



TakeNote®  
Notetaking & Transcription

# Take Note Information Pack 2013

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## INTRODUCTION

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Thanks for your enquiry with regards to the services we offer at Take Note.

Here is a little pack to give you some more information about who we are, what we do, and why you should consider giving us a try. This document includes service options, rates, transcript examples, information about how to upload files and client testimonials. If you would like any more information please do not hesitate to get in touch. We aim to respond to all emails within half an hour.

Take Note was founded in 2006 by Rebecca Carter and Vanessa Rogers after they became frustrated at the lack of reliable transcription services available. With customer service and satisfaction at the absolute core, Take Note has grown from 2 typists offering 1 service, to over 200 offering a whole array. Our main office is in London but we are used by over 500 companies worldwide. The company is still run by Rebecca (B) and Vanessa (Ness).

We carefully source our transcribers and the recruitment process is extremely thorough. Only around 10% of applicants make it onto our books and we are very proud of our team, all whom type accurately at over 70wpm. All files are spot checked as standard and additional proofreading can be arranged if required. We currently undertake transcription work for the market research, corporate, legal, university, charity, media and publishing sectors and are always open to new challenges.

Take Note is split into 2 divisions. **Transcription** and **Notetaking**. We can supply transcription from all digital and analogue media (anything from VHS/Cassette to mp3) or can send a Notetaker who will arrive at your meeting or event equipped with laptop to provide notes immediately after. Please see below for an outline of the services we offer.

## OVERVIEW OF SERVICES

TRANSCRIPTION TYPE	EXPLANATION	PAGE COUNT	TURNAROUND OPTIONS	48 hr turnaround cost
FULL (VERBATIM)	Word for word transcription. A carbon copy, including all umms, ahhs and repetition. Male/female differentiation and 10 min timecodes included as standard.	Approx 20-25 pages per hour of audio. Marginally longer than an Intelligent Verbatim.	Same day, overnight, 24 hour, 48 hour, 7 day.	Starts from £72.500 (3 < speakers) / £77.00 (4 > speakers) per hour of audio.
FULL (INTELLIGENT VERBATIM) ( <a href="#">click here for example</a> )	This is our most popular service. Verbatim transcription but edited for a cleaner read. Speech is unaltered except umms, ahhs, false starts and repetition are removed. Male/female differentiation and 10 min timecodes included as standard.	Approx 20-25 pages per hour of audio.	Same day, overnight, 24 hour, 48 hour, 7 day.	Starts from £65.00 (3 < speakers) / £69.50 (4 > speakers) per hour of audio.
SUMMARY INCLUDING QUOTES ( <a href="#">click here for example</a> )	This service provides a cheaper alternative to full transcription. Benefit from highlighted verbatim quotes within a summarised transcript. Verbatim Quotes will be highlighted for a really standout transcript.	12-17 pages per hour of audio.	Same day, overnight, 24 hour, 48 hour, 7 day.	Starts from £60.00 (3 < speakers) / £65.00 (4 > speakers) per hour of audio.
SUMMARY (BASIC) ( <a href="#">Click here for an example</a> )	Summary transcripts are simply condensed fulls. All repetition removed, and dialogue condensed for a cleaner read. Each of these services can be tailored to your requirements so if you have a particular format you prefer you just need to let us know. Male/female differentiation included as standard.	12-17 pages per hour of audio.	Same day, overnight, 24 hour, 48 hour, 7 day.	Starts from £52.50 (3 < speakers) / £60.00 (4 > speakers) per hour of audio.
NOTES ( <a href="#">click here for example</a> )	Notes are written in real time as if the notetaker is present. Short, sharp, to the point. Format can be tailored to your requirements.	8-12 pages per hour of audio.	Notes are returned as standard within 24 hours. They can be put through same day or overnight if needed.	£40 per hour of audio.
LIVE NOTETAKER ( <a href="#">click here for example</a> )	Our fastest typists (many over 100wpm) will arrive at your meeting equipped with laptop. Our notetakers are trained to type verbatim where necessary and to summarise the rest ensuring we can provide you with a comprehensive and accurate record.	Approx 10-14 pages per hour.	We have filled bookings with less than 2 hours notice! Whilst 48 hours notice is preferable we will always try to accommodate your request.	£45 per hour. Travel costs may apply for bookings out of London or sessions finishing after 9pm.



**TakeNote**  
Notetaking & Transcription

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www.takenotetyping.com  
bookings@takenotetyping.com  
45 Great Guildford Street  
London, SE1 0ES

**RATE CARD 2013**

LESS THAN THREE (3) SPEAKERS	48 HR	24 HR	7 DAY	SAME DAY	OVERNIGHT	VERBATIM	SPEAKER ID
<b>FULL TRANSCRIPTION p/hr</b>	<b>£65.00</b>	<b>£70.00</b>	<b>£60.00</b>	<b>£75.00</b>	<b>£85.00</b>	<b>£72.50</b>	<b>£80.00</b>
15 MINS	£16.25	£17.50	£15.00	£18.75	£21.25	£23.75	£31.25
30 MINS	£32.50	£35.00	£30.00	£37.50	£42.50	£40.00	£47.50
45 MINS	£48.75	£52.50	£45.00	£56.25	£63.75	£56.25	£63.75
<b>SUMMARY INC QUOTES p/hr</b>	<b>£60.00</b>	<b>£65.00</b>	<b>£55.00</b>	<b>£70.00</b>	<b>£80.00</b>		
15 MINS	£15.00	£16.25	£13.75	£17.50	£20.00		
30 MINS	£30.00	£32.50	£27.50	£35.00	£40.00		
45 MINS	£45.00	£48.75	£41.25	£52.50	£60.00		
<b>SUMMARY p/hr</b>	<b>£52.50</b>	<b>£57.50</b>	<b>£47.50</b>	<b>£62.50</b>	<b>£72.50</b>		
15 MINS	£13.13	£14.38	£11.88	£15.63	£18.13		
30 MINS	£26.25	£28.75	£23.75	£31.25	£36.25		
45 MINS	£39.38	£43.13	£35.63	£46.88	£54.38		
<b>NOTES &amp; QUOTES p/hr</b>	<b>£42.50</b>	<b>£42.50</b>		<b>£52.50</b>	<b>£62.50</b>		
15 MINS	£10.63	£10.63		£13.13	£15.63		
30 MINS	£21.25	£21.25		£26.25	£31.25		
45 MINS	£31.88	£31.88		£39.38	£46.88		
<b>NOTETAKING p/hr</b>	<b>£45.00</b>						

MULTI - FOUR (4) + SPEAKERS	48 HR	24 HR	7 DAY	SAME DAY	OVERNIGHT	VERBATIM	SPEAKER ID
<b>FULL TRANSCRIPTION p/hr</b>	<b>£69.50</b>	<b>£74.50</b>	<b>£64.50</b>	<b>£79.50</b>	<b>£89.50</b>	<b>£77.00</b>	<b>£84.50</b>
15 MINS	£17.38	£18.63	£16.13	£19.88	£22.38	£24.88	£32.38
30 MINS	£34.75	£37.25	£32.25	£39.75	£44.75	£42.25	£49.75
45 MINS	£52.13	£55.88	£48.38	£59.63	£67.13	£59.63	£67.13
<b>SUMMARY INC QUOTES p/hr</b>	<b>£65.00</b>	<b>£70.00</b>	<b>£60.00</b>	<b>£75.00</b>	<b>£85.00</b>		
15 MINS	£16.25	£17.50	£15.00	£18.75	£21.25		
30 MINS	£32.50	£35.00	£30.00	£37.50	£42.50		
45 MINS	£48.75	£52.50	£45.00	£56.25	£63.75		
<b>SUMMARY p/hr</b>	<b>£60.00</b>	<b>£65.00</b>	<b>£55.00</b>	<b>£70.00</b>	<b>£80.00</b>		
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30 MINS	£30.00	£32.50	£27.50	£35.00	£40.00		
45 MINS	£45.00	£48.75	£41.25	£52.50	£60.00		
<b>NOTES &amp; QUOTES p/hr</b>	<b>£45.00</b>	<b>£45.00</b>		<b>£55.00</b>	<b>£65.00</b>		
15 MINS	£11.25	£11.25		£13.75	£16.25		
30 MINS	£22.50	£22.50		£27.50	£32.50		
45 MINS	£33.75	£33.75		£41.25	£48.75		
<b>NOTETAKING</b>	<b>£45.00</b>						

**Recorded Telephone Line** System Usage. Up to 30 mins = £5 / 60 = £10 **Medical Transcription** = + £15 to the above  
**Travel** By arrangement, Minimum Booking Fee: £15 **Secretarial Services / Office temps** Ask for info  
**Take Note Drop Box** <http://dropbox.yousendit.com/TakeNote> **Take Note Back up** [www.wetransfer.com](http://www.wetransfer.com)

Please note that we have a price match guarantee so if you find cheaper rates we will happily discuss.

## Examples of Transcription

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1. Full Transcription
2. Summary Including Quotes
3. Summary
4. Notes & Quotes
5. Notetaking

<b>CLIENT:</b>	<b>Take Note</b>
<b>FILE NAME:</b>	<b>FULL</b>

**Moderator questions in Bold**, Respondents in Regular text.

**Transcriber Comments:** Good quality audio. Group interview with female moderator and several male and female respondents.

**KEY: Unable to decipher** = (inaudible + timecode), **Phonetic spelling** = (ph + timecode), **Missed word** = (? + timecode). For respondents M: Male, F: Female.

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(TC: 00:00:17)

**Thank you for coming today and for taking part in this discussion. Let's cut to the chase first of all and find out what you know about Take Note and what you think of them overall. Let's begin with what you know about them. Are you aware of the different types of transcription that they offer?**

M: I think so, unless I'm missing something. I have been using them for the past three years and have used them for full transcripts, summaries and notes. I think they are the main three services that they offer when it comes to transcribing from audio. Have I got that right?

**Actually, there are four now, as they've just brought in a new service, which is called something like 'Summaries with quotes'.**

M: I didn't know that! Anyway, the three types I knew about have their different appeals, I must admit. If I have lots of time and need to know every single detail about the group then I go for the full transcriptions. There are a lot of pages but I don't have to worry that anything has been missed out. This does come with the added bonus that even though these have everything in them that I could possibly need, Take Note make such a fantastic job of ensuring that they use intelligent verbatim in full transcripts, I'm not bogged down with wading through what I don't need. Thankfully, they will leave out the totally unnecessary bits like the umms, ahhs and sentences that start and then stop and then start over again. So funny how often that happens, don't you think? Anyway, their transcripts are not bogged down with those.

F: I only ever use their summaries, if I am being perfectly honest. I just find that there are too many pages with the fulls and I hate printing off so much paper for each transcript. Just call me the green queen! The summaries hold all the detail that I need but they just condense the moderator, which is fine by me as I can remember, and don't really need, all the finer details of what I have said. Well, I hope I can remember anyway! I also find that they capture enough of the detail in the answers without really labouring the point, as we all tend to do in general conversation. They are a bit cheaper than a full as well so that makes a difference to me, with my company just starting out. I need all the money I can get at the moment. It makes a difference. It really does make a difference to me. What I particularly like is that they don't see a summary as a reason to scrimp on information. Everything I really need is still there. The summaries with quotes sounds interesting though, so I might

give them a try. I think it's somewhere between a summary and a full, so it could be useful for when I need to know verbatim what a respondent has said in a file but still want to save a bit of dosh!

<b>CLIENT:</b>	<b>Take Note</b>
<b>FILE NAME:</b>	<b>SUMMARY incl QUOTES</b>

**Moderator questions in Bold**, Respondents in Regular text.

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<b>FILE NAME:</b>	<b>SUMMARY</b>

**Moderator questions in Bold**, Respondents in Regular text.

**Transcriber Comments:** Good quality audio. Group interview with female moderator and several male and female respondents.

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<b>CLIENT:</b>	<b>Take Note</b>
<b>FILE NAME:</b>	<b>NOTES</b>

**Transcriber Comments:** Good quality audio.

**Group:** Several male and female respondents.

**Moderator:** Female.

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(TC: 00:00:17)

**Thank you for coming today. Are you aware of the different types of transcription that Take Note offer?**

M: I think so. I have been using them for 3 years for full transcripts, summaries and notes.

**There's a fourth type now, called 'Summaries with quotes'.**

M: I didn't know that! All their services have their appeal. If I need to know every detail about the group I go for full transcripts so I don't have to worry anything has been missed. They make such a fantastic job of ensuring that they use intelligent verbatim in full transcripts. They leave out the umms, ahhs and sentences that start and stop.

F: I only use summaries. There are too many pages with fulls and I hate printing off paper. The summaries have the details I need but they condense the moderator, which is fine as I remember what I've said. They capture enough detail without labouring the point. They're cheaper than a full so that makes a difference. They don't see a summary as a reason to scrimp on information. Everything I need is there.

The summaries with quotes sounds interesting though. It could be useful when I need verbatim quotes but still want to save money.

<b>CLIENT:</b>	<b>Take Note</b>
<b>FILE NAME:</b>	<b>NOTETAKING EXAMPLE</b>

**Transcriber Comments:** Viewing room quite loud and respondents often speaking over one another, so sometimes difficult to hear.

**Group:** 6 females, 2 Males.

**Moderator:** Mel.

## SEATING PLAN

3 Karen	4 Suzie	5 Sally	6 Barbara
2 Maxine	<b>M (Moderator)</b>		7 Maureen
1 Jackie			8 Susan

[Mirror]

## INTRODUCTION

### Respondent Description

<b>1</b>	<b>Name: Jackie</b> Appearance: White, blonde, long brown jumper. Introduction: I have 3 grown children, 5 grandchildren from 18 to 3. I run a dance studio with my son.
<b>2</b>	<b>Name: Mike</b> Appearance: Light brown hair, black jumper, arm tattoos. Introduction: Divorced, live on my own, do healing and meditation. Like theatre, cinema, travelling, shopping, cooking. Look after my grandsons sometimes, they're 9, 7 and 4.
<b>3</b>	<b>Name: Karen</b> Appearance: White, short brown hair, purple shirt. Introduction: Grown up family, live with partner, like reading, theatre, internet, looking after grandchildren. Youngest is 6, oldest is 20.
<b>4</b>	<b>Name: Suzie</b> Appearance: White, short brown hair, striped shirt. Introduction: I have 2 children, 26 and 25 that keep going and coming back. I work in

	special needs. Love travelling, theatre and socializing.
5	<b>Name: Sally</b> Appearance: White, blonde hair tied back, black jumper. Introduction: Live with 3 children, cat and 2 tortoises. Preschool manager, love travelling and going on holidays. Love theatre and cinema with friends.
6	<b>Name: Peter</b> Appearance: Brown hair, red jumper, glasses. Introduction: Live with wife, 2 grown sons and grandson. Love gardening. I'm in a band.
7	<b>Name: Maureen</b> Appearance: White, short light brown, wavy hair, glasses. Introduction: I'm 60, packed up work at the start of this year, have 1 son who is jobless at home. Married, husband is still working, he works in County Court. I'm happy going out and about.
8	<b>Name: Susan</b> Appearance: White, pink shirt, short red-brown hair, red cardigan. Introduction: Married, live with husband, 2 children left home, becoming a grandmother for first time in May, retired this year.

**Moderator introduction: Thanks for coming today and taking part in this discussion. Let's find out what you know about Take Note and what you think of them. Are you aware of the different types of transcription that they offer?**

6: I think so. I have been using them for 3 years for full transcripts, summaries and notes.

**There's a fourth type now, called 'Summaries with quotes'.**

2: I didn't know that! All their services have their appeal. If I need to know every detail about the group I go for full transcripts so I don't have to worry anything has been missed. They make such a fantastic job of ensuring that they use intelligent verbatim in full transcripts. They leave out the umms, ahhs and sentences that start and stop.

1: I only use summaries. There are too many pages with fulls and I hate printing off paper. The summaries have the details I need but they condense the moderator, which is fine as I remember what I've said. They capture enough detail without labouring the point. They're cheaper than a full so that makes a difference. They don't see a summary as a reason to scrimp on information. Everything I need is there.

4: The summaries with quotes sounds interesting though. It could be useful when I need verbatim quotes but still want to save money.

## INVOICING

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We invoice on a monthly basis at the moment. This will change with the introduction of our on-line system that is currently being launched.

If you have any specific invoicing requests please do not hesitate to let us know.

We require all invoices to have a PO and JOB REFERENCE so please ensure that you supply us with these others we often will not get paid from your company.

If your job spans over the turn of the month, be sure to let us know it is still on going so that you don't get two invoices for the job in question.

Once the new system is launched, you will be able to generate your own invoices simply by pressing a button!

## TESTIMONIALS

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Please see below a handful of testimonials from our current clients, if you would like to see more just let us know or please visit our website. We are proud that over 95% of first time clients book again and we have a client base of over 500 companies worldwide.

"I have used Take Note recently and I can't say enough good things about them. They have a 24/7 service which means good turnaround times. They are very open and attentive in terms of keeping in contact and (most importantly), they have kept the values of true verbatim transcribing." Hazel Haskayne, **Market Research**

"You girls give Charlie's Angels a run for their money!" Sharon James, **Market Research**

"The employment tribunal case that followed the disciplinary meeting where one of your note takers was present was a lot stronger because of these detailed notes." Yolande Ossen, **Legal**

"I just had a look through the notes and have to say that I am very impressed. They are more comprehensive than I could have imagined and I am indebted to Dan for making my job so much easier. It looks like I will not have to go back to the recordings at all, which is great. Dan was an absolute pleasure to work with and I appreciate him putting up with our gruelling schedule. Thank you for getting the notes to me quickly." Lisa Kabouridis, **Market Research**

"We are absolutely delighted that we have found Take Note - it's a huge relief to be able to trust that all transcription work will be handled professionally, accurately, on time and with great personal service. It's one less thing to worry about. All our queries and last minute deadlines are met with lightning speed and a reassuring, calm and capable attitude. You always say yes, and you always deliver – thank you." Olivia Harrington, **Education**

"Reliable, clear, fast and efficient are just some of the words I would use to describe the Take Note team. I have been regularly using their transcription and notes service for the last 4 years and have never been left disappointed. I always see Kirsty and team as an extension of my team and would recommend them without reservation." Sunita Bhabra, **Market Research**

"Thanks so much, you're amazingly helpful as ever." Leila Hewitt, **Market Research**

"Many thanks again for your efficient and professional service." Jane Oakley, **Market Research**

"Fantastic – this is great service!!" Louise Affleck, **Market Research**

"Notes have been great so far – the moderators couldn't do their job without you guys!" Jess Parr, **Market research**

"I would just like you to know that we have received some fantastic feedback from one of our clients that Alan & Josh Orr supported. Please can you pass this onto them with thanks for the quality of service they provided whilst working for us." Julie Turner, **Charity**

"I just wanted to say thanks to you and the team for all of the hard work you've been doing the last three weeks. I'll be recommending you to my colleagues in the future based on the experience." Adam Poole, **Research**

"Thanks for these and the speed with which you always manage to do things at the 11<sup>th</sup> hour!" Betty Tucker, **Corporate**

"Great to have these so early and many thanks for the efficient delightful service." Caroline Thompson, **Research**

"How wonderful are you lot?" Drusilla Galbott, **Research**