

## **Standard OPI Introduction & Closing Protocols / Protocolos Estándar de Introducción y Cierre para OPI**

Clear and professional introductions and closings set the stage for a smooth interpretation session.

### **Standard Introduction Script:**

*(Always state both languages you interpret between if policy requires, otherwise just the target language needed for the call)*

#### **1. Greeting & Identification:**

- **English:** "Hello, this is [Your Name], your Spanish interpreter, ID number [Your ID Number]. I will be interpreting between English and Spanish today."
- **Spanish:** "Hola, soy [Tu Nombre], su intérprete de español, número de ID [Tu Número de ID]. Hoy interpretaré entre inglés y español."

#### **2. First-Person Interpretation:**

- **English:** "I will interpret everything said in the first person."
- **Spanish:** "Interpretaré todo lo que se diga en primera persona."

#### **3. Direct Communication:**

- **English:** "Please speak directly to each other in short sentences, not to me."
- **Spanish:** "Por favor, hágense directamente el uno al otro en frases cortas, no a mí."

#### **4. Pausing:**

- **English:** "Please pause frequently to allow time for interpretation."
- **Spanish:** "Por favor, hagan pausas frecuentes para dar tiempo a la interpretación."

#### **5. Start Signal:**

- **English:** "I am ready to interpret when you are."
- **Spanish:** "Estoy listo/a para interpretar cuando ustedes lo estén."

### **Standard Closing Script:**

#### **1. Check for Further Needs:**

- **English:** "Before we conclude, is there anything else I can interpret for you?"
- **Spanish:** "Antes de concluir, ¿hay algo más que pueda interpretar para ustedes?"

#### **2. Formal Closing:**

- **(If nothing else is needed):**
- **English:** "Thank you for using our services. Interpreter [Your Name], ID [Your ID Number] disconnecting."
- **Spanish:** "Gracias por usar nuestros servicios. Intérprete [Tu Nombre], ID [Tu Número de ID] desconectando."

### **Key Points:**

- Be clear and audible.
- Set expectations for how the call will proceed.
- Maintain professionalism throughout.