter was punctual	1	2	3	4	5
11.	The fees and charges were reasonable	1	2	3	4	5
<b>FOR TRANSLATION SERVICE (TS)/ Proof-reading Service (PS) ONLY - [Written]</b>						
12.	The translation was completed on time	1	2	3	4	5
13.	The fees and charges were reasonable	1	2	3	4	5

14. Where did you hear about CHEER's interpretation & translation services?

Briefing Sessions     Co-workers     CHEER Website     Others: please specify \_\_\_\_\_

15. Would you recommend CHEER's Interpretation & Translation services to people you know?    Yes/ No

16. Other comments and suggestion:

**PART B. Basic Information:**

<b>Service rendered:</b>	
<b>A. *Type:</b> <input type="checkbox"/> Immediate Telephone Interpretation Service (TELIS) <input type="checkbox"/> TELIS Appointment (TELISA)] <input type="checkbox"/> On-site Interpretation Service (OIS) <input type="checkbox"/> Simultaneous Interpretation Service (SIS) <input type="checkbox"/> Translation Service (TS) and Proof-reading Service (PS ) <input type="checkbox"/> Voice-Recording Service (VRS) <input type="checkbox"/> Sight Translation Service (STS)	
<b>B. *Date:</b> _____(dd/mm/yyyy)	<b>C. *Time:</b> _____a.m./p.m.
<b>*Language requested for Interpretation:</b>	
<input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Thai <input type="checkbox"/> Urdu <input type="checkbox"/> Vietnamese <input type="checkbox"/> Others: _____	
<b>Organization/Department/Unit</b>	
a. Name: _____	c. Telephone number: _____
b. Name of Officer: _____	d. Email address: _____
<i>Remark: *Information must be completed.</i>	

Case Number: \_\_\_\_\_  
Interpreter: \_\_\_\_\_

❖ Thank you for your time and we hope to serve you again. ❖

## Appendix XIIIa: Feedback from EM Service Users (English Version)

### Hong Kong Christian Service CENTRE for HARMONY and ENHANCEMENT of ETHNIC MINORITY RESIDENTS (CHEER)

Thank you for choosing Hong Kong Christian Service-CHEER and for using our services. We are committed to improve the quality of our interpretation and translation services. Kindly help us by completing this form and return to us either by fax (No.: 3106 0455) or by email (tis-cheer@hkcs.email).

#### PART A. Questionnaire

<i>Please circle as appropriate.</i>		Strongly Disagree	←————→			Strongly Agree
1.	The interpreting process went smoothly	1	2	3	4	5
2.	The interpreter was polite	1	2	3	4	5
3.	The interpreter was competent	1	2	3	4	5
4.	The interpreter was impartial	1	2	3	4	5
5.	The interpreter could communicate well	1	2	3	4	5
6.	The service application procedure was user friendly	1	2	3	4	5
7.	The overall quality of service was good	1	2	3	4	5
8.	I will use CHEER's interpretation service again	1	2	3	4	5
<b>For TELEPHONE INTERPRETATION SERVICE APPOINTMENT (TELISA) ONLY</b>						
9.	The scheduled appointment started on time	1	2	3	4	5
<b>For ON-SITE INTERPRETATION SERVICE (OIS) and SIMULTANEOUS INTERPRETATION SERVICE (SIS) [Workshops and seminars] ONLY</b>						
10.	The interpreter was punctual	1	2	3	4	5

11. Where did you hear about CHEER's interpretation & translation services?

- Public Service Providers
  CHEER staff
  Shops
  Friends  
 Others: please specify \_\_\_\_\_

12. Would you recommend CHEER's Interpretation & Translation services to people you know? **Yes/ No**

13. Other comments and suggestion:

#### PART B. Basic Information:

##### Service rendered:

- A. \*Type:
- |   |                                   |
|---|-----------------------------------|
| <input type="checkbox"/> Immediate Telephone Interpretation Service (TELIS) | [Over-the-phone]                  |
| <input type="checkbox"/> WhatsApp & Sight Interpretation Service (WSIS)     | [Verbal explanation of documents] |
| <input type="checkbox"/> TELIS Appointment (TELISA)                         | [Pre-booked over-the-phone]       |
| <input type="checkbox"/> On-site Interpretation Service (OIS)               | [Face to face]                    |
| <input type="checkbox"/> Simultaneous Interpretation Service (SIS)          | [Workshops and Seminars]          |

B. \*Date: \_\_\_\_\_ (dd/mm/yyyy) C. \*Time: \_\_\_\_\_ a.m./p.m.

##### \*Language requested for Interpretation:

- Bahasa Indonesia
  Hindi
  Nepali
  Punjabi
  Tagalog
  Thai
  Urdu
  Vietnamese  
 Others: \_\_\_\_\_

Remark: \*Information must be completed.

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖ Thank you for your time and we hope to serve you again. ❖

## Appendix XIIIb: Tanggapan dari Pengguna Layanan EM (Bahasa Indonesia Version)

### 少數族裔服務使用者意見表(印尼語版)

#### Hong Kong Christian Service PUSAT untuk ETNIK MINORITAS (CHEER)

Terima kasih telah memilih Hong Kong Christian Service CHEER dan menggunakan layanan kami. Kami berkomitmen untuk meningkatkan kualitas layanan penerjemahan dan alih bahasa kami. Mohon membantu kami dengan melengkapi formulir ini dan mengembalikannya ke kami baik melalui fax (No.: 3106 0455) atau melalui email (tis-cheer@hkcs.email).

#### BAGIAN A. Kuesioner

<b>Silakan lingkari yang sesuai.</b>		Sangat Tidak Setuju				Sangat Setuju
1.	Proses penerjemahan berjalan dengan lancar	1	2	3	4	5
2.	Penerjemah berlaku sopan	1	2	3	4	5
3.	Penerjemah berkemampuan	1	2	3	4	5
4.	Penerjemah tidak memihak	1	2	3	4	5
5.	Penerjemah dapat berkomunikasi dengan baik	1	2	3	4	5
6.	Prosedur aplikasi layanan mudah dimengerti	1	2	3	4	5
7.	Kualitas layanan secara keseluruhan baik	1	2	3	4	5
8.	Saya akan menggunakan layanan penerjemahan CHEER lagi	1	2	3	4	5
<b>HANYA untuk LAYANAN PENERJEMAHAN DENGAN PERJANJIAN (TELISA)</b>						
9.	Jadwal pertemuan dimulai tepat waktu	1	2	3	4	5
<b>Layanan Penerjemahan di Tempat (OIS) dan LAYANAN PENERJEMAHAN SIMULTAN (SIS) [Lokakarya dan seminar]</b>						
10.	Penerjemah tepat waktu	1	2	3	4	5

11. Dari mana Anda mendengar tentang layanan penerjemahan dan alih bahasa CHEER?

- Penyedia Layanan Umum       Petugas CHEER  Toko-toko       Teman  
 Lainnya: mohon dijelaskan \_\_\_\_\_

12. Akankah Anda merekomendasikan layanan Penerjemahan dan Alih Bahasa CHEER ke orang yang Anda kenal? **Ya / Tidak**

13. Komentar dan saran yang lain:

#### BAGIAN B. Informasi Dasar:

##### Layanan yang diberikan:

- A. \*Tipe:  Layanan Penerjemahan Lewat Telepon (TELIS) [Penerjemahan lewat telepon]  
 Layanan WhatsApp & Penerjemahan Tatap Muka (WSIS) [Penjelasan lisan atas dokumen]  
 TELIS Perjanjian (TELISA) [Penerjemahan lewat telepon dengan perjanjian]  
 Layanan Penerjemahan di Tempat (OIS) [Penerjemahan tatap muka]  
 Layanan Penerjemahan Simultan (SIS) [Lokakarya dan seminar]

B. \*Tanggal: \_\_\_\_\_ (tgl/bln/thn)

C. Waktu: \_\_\_\_\_ a.m./p.m.

Catatan: \*Informasi harus dilengkapi.

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖Terima kasih untuk waktu Anda dan kami berharap untuk melayani Anda kembali.❖

## Appendix XIIIc: अल्पसंख्यक जातीयों की राय जानने के लिए फार्म (Hindi Version)

### 少數族裔服務使用者意見表(印度語版)

#### Hong Kong Christian Service अल्पसंख्यक जातीयों के लिए केन्द्र (CHEER)

हांगकांग क्रिश्चियन सर्विस-CHEER की सेवा का उपयोग करने के लिए धन्यवाद। कृपया हमें हमारी व्याख्या और अनुवाद सेवाओं की गुणवत्ता में सुधार लाने के लिए मदद कीजिए और आप यह फार्म पूरा करके हमें फैक्स (3106 0455) या ईमेल (tis-cheer@hkcs.email) द्वारा भेज सकते हैं।

#### भाग A. प्रश्नावली

उपयुक्त विकल्प के सामने घेरा लगाएँ		पुरी तरह असहमत	←————→				पुरी तरह सहमत
1.	व्याख्या प्रक्रिया अच्छी तरह चली थी	1	2	3	4	5	
2.	भाषा निर्वचक विनम्र था	1	2	3	4	5	
3.	भाषा निर्वचक सक्षम था	1	2	3	4	5	
4.	भाषा निर्वचक किसी के भी पक्ष से नहीं बोल रहा था	1	2	3	4	5	
5.	भाषा निर्वचक अच्छी तरह से व्याख्या कर सकता था	1	2	3	4	5	
6.	सेवा की आवेदन प्रक्रिया अनुकूल थी	1	2	3	4	5	
7.	कुल मिलाकर सेवा की गुणवत्ता अच्छी थी	1	2	3	4	5	
8.	मैं फिर से CHEER की व्याख्या सेवा का उपयोग करूँगा / करूँगी	1	2	3	4	5	
<b>केवल टेलीफोन व्याख्या सेवा नियुक्ति के लिए (TELISA)</b>							
9.	सेवा नियत समय पर शुरू की गई थी।	1	2	3	4	5	
<b>स्थान पर व्याख्या सेवा (OIS) और समकालिक व्याख्या सेवा (SIS) [कार्यशालाओं और सेमिनारों] के लिए</b>							
10.	भाषा निर्वचक समय पर पहुँचे।	1	2	3	4	5	

11. आपने CHEER की व्याख्या और अनुवाद सेवाओं के बारे में कहाँ सुना?

- सार्वजनिक सेवा प्रदाता       CHEER के कर्मचारी       दुकानें       दोस्त  
 अन्य: कृपया निर्दिष्ट करें \_\_\_\_\_

12. क्या आप अपने जानने वालों को CHEER की व्याख्या और अनुवाद सेवाओं की सिफारिश करेंगे?

हां / नहीं

13. अन्य टिप्पणियाँ और सुझाव:

#### भाग B. सामान्य जानकारी:

प्रस्तुत की गई सेवा:

- A. प्रकार:  तत्काल टेलीफोन व्याख्या सेवा (TELIS) [फोन के माध्यम से व्याख्या]  
 व्हाट्सएप तथा दस्तावेज निरीक्षण व्याख्या सेवा (WSIS) [दस्तावेजों की मौखिक स्पष्टीकरण]  
 TELIS नियुक्ति (TELISA) [फोन पर पूर्व बुकिंग की व्याख्या]  
 स्थान पर व्याख्या सेवा (OIS) [आमने सामने व्याख्या]  
 समकालिक व्याख्या सेवा (SIS) [कार्यशालाओं और सेमिनारों]

B. तारीख: \_\_\_\_\_ (dd/mm/yyyy)

C. समय: \_\_\_\_\_ a.m./p.m.

टिप्पणी: जहाँ \* है वहाँ भरना आवश्यक है।

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖ आपके समय के लिए धन्यवाद और हम फिर से आपकी सेवा करने की उम्मीद रखते हैं।❖

## Appendix XIIIId: अल्पसंख्यक जातीय सेवा प्रयोगकर्ताहरूको लागि सुझाव फारम (Nepali Version)

### 少數族裔服務使用者意見表(尼泊爾語版)

#### Hong Kong Christian Service अल्पसंख्यक जातीयहरूको लागि केन्द्र (CHEER)

हङकङ क्रिश्चियन सर्भिस CHEER को सेवा चयन गरी प्रयोग गरिदिनु भएकोमा धन्यवाद । हामी हाम्रो दोभाषे र अनुवाद सेवाको गुणस्तर सुधार गर्नको लागि प्रतिबद्ध छौ । कृपया हामीलाई यो फारम पूरा गरेर हामीलाई फ्याक्स (3106 0455) वा ईमेल(tis-cheer@hkcs.email) द्वारा पठाउनुहोस् ।

#### भाग A. प्रश्नावली

उचित लागे अनुसार घेरा लगाउनुहोस्.		एकदमै असहमत्	←————→			एकदमै सहमत्
1.	व्याख्या प्रक्रिया सहजरूपमा भयो ।	1	2	3	4	5
2.	दोभाषे सुशिल थियो ।	1	2	3	4	5
3.	दोभाषे योग्य थियो ।	1	2	3	4	5
4.	दोभाषे निष्पक्ष थियो ।	1	2	3	4	5
5.	दोभाषेले राम्ररी संचार गर्यो ।	1	2	3	4	5
6.	सेवा निवेदन प्रक्रिया प्रयोगकर्ताको लागि सजिलो थियो ।	1	2	3	4	5
7.	सेवाको कूल प्रकृति राम्रो थियो ।	1	2	3	4	5
8.	मैले CHEERको दोभाषे सेवा फेरि प्रयोग गर्नेछु ।	1	2	3	4	5
<b>नियुक्ति गरिने टेलिफोन दोभाषे सेवा (TELISA) को लागि मात्र</b>						
9.	सेवा दिईएको समयमा शुरु भयो ।	1	2	3	4	5
<b>स्थानमा दिईने दोभाषे सेवा (OIS) तथा समकालिक दोभाषे सेवा (SIS) [कार्यशाला र सेमिनारहरूको] लागि मात्र</b>						
10.	दोभाषे ठीक समयमा आएको थियो ।	1	2	3	4	5

11. CHEERको दोभाषे अनि अनुवाद सेवाहरूबारे कहाँ सुन्नु भयो ?

सार्वजनिक सेवा प्रदायकहरू  CHEER कर्मचारी  पसलहरू  साथीहरू  अन्य कृपया उल्लेख गर्नुहोस् \_\_\_\_\_

12. के तपाईं CHEER को दोभाषे अनि अनुवाद सेवाहरू अरुलाई सिफारिश गर्नु हुन्छ? **गर्छु/गर्दिन**

13. अन्य सुझाव र सल्लाहहरू:

#### भाग B. आधारभूत जानकारी

प्रदान गरेको सेवा:

A. \* प्रकार:  तत्काल टेलिफोन दोभाषे सेवा (TELIS) [फोनद्वारा गरिने व्याख्या]  
 व्हाट्सएप तथा पढेर-गरिने दोभाषे सेवा (WSIS) [कागजपत्रहरूको मौखिक व्याख्या]  
 TELIS नियुक्ति (TELISA) [पूर्व-बुक गरिएको फोनद्वारा गरिने व्याख्या]  
 स्थानमा दिईने दोभाषे सेवा (OIS) [देखा देख भई गरिने व्याख्या]  
 समकालिक दोभाषे सेवा (SIS) [कार्यशाला र सेमिनार]

B. \* मिति: \_\_\_\_\_ (dd/mm/yyyy)

C. \* समय: \_\_\_\_\_ a.m./p.m.

टिप्पणी \* जानकारी पूरा गर्न आवश्यक छ ।

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖ तपाईंको समयको लागि धन्यवाद र फेरि सेवा गर्ने आशा गर्दछौं । ❖

# Appendix XIII: ਘੱਟ ਗਣਿਤੀ ਲੋਕਾਂ ਦੀ ਰਾਏ ਲੈਣ ਲਈ ਫਾਰਮ (Punjabi Version)

## 少數族裔服務使用者意見表(旁遮普語版)

### Hong Kong Christian Service

#### ਘੱਟ ਗਣਿਤੀ ਲੋਕਾਂ ਲਈ ਕੇਂਦਰ (CHEER)

ਹਾਂਗਕਾਂਗ ਕ੍ਰਿਸਚਨ ਸਰਵਿਸ CHEER ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ ਤੁਹਾਡਾ ਧੰਨਵਾਦ ਕਰਦੇ ਹਾਂ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੀ ਜੁਬਾਨੀ ਅਤੇ ਲਿਖਤੀ ਵਿਆਖਿਆ ਸੇਵਾ ਨੂੰ ਸੁਦਾਧਰਨ ਵਿਚ ਸਾਡੀ ਮਦਦ ਕਰੋ ਅਤੇ ਇਹ ਫਾਰਮ ਭਰ ਕੇ ਸਾਨੂੰ (ਨੰ.: 3106 04553) ਫੈਕਸ ਕਰੋ ਜਾਂ ਫਿਰ (tis-cheer@hkcs.email) ਤੇ ਈਮੇਲ ਕਰੋ।

#### ਭਾਗ A. ਪ੍ਰਸ਼ਨਾਵਲੀ

ਕ੍ਰਿਪਾ ਕਰਕੇ ਢੁਕਵੇਂ ਤੇ ਗੋਲ ਦਾਇਰਾ ਲਗਾਉ		ਪੂਰੀ ਤਰਾਂ ਅਸਿਹਮਤ	←→			ਪੂਰੀ ਤਰਾਂ ਸਿਹਮਤ
1.	ਵਿਆਖਿਆ ਦਾ ਕੰਮ ਅਰਾਮ ਨਾਲ ਚੱਲਿਆ	1	2	3	4	5
2.	ਵਿਆਖਿਆਕਾਰ ਸਲੀਕੇ ਨਾਲ ਪੇਸ਼ ਆਇਆ	1	2	3	4	5
3.	ਵਿਆਖਿਆਕਾਰ ਮਾਹਿਰ ਸੀ	1	2	3	4	5
4.	ਵਿਆਖਿਆਕਾਰ ਨਿਰਪੱਖ ਸੀ	1	2	3	4	5
5.	ਵਿਆਖਿਆਕਾਰ ਚੰਗੀ ਤਰਾਂ ਵਿਆਖਿਆ ਕਰ ਸਕਦਾ ਹੈ	1	2	3	4	5
6.	ਸੇਵਾ ਦੀ ਮੰਗ ਦਾ ਕੰਮ ਦੋਸਤਾਨਾ ਤਰੀਕੇ ਨਾਲ ਰਿਹਾ	1	2	3	4	5
7.	ਕੁੱਲ ਮਿਲਾ ਕੇ ਸੇਵਾ ਦੀ ਕਿਸਮ ਚੰਗੀ ਸੀ	1	2	3	4	5
8.	ਮੈਂ CHEER ਦੀ ਵਿਆਖਿਆ ਸੇਵਾ ਫਿਰ ਵਰਤੋਂ ਕਰਾਂਗਾ	1	2	3	4	5
<b>ਕੇਵਲ ਟੈਲੀਫੋਨ ਵਿਆਖਿਆ ਸੇਵਾ ਲਈ ਸਮਾਂ ਨਿਰਧਾਰਤ ਕਰਾਉਣ ਲਈ (TELISA)</b>						
9.	ਸੇਵਾ ਨਿਰਧਾਰਤ ਸਮੇਂ ਤੇ ਸ਼ੁਰੂ ਕੀਤੀ ਗਈ	1	2	3	4	5
<b>ਮੌਕੇ 'ਤੇ ਵਿਆਖਿਆ ਸੇਵਾ (OIS) [ਰੂ-ਬ-ਰੂਹ] ਅਤੇ ਸਮਕਾਲੀ ਵਿਆਖਿਆ ਸੇਵਾ (SIS) [ਵਰਕਸ਼ਾਪ ਅਤੇ ਸੈਮੀਨਾਰ]</b>						
10.	ਵਿਆਖਿਆਕਾਰ ਸਮੇਂ ਦਾ ਪਾਬੰਦ ਸੀ	1	2	3	4	5

11. ਤੁਸੀਂ CHEER ਦੀਆਂ ਜੁਬਾਨੀ ਅਤੇ ਲਿਖਤੀ ਵਿਆਖਿਆ ਸੇਵਾਵਾਂ ਬਾਰੇ ਕਿਥੋਂ ਜਾਣਿਆਂ?  
 ਲੋਕ ਸੇਵਾ ਪ੍ਰਦਾਤਾ     CHEER ਦਾ ਸਟਾਫ     ਦੁਕਾਨ     ਦੋਸਤ     ਹੋਰ: ਕ੍ਰਿਪਾ ਕਰਕੇ ਦੱਸੋ \_\_\_\_\_

12. ਤੁਸੀਂ ਆਪਣੇ ਜਾਣਕਾਰਾਂ ਨੂੰ CHEER ਦੀਆਂ ਜੁਬਾਨੀ ਅਤੇ ਲਿਖਤੀ ਵਿਆਖਿਆ ਸੇਵਾਵਾਂ ਦਾ ਸੁਝਾਅ ਦਿਓਗੇ? ਹਾਂ/ ਨਹੀਂ

13. ਹੋਰ ਟਿੱਪਣੀ ਅਤੇ ਸੁਝਾਅ:

#### ਭਾਗ B. ਮੁੱਢਲੀ ਜਾਣਕਾਰੀ:

ਮੰਗ ਕੀਤੀ ਗਈ ਸੇਵਾ:

- A. \* ਕਸਿਮ:**     ਤੁਰੰਤ ਟੈਲੀਫੋਨ ਵਿਆਖਿਆ ਸੇਵਾ (TELIS)    [ਫੋਨ ਰਾਹੀਂ ਵਿਆਖਿਆ]  
 ਵਟਸਅੱਪ ਅਤੇ ਦਸਤਾਵੇਜ਼ ਨਰੀਖਣ ਵਿਆਖਿਆ ਸੇਵਾ (WSIS)    [ਦਸਤਾਵੇਜ਼ਾਂ ਦਾ ਜੁਬਾਨੀ ਸਪਸ਼ਟੀਕਰਣ]  
 ਨਿਰਧਾਰਤ TELIS (TELISA)    [ਪਹਿਲਾਂ ਤੋਂ ਬੁੱਕ ਕਰਾਈ ਫੋਨ ਰਾਹੀਂ ਵਿਆਖਿਆ]  
 ਮੌਕੇ 'ਤੇ ਵਿਆਖਿਆ ਸੇਵਾ (OIS)    [ਰੂ-ਬ-ਰੂਹ ਵਿਆਖਿਆ]  
 ਸਮਕਾਲੀ ਵਿਆਖਿਆ ਸੇਵਾ (SIS)    [ਵਰਕਸ਼ਾਪ ਅਤੇ ਸੈਮੀਨਾਰ]

**B. \* ਤਾਰੀਖ:** \_\_\_\_\_ (ਦਨਿ/ਮਹੀਨਾ/ਸਾਲ)    **C. \* ਸਮਾਂ:** \_\_\_\_\_ a.m./p.m.

ਟਿੱਪਣੀ: \* ਵਾਲੀ ਜਗ੍ਹਾ ਭਰਨਾ ਜ਼ਰੂਰੀ ਹੈ।

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖ ਤੁਹਾਡੇ ਸਮੇਂ ਲਈ ਤੁਹਾਡਾ ਧੰਨਵਾਦ ਅਤੇ ਅਸੀਂ ਫਿਰ ਤੋਂ ਤੁਹਾਡੀ ਸੇਵਾ ਕਰਨ ਦੀ ਆਸ ਕਰਦੇ ਹਾਂ ❖



## Appendix XIII: Katugunan mula sa mga Tagagamit na EM (Tagalog Version)

### 少數族裔服務使用者意見表(他加祿語版)

#### Hong Kong Christian Service SENTRO para sa ETNIKO MINORYA (CHEER)

Salamat sa pagpili sa Hong Kong Christian Service-CHEER at paggamit sa aming mga serbisyo. Kami ay nakatuon sa pagpapabuti ng kalidad ng aming serbisyong interpretasyon at pagsasaling wika. Mangyaring tulungan kami sa pamamagitan ng pagsagot sa form na ito at ipadala sa amin sa fax (No.: 3106 0455) o kaya sa email (tis-cheer@hkcs.email).

#### BAHAGI A. Palatanungan

<i>Mangyaring bilugan ang nararapat</i>		Lubhang Hindi Sang-ayon	←————→			Lubhang Sang-ayon
			2	3	4	
1.	Ang interpretasyon ay maayos na naganap	1	2	3	4	5
2.	Ang interpreter ay magalang	1	2	3	4	5
3.	Ang interpreter ay may kakayahan	1	2	3	4	5
4.	Ang interpreter ay walang kinilingan	1	2	3	4	5
5.	Ang interpreter ay maayos na nakipag-ugnayan	1	2	3	4	5
6.	Ang paraan paghain ng aplikasyon para sa serbisyo ay madali	1	2	3	4	5
7.	Mahusay ang kabuuang kalidad ng serbisyo.	1	2	3	4	5
8.	Gagamitin kong muli ang serbisyong interpretasyon ng CHEER	1	2	3	4	5
<b>Para sa NAKATAKDANG SERBISYONG INTERPRETASYONG PANTELEPONO (TELISA) LAMANG</b>						
9.	Nagsimula sa tamang oras ang nakatakdang appointment	1	2	3	4	5
<b>Serbisyong Interpretasyong On-Site (OIS) at SERBISYONG MAGKASABAY NA INTERPRETASYON (SIS) [Para sa mga Workshop at seminar] LAMANG</b>						
10.	Ang interpreter ay dumating sa tamang oras	1	2	3	4	5

11. Saan mo nalaman ang tungkol sa mga serbisyong interpretasyon at pagsasaling wika ng CHEER?

- Mga Tagabigay ng Pambublikong Serbisyo   
 Kawani ng CHEER   
 Mga Tindahan   
 Mga Kaibigan  
 Iba pa: pakibanggit \_\_\_\_\_

12. Nais mo bang irekomenda ang serbisyong interpretasyon at pagsasaling wika ng CHEER sa iyong mga kakila? **Oo/ Hindi**

13. Iba pang komentaryo at mungkahi:

#### BAHAGI B. Pangunahing Impormasyon:

##### Serbisyong ginawa:

- A. \*Uri:**   
 Agarang Serbisyong Interpretasyong Pang-telepono (TELIS)    [Pantelepono]  
 Serbisyong Interpretasyon sa WhatsApp at Harapan (WSIS)    [Berbal na pagpapaliwanag ng mga dokumento]  
 Nakatakdang TELIS (TELISA)    [Nakatakdang pantelepono]  
 Serbisyong Interpretasyong On-Site (OIS)    [Harapan]  
 Serbisyong Magkasabay na Interpretasyon (SIS)    [Mga Workshop at Seminar]

**B. \*Petsa:** \_\_\_\_\_ (araw/buwan/taon)

**C. \*Oras:** \_\_\_\_\_ a.m./p.m.

*Pahayag: \* Kumpletuhin ang impormasyon..*

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖Salamat sa ibinahagi ninyong panahon at umaasa kaming makapagsilbi sa inyong muli. ❖

# Appendix XIIIg: แบบสอบถามความคิดเห็นจากผู้ให้บริการชนกลุ่มน้อย (Thai Version)

## 少數族裔服務使用者意見表(泰語版)

### Hong Kong Christian Service

#### ศูนย์เพื่อความสามัคคีและการยกระดับผู้นำชนกลุ่มน้อย(CHEER)

ขอขอบคุณสำหรับการเลือกใช้บริการของศูนย์ CHEER – ฮองกงคริสเตียนเซอร์วิส พวกเรามีความมุ่งมั่นที่จะปรับปรุงคุณภาพการให้บริการด้านการล่ามและการแปลเอกสาร ดังนั้นกรุณาช่วยเราโดยการตอบแบบฟอร์มนี้และส่งกลับมาให้เราทางแฟกซ์ (หมายเลข: 3106 0455) หรือทางอีเมล (tis-cheer@hkcs.email)

#### ส่วน A. แบบสอบถาม:

กรุณาใส่วงกลมในช่องที่เหมาะสม		ไม่เห็นด้วย อย่างยิ่ง	←————→				เห็นด้วย อย่างยิ่ง
1.	ขั้นตอนในการให้บริการล่ามเป็นไปอย่างรวดเร็ว	1	2	3	4	5	
2.	เจ้าหน้าที่ล่ามมีความสุภาพ	1	2	3	4	5	
3.	เจ้าหน้าที่ล่ามมีความสามารถในการแปล	1	2	3	4	5	
4.	เจ้าหน้าที่ล่ามวางตัวเป็นกลาง	1	2	3	4	5	
5.	เจ้าหน้าที่ล่ามสามารถสื่อสารได้เป็นอย่างดี	1	2	3	4	5	
6.	ขั้นตอนการสมัครใช้บริการไม่ยุ่งยาก	1	2	3	4	5	
7.	คุณภาพการให้บริการโดยรวมดี	1	2	3	4	5	
8.	ฉันจะใช้บริการล่ามของศูนย์ CHEER อีกครั้ง	1	2	3	4	5	
สำหรับการใช้บริการล่ามทางโทรศัพท์แบบนัดหมายล่วงหน้า (TELISA) เท่านั้น							
9.	การให้บริการเป็นไปตามนัดหมายอย่างตรงเวลา	1	2	3	4	5	
บริการล่ามนอกสถานที่ (OIS) และ บริการล่ามแบบฉับพลันในที่ประชุม (SIS) [การประชุมเชิงปฏิบัติการและการสัมมนา] เท่านั้น							
10.	เจ้าหน้าที่ล่ามตรงต่อเวลา	1	2	3	4	5	

11. ท่านรู้จักบริการล่ามและบริการแปลเอกสารของศูนย์ CHEER ได้อย่างไร?

- เจ้าหน้าที่หน่วยงานภาครัฐ     เจ้าหน้าที่ศูนย์ CHEER     ร้านค้า     เพื่อน  
 อื่นๆ โปรดระบุ \_\_\_\_\_

12. ท่านจะแนะนำบริการล่ามและบริการแปลเอกสารของศูนย์ CHEER ให้กับผู้ที่ท่านรู้จักหรือไม่?    **แนะนำ/ ไม่แนะนำ**

13. ความคิดเห็นและข้อเสนอแนะอื่นๆ:

#### ส่วน B. ข้อมูลพื้นฐาน:

##### บริการที่ได้รับ:

- A. \*ประเภท:     บริการล่ามทางโทรศัพท์แบบทันที (TELIS)    [ล่ามทางโทรศัพท์]  
 บริการล่ามอ่านเอกสาร & วอทแอป (WSIS)    [อธิบายเอกสารด้วยวาจา]  
 บริการล่ามทางโทรศัพท์แบบนัดหมายล่วงหน้า (TELISA)    [นัดหมายทางโทรศัพท์ล่วงหน้า]  
 บริการล่ามนอกสถานที่ (OIS)    [ล่ามแบบตัวต่อตัว]  
 บริการล่ามแบบฉับพลันในที่ประชุม (SIS)    [การประชุมเชิงปฏิบัติการและการสัมมนา]

B. \*วันที่: \_\_\_\_\_ (วัน/เดือน/ปี)

C. \*เวลา: \_\_\_\_\_ a.m./p.m.

หมายเหตุ: \*กรุณากรอกข้อมูลให้สมบูรณ์

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖ ขอขอบคุณที่ท่านสละเวลาและเราหวังว่าจะได้ให้บริการท่านอีกครั้ง ❖

**Appendix XIIIh : سہولت استعمال کرنے والی نسلی اقلیت کا ردعمل (Version Urdu)**

**少數族裔服務使用者意見表(烏爾都語版)**

**Hong Kong Christian Service  
نسلی اقلیتوں کا مرکز (CHEER)**

ہانگ کانگ کرسچن سروس CHEER کا انتخاب کرنے اور ہماری سہولیات استعمال کرنے کا شکریہ ہم اپنی زبانی اور تحریری ترجمہ کی سہولیات کا معیار بہتر کرنے کیلئے پر عزم ہیں۔ براہ مہربانی اس فارم کو پر کر کے ہماری مدد کریں اور ہمیں بذریعہ فیکس (نمبر: 3106 0455) یا بذریعہ ای میل (tis-cheer@hkcs.email) ارسال کریں۔

**حصہ A - سوالنامہ**

بالکل منفق	← →			شدید اختلاف	برائے مہربانی موزوں پر دائرہ لگائیں
5	4	3	2	1	1. ترجمانی کا عمل آرام سے مکمل ہوا
5	4	3	2	1	2. ترجمان خوش اخلاق تھا
5	4	3	2	1	3. ترجمان باصلاحیت تھا
5	4	3	2	1	4. ترجمان غیر جانبدار تھا
5	4	3	2	1	5. ترجمان اچھی طرح گفتگو کر سکتا تھا
5	4	3	2	1	6. سہولت کی درخواست کا طریقہ کار استعمال میں آسان تھا
5	4	3	2	1	7. مجموعی طور پر سہولت معیاری تھی
5	4	3	2	1	8. میں چیئر کی ترجمانی کی سہولت دوبارہ استعمال کروں گی/گا
صرف ٹیلی فون پر زبانی ترجمہ کی سہولت کی اپائنٹمنٹ (TELISA) کیلئے					
5	4	3	2	1	9. اپائنٹمنٹ مقررہ وقت پر شروع ہوئی
موقع پر زبانی ترجمہ کی خدمت کیلئے (OIS) اور بیک وقت زبانی ترجمہ کی سہولت (SIS) [ورکشاپس اور سیمینارز] کیلئے					
5	4	3	2	1	10. ترجمان وقت کا پابند تھا

11. آپ نے CHEER کی زبانی اور تحریری ترجمہ کی سہولیات کے بارے میں کہاں سے سنا؟

- سرکاری خدمات کے فراہم کنندگان  CHEER کا عملہ  دکانیں  دوست  دیگر: براہ مہربانی واضح کریں \_\_\_\_\_

12. کیا آپ اپنے جاننے والے لوگوں کو CHEER کی زبانی اور تحریری ترجمہ کی سہولیات تجویز کریں گے؟ ہاں / نہیں

13. دیگر آرا اور تجاویز:

**حصہ B - بنیادی معلومات:**

مہیا کی جانے والی سہولت:	
<input type="checkbox"/> فوری ٹیلی فون پر زبانی ترجمہ کی سہولت (TELIS)	<input type="checkbox"/> ٹیلی فون پر [
<input type="checkbox"/> واٹس ایپ اور آمنے سامنے زبانی ترجمہ کی خدمت (WSIS)	[ کاغذات کی زبانی وضاحت]
<input type="checkbox"/> TELIS اپائنٹمنٹ (TELISA)	[ پہلے سے بک شدہ ٹیلی فون پر]
<input type="checkbox"/> موقع پر زبانی ترجمہ کی خدمت (OIS)	[ چہرہ بہ چہرہ]
<input type="checkbox"/> بیک وقت زبانی ترجمہ کی سہولت (SIS)	[ ورکشاپس اور سیمینارز]
ب * تاریخ: _____ (دن / مہینہ / سال) _____	
ن * وقت: _____ a.m./p.m.	
تجویز: *والی معلومات ضرور مکمل کریں.	

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖ آپ کے وقت کا شکریہ اور ہمیں امید ہے کہ دوبارہ آپ کی خدمت کریں گے ❖

**Appendix XIII: Ý kiến của người sử dụng phục vụ cho dân tộc thiểu số (Vietnamese Version)**

**少數族裔服務使用者意見表(越南文版)**

**Hong Kong Christian Service  
TRUNG TÂM HỖ TRỢ DÂN TỘC THIỂU SỐ (CHEER)**

Cảm ơn đã lựa chọn Hong Kong Christian Service-CHEER và sử dụng dịch vụ của chúng tôi. Chúng tôi cam kết sẽ nâng cao chất lượng dịch vụ phiên dịch và dịch thuật của chúng tôi. Vui lòng giúp chúng tôi bằng cách điền mẫu đơn này và gửi lại cho chúng tôi bằng cách fax tới (No.: 3106 0455) hoặc bằng cách email tới (tis-cheer@hkcs.email).

**Phần A. Bản Câu Hỏi**

<b>Hãy khoanh tròn chỗ thích hợp.</b>		Hoàn Toàn Không Đồng Ý	←————→			Hoàn Toàn Đồng Ý
1.	Quá trình thông dịch được suôn sẻ	1	2	3	4	5
2.	Thông dịch viên có lịch sự	1	2	3	4	5
3.	Thông dịch viên có đủ khả năng	1	2	3	4	5
4.	Thông dịch viên có công bằng	1	2	3	4	5
5.	Thông dịch viên có thể giao tiếp tốt	1	2	3	4	5
6.	Các thủ tục sử dụng dịch vụ thân thiện với người dùng	1	2	3	4	5
7.	Chất lượng tổng thể của dịch vụ là tốt	1	2	3	4	5
8.	Tôi sẽ sử dụng dịch vụ thông dịch ở CHEER một lần nữa	1	2	3	4	5
<b>CHỈ dành cho Trợ Giúp Thông Dịch Qua Đường Dây Nóng HẸN TRƯỚC (TELISA)</b>						
9.	Lịch hẹn bắt đầu đúng thời gian	1	2	3	4	5
<b>Dịch Vụ Phiên Dịch Trực Tiếp (OIS) và DỊCH VỤ THÔNG DỊCH TRỰC TIẾP (SIS) [Hội thảo và hội nghị chuyên đề]</b>						
10.	Thông dịch viên đến đúng giờ	1	2	3	4	5

11. Từ đâu bạn biết đến dịch vụ phiên dịch và dịch thuật của CHEER?

- Người Cung Cấp Dịch Vụ Công Cộng     Nhân Viên của CHEER     Shops     Bạn Bè  
 Từ chỗ Khác: Xin Ghi Rõ \_\_\_\_\_

12. Bạn muốn giới thiệu dịch vụ phiên dịch và dịch thuật của CHEER cho những người mình biết không?

**Có / Không**

13. Ý Kiến Khác và Gợi Ý

**Phần B. Thông Tin Cơ Bản:**

**Dịch Vụ Đã Dùng:**

- A. \* Loại:**  Trợ Giúp Thông Dịch Qua Đường Dây Nóng (TELIS) [Qua điện thoại]  
 Dịch Vụ Dịch Thuật Thị Giác và Qua Whatsapp (WSIS) [Giải thích văn bản bằng lời nói]  
 Trợ Giúp Thông Dịch Qua Đường Dây Nóng Hẹn Trước(TELISA)[Hẹn trước qua điện thoại]  
 Dịch Vụ Phiên Dịch Trực Tiếp (OIS) [Đối diện]  
 Dịch Vụ Thông Dịch Trực Tiếp (SIS) [Hội thảo và hội nghị chuyên đề]

**B. \* Ngày:** \_\_\_\_\_ (dd/mm/yyyy) **C. \* Thời gian:** \_\_\_\_\_ a.m./p.m.

*Ghi chú: \* Thông tin cần được hoàn tất.*

Case Number: \_\_\_\_\_ Interpreter: \_\_\_\_\_

❖Cám ơn bạn đã dành thời gian và chúng tôi hy vọng sẽ phục vụ bạn lần sau.❖

**Appendix XIV: Application for Agency Code (機構代碼申請表)**

To: CHEER, Hong Kong Christian Service

Fax: **3106 0455**

E-mail: **tis-cheer@hkcs.email**

Interpretation and Translation Service

**Application for Agency Code**

Organization Name:	
*Section/Unit Name:	
Name of Unit-in-charge	
Address	
Telephone No.	
Fax No.	
E-mail Address	

\* Delete as appropriate

Signature of Agency/  
Unit-in-charge

: \_\_\_\_\_

Date

: \_\_\_\_\_

\_\_\_\_\_  
Agency/Unit Chop

To be completed by CHEER

<p><b><i>Your application for an agency code for CHEER's interpretation and translation service is in process. An agency code will be assigned within 10 working days.</i></b></p>	
Received by:	CHEER's agency chop
Date received:	

Handy Communication with Non-English/Chinese Speaker

學習少數族裔語言作簡易溝通

<b>對話 1</b> <b>Conversation 1</b>	<b>Hello.</b> <b>你好。</b>	<b>對話 2</b> <b>Conversation 2</b>	<b>My name is (_____).</b> <b>我的名字叫 (_____).</b>
印尼語 Bahasa Indonesia	Halo.	印尼語 Bahasa Indonesia	Nama saya (_____).
尼泊爾語 Nepali	नमस्ते Namaste	尼泊爾語 Nepali	मेरो नाम (_____) हो। Mero naam (_____) ho.
烏爾都語 Urdu	Assalam-o-Alaikum السلام و عليكم	烏爾都語 Urdu	Maira naam _____ hai. میرا نام _____ ہے
旁遮普語 Punjabi	ਸਤਿ ਸ੍ਰੀ ਅਕਾਲ। Sat Sri Akaal.	旁遮普語 Punjabi	मेरा नाम (_____) है। Mera naam (_____) hai.
他加祿語 Tagalog	Kumusta.	他加祿語 Tagalog	Ang pangalan ko ay (_____).
泰語 Thai	สวัสดีค่ะ/ครับ Sawatdi Kha (Female)/ Khrap (Male)	泰語 Thai	ดิฉัน/ผม ชื่อ(.....) Dichan (Female) /Phom (Male) Chue (.....)
印度語 Hindi	नमस्ते Namaste	印度語 Hindi	मेरा नाम (_____) है। Mera naam (_____) hai.
越南語 Vietnamese	Xin chào Xin jiao	越南語 Vietnamese	Tên của tôi là _____ Den kua doai la _____
<b>對話 3</b> <b>Conversation 3</b>	<b>May I know your name?</b> <b>你叫甚麼名字？</b>	<b>對話 4</b> <b>Conversation 4</b>	<b>Sorry. I can only speak Cantonese and English.</b> <b>對不起。我只會說廣東話及英語。</b>
印尼語 Bahasa Indonesia	Bolehkah saya tahu nama Anda?	印尼語 Bahasa Indonesia	Maaf. Saya hanya bisa berbicara bahasa Kantonis dan Inggris
尼泊爾語 Nepali	तपाईंको नाम के हो? Tapai ko naam k ho?	尼泊爾語 Nepali	माफ गर्नुहोस् । म क्यान्टोनिज र अंग्रेजी मात्र बोल्न सक्छु । Maaf garnuhos. Ma Cantonese ra Angreji matra bolna sakchu.
烏爾都語 Urdu	کیا میں آپ کا نام جان سکتا/سکتی ہوں؟ Kiya main aap ka naam jaan sakta(Male)/sakti(Female) hoon?	烏爾都語 Urdu	معذرت میں صرف کینٹونیز اور انگریزی بول سکتا / سکتی ہوں۔ Mazrat. Main sirf Cantonese aur English bol sakta(Male)/sakti(Female) hoon?
旁遮普語 Punjabi	ਤੁਹਾਡਾ ਨਾਮ ਕੀ ਹੈ? Tuhada naam ki hai?	旁遮普語 Punjabi	ਮਾਫ ਕਰਨਾ! ਮੈਨੂੰ ਸਿਰਫ ਕੈਟੋਨੀਜ਼ ਅਤੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣੀ ਆਉਂਦੀ ਹੈ। Maaf karna. Meinu sirf Cantonese ate Angreji bolni aundi hai.
他加祿語 Tagalog	Maaari ko bang malaman ang pangalan mo?	他加祿語 Tagalog	Paumanhin, ako ay nakapagsasalita lamang ng Tsino at Ingles.
泰語 Thai	ขอทราบชื่อของคุณได้หรือไม่ Kho Sap Chue Khong Khun Dai Ruemai	泰語 Thai	ขอโทษ ดิฉัน/ผม พูดได้แต่ภาษาทางต้งและภาษาอังกฤษ Khotot. Dichan (Female)/ Phom (Male) Phut Dai Tae Phasa Kwangtung Lae Phasa Angkrit
印度語 Hindi	मैं आपका नाम जान सकता / सकती हूँ ? main aapaka naam jaan sakata / saktee hun?	印度語 Hindi	माफ करें। मैं केवल कैंटोनीज़ और अंग्रेजी बोल सकता / सकती हूँ। Maaf karen. Main keval Cantonese aur Angrejee bol sakata / saktee hoon.
越南語 Vietnamese	Tôi có thể biết tên của bạn không? Doai go te biek den kua bhan kong?	越南語 Vietnamese	Xin lỗi, tôi chỉ nói được tiếng Quảng Đông và tiếng Anh. Xin loai, doai zi noai doc dieng quang doong ve dieng anh

對話 5 Conversation 5	Do you have an appointment? 你有預約嗎？ 有 Yes 沒有 No	對話 6 Conversation 6	What is the name of the officer you are meeting today? 今天和你會面的職員名字是甚麼？
印尼語 Bahasa Indonesia	Apakah Anda mempunyai janji temu? Ya Tidak	印尼語 Bahasa Indonesia	Siapa nama petugas yang akan Anda temui hari ini?
尼泊爾語 Nepali	के तपाईंसाँग अपोइन्टमेन्ट छ? K tapai sangha appointment cha? छ Cha छैन Chaina	尼泊爾語 Nepali	तपाईंले आज भेटनुपर्ने अफिसरको नाम के हो? Tapaile aja bhetnu parne officer ko naam k ho?
烏爾都語 Urdu	Kia aap ki appointment hai? Nahi نہیں Haan ہاں	烏爾都語 Urdu	جس آفیسر سے آپ نے آج ملنا ہے اس کا کیا نام ہے؟ Jis officer say aap nai aaj milna hay us ka kiya naam hai?
旁遮普語 Punjabi	ਕੀ ਤੁਹਾਡੀ ਅਪੋਇੰਟਮੈਂਟ ਹੈ? Ki tuhadi appointment hai? ਹਾਂ Han ਨਹੀਂ Nahi	旁遮普語 Punjabi	ਅੱਜ ਤੁਸੀਂ ਜਿਸ ਅਫ਼ਸਰ ਨੂੰ ਮਿਲ ਰਹੇ ਹੋ ਉਸ ਦਾ ਨਾਮ ਕੀ ਹੈ? Aj tusin jis officer nu mil rahe ho us da naam ki hai?
他加祿語 Tagalog	Mayroon ka bang appointment? Mayroon Wala	他加祿語 Tagalog	Ano ang pangalan ng kawani na nais mong kausapin?
泰語 Thai	คุณมีนัดหมายหรือไม่ Khun Mi Natmai Ruemai ใช่ Chai ไม่ Mai	泰語 Thai	วันนี้คุณต้องการพบเจ้าหน้าที่ชื่อว่าอะไร Wanni Khun Tongkan Phop Chaonathi Chuewa Arai
印度語 Hindi	क्या आपको अपॉइन्टमेंट ( मिलने का समय )दिया गया है? Kya aapako appointment (milne ka samay)diya gaya hai? हाँ Haan नहीं Nahee	印度語 Hindi	आज आप जिस अधिकारी से मिल रहे हैं उनका क्या नाम है? Aaj aap jis adhikaaree se mil rahe hain unka kya naam hai?
越南語 Vietnamese	Bạn có hẹn không? Bhan go hen kong? Có Go Không Kong	越南語 Vietnamese	Tên của cán bộ bạn gặp hôm nay? Den guo gan bo bhan gap hom nei
對話 7 Conversation 7	What is your telephone number? 請問你的電話號碼是什麼？	對話 8 Conversation 8	What is your case reference no? 你的檔案編號是甚麼？
印尼語 Bahasa Indonesia	Berapa nomor telepon Anda?	印尼語 Bahasa Indonesia	Berapa nomor referensi kasus Anda?
尼泊爾語 Nepali	तपाईंको टेलिफोन नम्बर कति हो? Tapai ko telephone number kati ho?	尼泊爾語 Nepali	तपाईंको केस नम्बर कति हो? Tapai ko case number kati ho?
烏爾都語 Urdu	Aap ka phone number kiya hai? آپ کا فون نمبر کیا ہے؟	烏爾都語 Urdu	Aap ka case reference no kiya hai? آپ کا کیس ریفرنس نمبر کیا ہے؟
旁遮普語 Punjabi	ਤੁਹਾਡਾ ਟੈਲੀਫੋਨ ਨੰਬਰ ਕੀ ਹੈ? Tuhada telephone number ki hai?	旁遮普語 Punjabi	ਤੁਹਾਡਾ ਕੇਸ ਨੰਬਰ ਕੀ ਹੈ? Tuhada case hwala number ki hai?
他加祿語 Tagalog	Ano ang iyong numero sa telepono?	他加祿語 Tagalog	Ano ang numero ng case reference mo?
泰語 Thai	เบอร์โทรศัพท์ของคุณคืออะไร Boe Thorasap Khong Khun Khue Arai	泰語 Thai	หมายเลขกรณีอ้างอิงของคุณคืออะไร Mailek Korani Ang ing Khong Khun Khue Arai
印度語 Hindi	आपका टेलीफोन नम्बर क्या है? Aapka telephone numbar kya hai?	印度語 Hindi	आपका केस रेफरेंस नंबर क्या है? Aapka case reference number kya hai?
越南語 Vietnamese	Số điện thoại của bạn là gì? Sau dien toai guo bhan la ji?	越南語 Vietnamese	Số tham chiếu trường hợp của bạn là gì? Sau tam jieu zuong hop guo bhan la ji?

<b>對話 9</b> Conversation 9	<b>Please wait.</b> 稍等。	<b>對話 10</b> Conversation 10	<b>Thank You.</b> 謝謝。
印尼語 Bahasa Indonesia	Harap tunggu.	印尼語 Bahasa Indonesia	Terima kasih.
尼泊爾語 Nepali	कृपया पर्खनुहोस् । Kripaya parkhanu hos.	尼泊爾語 Nepali	धन्यवाद । Dhanyabad
烏爾都語 Urdu	براہ مہربانی انتظار کیجیے؟ Baraiy maharbani intazaar kijiyay.	烏爾都語 Urdu	آپ کا شکریہ Aap ka shukriya
旁遮普語 Punjabi	ਕਿਰਪਾ ਕਰਕੇ ਉਡੀਕ ਕਰੋ Kirpa karke udeek karo.	旁遮普語 Punjabi	ਧੰਨਵਾਦ Dhanwaad.
他加祿語 Tagalog	Maghintay lang.	他加祿語 Tagalog	Salamat.
泰語 Thai	กรุณารอสักครู่ Karuna Ro Sak Khru	泰語 Thai	ขอบคุณค่ะ/ครับ Khopkhun Kha (Female) / Khrap (Male)
印度語 Hindi	कृपया प्रतीक्षा करें। Kripaya prateeksha karen.	印度語 Hindi	धन्यवाद । Dhanyavaad
越南語 Vietnamese	Xin vui lòng đợi. Xin zui long doai	越南語 Vietnamese	Cảm ơn. Kam on
<b>對話 11</b> Conversation 11	<b>What is your address?</b> 請問你的地址是什麼？	<b>對話 12</b> Conversation 12	<b>What is your Hong Kong Identity Card (HKID) number?</b> 你的香港身份證 (HKID) 號碼是甚麼？
印尼語 Bahasa Indonesia	Di mana Alamat Anda?	印尼語 Bahasa Indonesia	Berapa nomor Kartu Identitas Hong Kong (HKID) Anda?
尼泊爾語 Nepali	तपाईंको ठेगाना के हो? Tapai ko thegana k ho?	尼泊爾語 Nepali	तपाईंको हङकङ परिचय पत्र (HKID) नम्बर कति हो? Tapai ko Hong Kong Parichaya patra (HKID) number kati ho?
烏爾都語 Urdu	آپ کا پتہ کیا ہے؟ Aap ka pata kiya hai?	烏爾都語 Urdu	آپ کا ہانگ کانگ کا شناختی کارڈ (HKID) نمبر کیا ہے؟ Aap ka Hong Kong ka shanakhti card (HKID) number kiya hay
旁遮普語 Punjabi	ਤੁਹਾਡਾ ਪਤਾ ਕੀ ਹੈ? Tuhada pta ki hai?	旁遮普語 Punjabi	ਤੁਹਾਡਾ ਹਾਂਗ ਕਾਂਗ ਪਹਾਣ ਪੱਤਰ (HKID) ਨੰਬਰ ਕੀ ਹੈ? Tuhada Hong Kong pchhaan patter (HKID) number ki Hai?
他加祿語 Tagalog	Saan kayo nakatira?	他加祿語 Tagalog	Ano ang numero ng inyong Hong Kong ID kard?
泰語 Thai	ที่อยู่ของคุณคือที่ไหน Thiyu Khong Khun Khue Thinai	泰語 Thai	หมายเลขบัตรประจำตัวประชาชนฮ่องกง (HKID) ของคุณคืออะไร Mailek Bat Prachamtua Prachachon Hong Kong [HKID] Khong Khun Khue Arai
印度語 Hindi	आपका पता क्या है? Aapaka pata kya hai?	印度語 Hindi	आपका हांगकांग पहचान पत्र (HKID) नंबर क्या है? Aapaka Hong Kong pahachaan patr (HKID) number kya hai?
越南語 Vietnamese	Địa chỉ của bạn là gì? Dia ji kuo bhan la ji?	越南語 Vietnamese	Số chứng minh nhân dân Hồng Kông của bạn là gì? Sau zung ming nan zan hong kong guo bhan la ji?



<b>對話 13</b> <b>Conversation 13</b>	<b>Can you fill in this form?</b> <b>請你填寫這份申請表？</b>	<b>對話 14</b> <b>Conversation 14</b>	<b>Your next appointment is __ (dd) __ (mm) __ (yyyy) at __ : __ (am/pm).</b> <b>你下一次預約是 __ (日) __ (月) __ (年) , 時間是 __ : __ (上午/下午)。</b>
印尼語 Bahasa Indonesia	Apakah Anda dapat mengisi formulir ini?	印尼語 Bahasa Indonesia	Janji temu Anda berikutnya adalah __ (tgl) __ (bln) __ (thn) pada jam __ : __ (pagi/siang).
尼泊爾語 Nepali	के तपाईं यो फारम भर्न सक्नुहुन्छ? K tapai yo faram bharna saknu huncha?	尼泊爾語 Nepali	तपाईंको अर्को अपोइन्टमेन्ट __ दिन __ महिना __ साल __ : __ (am/pm) मा छ । Tapaiko arko appointment din mahina saal : (am/pm) ma cha.
烏爾都語 Urdu	کیا آپ یہ فارم پر کر سکتے (مرد) / سکتی (عورت) ہیں؟ Kiya aap yeah form pur kar saktay (male) / sakti (female) hain?	烏爾都語 Urdu	آپ کی اگلی ایپنٹمنٹ __ (تاریخ) __ (مہینہ) __ (سال) کو __ : __ (صبح/شام) بجے ہے؟ Aap ki agli appointment __ (tareekh) __ (maheena) __ (saal) ko __ : __ (subha/sham) bajay __ hay.
旁遮普語 Punjabi	ਕੀ ਤੁਸੀਂ ਇਸ ਫਾਰਮ ਨੂੰ ਭਰ ਸਕਦੇ ਹੋ? Ki tusin es farm nu bhar sakde ho?	旁遮普語 Punjabi	ਤੁਹਾਡੀ ਅਗਲੀ ਅਪੋਇੰਟਮੈਂਟ __ (ਦਿਨ) __ (ਮਹੀਨਾ) __ (ਸਾਲ) ਨੂੰ __ : __ (ਸਵੇਰੇ/ ਦੁਪਹਿਰ) ਵਜੇ ਹੈ। Tuhadi agli appointment __ (din) __ (mahina) __ (saal) nu __ : __ (swere/dupahar) vaje hai.
他加祿語 Tagalog	Maaari mo bang punan ang form na ito?	他加祿語 Tagalog	Ang iyong susunod na appointment ay sa ika- __ (araw) ng __ (buwan) __ (taon) sa __ : __ (umaga/hapon)
泰語 Thai	คุณกรอกแบบฟอร์มฉบับนี้ได้หรือไม่ Khun Krok Baep Fom Chabap Ni Dai Ruemai	泰語 Thai	การนัดหมายของคุณครั้งต่อไปคือ __ (วัน) __ (เดือน) __ (ปี) เวลา __ : __ (เช้า/บ่าย) Kan Natmai Khong Khun Khrang Topai Khue __ (Wan) __ (Duean) __ (Pi) Wela __ : __ ( am/pm)
印度語 Hindi	क्या आप यह फॉर्म भर सकते हैं? Kya aap yah phorm bhar sakate hain?	印度語 Hindi	आपका अगला अपॉइंटमेंट __ (दिन) __ (महीना) __ (साल) __ : __ (सुबह/ दोपहर) को है। Aapaka agala appointment __ (din) __ (maheena) __ (saal) __ : __ (subah / dopahar) ko hai.
越南語 Vietnamese	Bạn có thể điền vào tờ đơn này không? Bhan go te dien zao do don noay kong?	越南語 Vietnamese	Cuộc hẹn tiếp theo của bạn là vào ngày __ tháng __ năm __ lúc __ giờ sáng / giờ chiều. Guoc hen tip teo kuo bhan la vao ngay __ tang __ nem __ luc __ jo sang / jo jieu
<b>對話 15</b> <b>Conversation 15</b>	<b>Sorry.</b> <b>對不起。</b>	<b>對話 16</b> <b>Conversation 16</b>	<b>Goodbye.</b> <b>再見。</b>
印尼語 Bahasa Indonesia	Maaf.	印尼語 Bahasa Indonesia	Sampai jumpa.
尼泊爾語 Nepali	माफ गर्नुहोस् । Maaf garnuhos	尼泊爾語 Nepali	बाई बाई Bye Bye
烏爾都語 Urdu	معذرت Ma'zrat	烏爾都語 Urdu	Khuda Hafiz/ Allah Hafiz
旁遮普語 Punjabi	ਮਾਫ਼ ਕਰਨਾ। Maaf karna.	旁遮普語 Punjabi	ਅਲਵਿਦਾ। Alwida.
他加祿語 Tagalog	Ipagpaumanhin.	他加祿語 Tagalog	Paalam.
泰語 Thai	ขอโทษค่ะ/ครับ Khotot Kha (Female) / Khrap (Male)	泰語 Thai	ลาก่อน La Kon
印度語 Hindi	माफ करें । Maaf karen.	印度語 Hindi	बाय बाय। Bye Bye .
越南語 Vietnamese	Xin lỗi. Xin loai	越南語 Vietnamese	Tạm biệt. Dam bit



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