



TRAINING ★ TOURS ★ DISCOVERY

Guidelines for Working with a Translator or Interpreter

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Guidelines for Working with a Translator or Interpreter

As a Tour Guide, you may occasionally be required to conduct a tour for a group who does not speak your language, and sometimes a translator or interpreter will be provided to translate your commentary into the language of the group. This could be verbally in another language or with an American Sign Language (ASL) interpreter. Often this is an interpreter provided by the cruise line, but it could be a fellow Aquila team member or even a companion travelling with a guest.

Working with a translator to conduct a tour can be challenging for a Tour Guide, but nonetheless, it is still your responsibility to ensure that the tour is an excellent experience for your guests.

With that in mind, here are some helpful tips for working with a translator:

- Introduce yourself to the translator or interpreter before the beginning of the tour. Review the itinerary and plan for the tour, as well as the type of content you will be covering.
- Prior to the tour, ask them how you can be most helpful to them in delivering the tour information to your guests.
- Understand that you will **not** be able to cover everything. Decide in advance what information is most important for you to share with your guests. Typically, communicating through an interpreter takes twice as long, so generally speaking, you'll be able to cover approximately half of your usual tour content.
- Give the interpreter command of the microphone and provide your information to the interpreter to communicate to the group over the microphone.
- When working with an ASL Interpreter, position yourself so both you and the interpreter are clearly visible to the group – ideally with good lighting. Speak directly to your guests (not the interpreter) and allow extra time for visual communication. Be mindful not to speak while moving excessively or turning away, as guests need to see both your expressions and the interpreter's signs to fully understand the tour. **Allow additional time for visual attention shifts. Guests using ASL must look back and forth between the Interpreter, you, and points of interest, which can take more time than spoken translation.**
- Maintain eye contact with your group and engage your group directly. Even though you may not understand what is being said, this will help show your interest in the group and monitor how they are enjoying the tour.
- Be cautious of how your words will translate. Try to use basic language and avoid long and complex sentences. Avoid jokes and local sayings, as they tend not to translate well.
- Speak clearly and slowly, to allow your interpreter the opportunity to accurately communicate what it is you are saying and not lose any of the information. If you speak too quickly, it can make their job harder.
- Pause about every 60 seconds for the interpreter to translate. Try to pause when a thought is complete or after major points have been made (if not too long). Watch your interpreter to make sure they are keeping up with you.
- Ask for feedback as to whether your interpreter would like you to give them more or less information before pausing.

- Try not to interrupt the interpreter unless it is absolutely necessary.
- Allow time for questions from your guests through the interpreter. This will help you engage the guests in your tour and connect with you.

Contact

If you have any questions or need clarification, please reach out to Aquila's Human Resources Manager below. Thank you for contributing to a positive and professional atmosphere at Aquila.

Sam MacVey

Human Resources Manager

sam@aquilatours.com

506-647-1890